

# Service: Personal safety / property security



## Strategic objective

Reduce the incidence and impact of crime and road trauma in Queensland.

## 2010-11 priorities

Reduce major and organised crime including serious drug crime, youth and other gang related violence.

This section focuses on policing activities to protect personal safety and property security as well as preventing and detecting related offences.



## Key strategic priority—major and organised crime

The Queensland Police Service has continued to target offences involving personal safety. Over the last 10 years, the rate of personal offences per 100 000 people has decreased by 25%.

### Child protection

Through Task Force Argos, the QPS has maintained its position nationally as the lead law enforcement agency in the investigation of the sexual abuse and exploitation of children.

During 2010-11, Task Force Argos detectives identified and prosecuted 87 offenders on 310 charges including procuring and grooming children via the Internet, making and distributing child exploitation material, and the sexual assault of children. Thirty-two children were identified and removed from harm. The task force also self-generated and referred a further 138 international and interstate targets to partner law enforcement agencies. During this same period, detectives also seized over 466 750 child exploitation images and 600 hours of child exploitation video.

In January 2011, Task Force Argos was named the winner of the annual International Law Enforcement Cybercrime Award 2011 (Gold award) by the Society for the Policing of Cyberspace (POLCYB), a Canadian-based organisation committed to enhancing partnerships in order to prevent and combat crimes in cyberspace.

Task Force Argos continued to identify, initiate and maintain products that educate the community and reduce the risk posed to children by the Internet and related technologies.

Some of the ongoing Argos generated Internet safety initiatives include the 'Who's chatting to your kids?' and the 'Surf Safely' campaigns. Web pages on these initiatives can be viewed at: [www.police.qld.gov.au/programs/personalSafety/](http://www.police.qld.gov.au/programs/personalSafety/).

### Child Protection Offender Registry

The Child Protection Offender Registry in State Crime Operations Command manages the Queensland Child Protection Register and provides specialist investigative resources. Under the *Child Protection (Offender Reporting) Act 2004* (CPOR), offenders who have committed serious offences against children are required to register their personal details and whereabouts with police.

As at 30 June 2011, Queensland's Register contained the details of 3 813 offenders.

The Queensland Police Service's role is to ensure offenders comply with their reporting obligations under the Act. Compliance monitoring is undertaken at a district police level, with reportable offenders reporting to specified local officers.

New child sex offender laws passed by State Parliament in April will result in stricter reporting requirements and tougher penalties for offenders who fail to comply with their reporting obligations. The new laws expand the list of matters offenders now need to report to police and the range of offences that require automatic listing on the Child Sex Offender Register. The new laws were enacted on 1 July 2011.

### The Australian National Victim Image Library

In July 2010, the Ministerial Council for Police and Emergency Management – Police, approved the nation-wide implementation of the Australian National Victim Image Library (ANVIL), a project being led by the QPS Child Safety and Sexual Crime Group in conjunction with the Australian Federal Police and CrimTrac.

ANVIL utilises a Microsoft product, the Child Exploitation Tracking System (CETS), to effectively manage child exploitation material investigations.

The database assists police to identify child victims and has automated and significantly optimised the process of reviewing images of children who are being sexually abused.

Stage one of the ANVIL implementation, central deployment of the CETS application within CrimTrac, has been completed, with the stage two business case currently being prepared. Stage two will provide jurisdictional network connectivity to the national database. It is anticipated that stage two will be completed during 2012.

### Child safety reforms

The QPS, in conjunction with the Department of Communities, Queensland Health and the Department of Education and Training, implemented and completed a staged rollout of a revised Suspected Child Abuse and Neglect (SCAN) Team System. The purpose of the SCAN Team System is to enable a coordinated, multi-agency response to children where statutory intervention is required to assess and meet their protection needs.

Training of all QPS SCAN team representatives was achieved through the delivery of joint agency information sessions, release of a new manual, and the development of a range of training and education resources.

