## Contents

*List of Figures*  
vii  
*List of Tables*  
vii  
*Acknowledgements*  
ix  
*Abbreviations*  
xi  

**Introduction**  
1  

1. **Policing in a Multicultural Society**  
   15  
   Police Racism  
   17  
   Attitudes of Minority Groups towards Police  
   25  

2. **Discrimination and Police Work**  
   28  
   Reactive Policing  
   29  
   Institutionalised Racism  
   38  
   Organisation of Policing  
   40  

3. **Strategies for Change**  
   49  
   Tightening Rules  
   51  
   Changing Police Culture  
   55  

4. **Re-examining Police Culture**  
   65  
   Problems with Current Theories  
   65  
   A Reconceptualisation  
   67  
   The Habitus of Policing  
   76  
   The Field of Police–Minority Interactions  
   80  
   New Meaning of Cultural Change  
   92
5 Police and Minorities in New South Wales 94
   Police Contact with Minorities 96
   Overcoming the Language Barrier 100
   Other Difficulties with Visible Minorities 108
   Harassment of Ethnic Youth 110

6 Under New Management 117
   Prelude to Change 118
   Changing Concept of Policing 120
   Organisational Restructuring 124
   Changes to Recruitment and Training 129
   Developing Community-based Initiatives 136

7 Ethnic Affairs Policy Statement: The Paper Chase 156
   Formulation 156
   Implementation 159
   An Assessment 161
   What Went Wrong? 164

8 Cop It Sweet: Reform by Media 169
   Cop It Sweet 169
   Negotiating the Public Discourse 171
   Organisational Reaction and Repair 175
   Media, Scandal and Reform 183

9 Processes and Outcomes of Change 188
   Formulation and Implementation of Strategies 189
   Activation of Organisational Processes 190
   Police Acceptance of Reforms 203
   Production of Outcomes 213

10 Changing Police Culture 223
   Lessons from New South Wales 226
   Prospects for Cultural Change 232

Bibliography of Works Cited 239
Index 250