## Youth suicide prevention

'Youth suicide contagion', or 'imitative suicide', is a growing trend of concern within the Queensland community. In 2010, the QPS implemented the 'Impacted Children' initiative, led by the Child Safety and Sexual Crime Group in collaboration with the Commission for Children and Young People and Child Guardian and a range of government and non-government health, education and community services stakeholder agencies. Its aim is to provide a structured coordination framework for information exchange, in order to identify and respond to children and young people at risk of suicide due to contagion at a local, community-based level.

The initiative was implemented in the regional communities of Mackay and Toowoomba.

The 'Impacted Children' initiative was evaluated by the Australian Institute for Suicide Research and Prevention, which confirmed the need for education, awareness and timely information exchange to combat the issue of contagion, in the context of a transferable model of coordinated, multi-disciplinary good practice in local service delivery. In particular, the evaluation highlighted the importance of proactive professional networks and their role in addressing the goals of prevention and postvention within the local community context.

The contribution of the project to enhancing community partnerships and collaboration was recognised by being awarded a Certificate of Commendation in the Problem-Oriented and Partnership Policing category of the 2011 QPS Awards for Excellence.

## Child Protection Week

Child Protection Week 2010 was held from 5-12 September 2010. This annual event is designed to increase public recognition of the importance of child protection and to improve community awareness that child protection is everyone's business.

All regional police supported Child Protection Week through participation in local events throughout the State.

## Adopt a Cop Program

Adopt-a-Cops perform an important role in building better relationships between police officers and school students. Based predominately in primary schools, Adopt-a-Cops are police officers who volunteer their time to help children gain a better understanding about the role of police within the community. By being a familiar face in schools, children may feel more confident to seek help from them. Adopt-a-Cops also educate school children about the law and deliver talks about topics on personal safety, bullying and road safety.

An annual awards program has been established to recognise the good work performed by QPS Adopt-a-Cops. A police dog Cluedo and police horse Connie have been adopted as the Adopt-a-Cop Program mascots. A naming competition held in early 2011 resulted in the selected names. A range of educational resources featuring the mascots have been produced for distribution by Adopt-a-Cops.

There are currently 853 Adopt-a-Cops performing duties in over 1 050 primary and secondary schools, and to a lesser extent, in early childhood centres, special schools, retirement villages and community groups.

In addition to Adopt-a-Cops there are 35 **School Based Police Officer** positions in 47 Queensland state secondary schools.

## Investigation of missing people

The Missing Persons Unit (MPU) continued to overview and provide assistance to almost 6 000 missing persons cases reported in Queensland this year. The MPU is also responsible for providing assistance to interstate and international requests for assistance as well as providing assistance where appropriate to external agencies. For 2010-11, the recovery rate for missing persons in Queensland remains in excess of 99%.

The MPU this year entered into a partnership with reverse charge call provider 1800 Reverse. The aim of the partnership is to encourage missing people, in particular youth, to make contact with family and friends.

## Case Management Unit

In June 2010, the State Crime Operations Command established the Case Management Unit (CMU) within the Homicide Group. The prime purpose of the CMU is to provide expert policing consultancy and support in relation to the use of Information and Communications Technology in the management of major criminal investigations.

The major focus for the CMU in its first year was the continued support of major investigations by providing instruction and advice in the use of the Investigation Management and Control (IMAC) system for both task and information management during Major Incident Room operations.

In February 2011, the CMU embarked on a pilot to establish protocols for the digitisation of cold case homicide files and their eventual loading into IMAC. The CMU has worked closely with the Cold Case Unit, as part of Operation Resolution, to identify and eventually digitise each of the 140 plus cold case investigations.

## Domestic violence

The QPS established a permanent Domestic and Family Violence Unit in September 2009 following a two year trial.

As part of the QPS' continuing commitment to addressing domestic violence in the community, there are now 25 full-time substantive and seven non-substantive District Domestic Violence Liaison Officer (DVLO) positions established in police districts throughout Queensland.

Under the Queensland Government *For our sons and daughters Strategy to Reduce Domestic and Family Violence 2009 – 2014*, the QPS is continuing its involvement in a number of individual and joint initiatives relevant to the achievement of the yearly program of action.

These initiatives include:

- involvement in various strategies to reduce domestic and family violence in Indigenous communities using collaborative approaches both within the QPS and other government stakeholders
- testing of an integrated response model in Rockhampton, which aims to reduce the risk of ongoing harm through integrating human service and justice systems for victims of domestic and family violence
- commencement of a project to develop and implement a risk assessment framework. This framework will aid first response officers to best identify those in need of protection at domestic and family violence incidents.

The QPS is also:

- commencing a project to examine under-reporting of domestic and family violence within culturally and linguistically diverse communities (in particular migrant and refugee women)
- continuing consultation in regard to a national process of registering all domestic violence orders taken out in each jurisdiction
- developing effective benchmarks to ensure the policing of domestic and family violence is appropriately measured and evaluated by the Operational Performance Review process.

## Improvements in DNA analysis

The DNA Improvement Strategy is a joint initiative of the Queensland Police Service Forensic Services Branch and Queensland Health Forensic and Scientific Services. It is aimed at reducing DNA analysis turnaround times.

The DNA Improvement Strategy was the winner of the 2010 IPAA (Queensland Division) award for excellence in public administration at the state level. It went on to win a Silver Award at the 2010 IPAA Prime Minister's Awards for Excellence in Public Sector Management.

Prior to the initiative, prioritised DNA samples took 13 to 16 weeks to be analysed. This delay gave opportunity for offenders to commit further crimes and harm more victims.

As a result of the initiative, most samples are now analysed within two to three weeks. Police are now able to use DNA results to direct investigations. The DNA Improvement Strategy has created a safer community by preventing crime through rapid identification of offenders.

## Working with the community

### Crime Stoppers

The QPS Crime Stoppers Unit, in partnership with Crime Stoppers Queensland Limited, has continued to receive information from the public on a range of crimes and criminal related activity with information leading to the arrest of suspects. Since commencing operation in 1989, Crime Stoppers Queensland has collected over 138 000 pieces of information from members of the public. This has resulted in:

- 20 943 people being apprehended
- more than 54 800 charges being laid
- 21 murders being solved
- 19 attempted murders being solved
- more than \$581 million worth of drugs being confiscated
- \$2.9 million in proceeds of crime being seized
- more than \$9.9 million worth of stolen property being recovered.

## Fighting organised crime

### Telecommunications interceptions

During 2010-11, the QPS established its own independent telecommunications interception (TI) capability, including the procurement of a contemporary TI system and establishing a permanent Telecommunications Interception Group of 45 staff. This milestone has significantly enhanced the organisation's capability to support the investigation of serious, major and organised crime throughout the State.

TI is a dynamic investigative tool which is very useful in the investigation of major and serious crime investigations. It has been successfully utilised in the investigation of murders, including historic

cold case homicides; drug trafficking; high volume property crime; complex fraud; serious assaults including grievous bodily harm; offences committed upon young children, and other major crime categories.

The use of TI has also been very effective in enhancing operational intelligence and identifying opportunities to aggressively pursue the proceeds of crime accumulated by criminal targets.

#### Targeting outlaw motor cycle gangs

Outlaw motor cycle gangs (OMCGs) are an ongoing investigative and intelligence priority for the QPS. This is based on their known involvement in criminal activity and propensity for violence. OMCG Task Force Hydra was established in 2006 to direct QPS strategies aimed at disrupting and dismantling OMCGs in Queensland.

Since then, Task Force Hydra has worked in cooperation with regions, interstate jurisdictions, the Crime and Misconduct Commission and the Australian Crime Commission in targeting organised criminal activity associated with OMCGs.

During the 2010-11 year, 205 people were arrested on 432 charges, which included serious drug and property related offences as well as crimes of violence.

As a result of Operation Hotel Barrow, drugs with an estimated street value in excess of \$1.8 million were seized, five persons were charged with serious drug related offences including trafficking and are presently before the courts, and some \$14 million in assets were restrained.

In July 2010, a cache of 39 firearms including semi automatic weapons and hand guns were forfeited to the crown. These firearms were seized from industrial premises in a targeted activity against members of an OMCG in late 2009. The occupant of the premises was sentenced to a term of 18 months imprisonment.

Task Force Hydra also works collaboratively with regional police to target high profile OMCG activities such as bike runs, poker runs and bike shows.

The new *Criminal Organisation Act* allows the QPS to have an organisation declared as criminal, obtain control orders against the members of the organisation and prevent further recruitment to the organisation.

Other powers will improve public safety by preventing organisations or their members attending certain events and enabling the removal of fortifications from premises.

This new legislation offers the opportunity to further disrupt the activities of organised crime syndicates.

#### Fraud and corporate crime

The QPS has continued its proactive approach to fraud prevention and transnational crime. Project Synergy, an initiative of the Fraud and Corporate Crime Group, is aimed at increasing public awareness and building the capacity of Queensland Government agencies and industry groups to combat fraud.

Under this initiative, the QPS hosted the *2010 National Identity Crime Symposium* which focused on identity crime and hi tech crime, reported as the fastest growing crime types globally. With the theme of *Identity Crime in a Hi Tech World*, the symposium attracted over 100 delegates from Australian and international law enforcement agencies and industry groups. Presentations and discussions included ATM card and EFTPOS skimming, managing your identity in a cyber world, social networking, fraud prevention for children, and identity theft and identity restoration.

An Identity Crime Forum, led by the Fraud and Corporate Crime Group's Identity Crime Unit, was reinstated to assist in information sharing and to combat future offences after a significant increase in identify theft offences involving a number of important stakeholders including Queensland Transport, Department of Births Deaths and Marriages, Department of Foreign Affairs and Trade and Department of Immigration.

Operation Ice Hailstone concluded in November 2010 and involved a joint QPS and New South Wales Police investigation into two Australian citizens linked to importing skimming devices for use in local businesses in Queensland and New South Wales. A third person, a foreign national, was arrested shortly after entering the country in possession of skimming equipment. A total of six devices were seized, three offenders were arrested and one foreign national was deported.

#### Combating drugs

The QPS commits significant resources and effort to targeting those criminals involved in the production, manufacture, trafficking and distribution of dangerous drugs. This involves a range of strategies, from investigation to diversion and education.

A number of significant operations have been undertaken by the State Drug Investigation Unit in 2010-11. For example:

- Operation Hotel Landsman resulted in 25 people being charged with 81 offences including 16 people with trafficking offences.
- Operation Hotel Enzyme led to the arrest of 5 people and seizure of 2.5 tonnes of chemicals.

- In another operation of significance, codenamed Operation Ice Electron, 49 people were charged with 168 offences including 19 offences of trafficking dangerous drugs. During the course of these operations, drugs to the value of over \$2.3 million and \$3.3 million in property and assets were seized and/or restrained.

A total of 290 clandestine illicit drug laboratories were located and seized by police in 2010-11 as a result of proactive investigative strategies targeting illicit drug production throughout Queensland.

### Initiatives

Initiatives being undertaken to fight the illegal production of drugs have included:

- Project Stop, which has enabled pharmacists to assist the police by recording the details of people purchasing pseudoephedrine (a key ingredient used in the manufacture of the illicit drug methylamphetamine). In 2010-11, information gleaned from the Project Stop database led to the inception of 190 investigations.
- Project RX, a National Drug Strategy Law Enforcement Funding Committee project. This project informs QPS activities targeting prescription drug misuse and the diversion of these drugs back to the illicit black market in Queensland.
- Restriction on the importation of pill or tablet presses into Australia. A licensing system for lawful possession of these presses was introduced in 2010. As part of the process, state police now carry out background criminal history and intelligence information checks on those seeking to import the presses.
- Continued education and liaison with industry and other external agencies such as the Real Estate Institute of Queensland, resulting in increased illicit laboratory awareness and intelligence gathering.

The QPS Dog Squad has proven to be effective in detecting amphetamines, cocaine, heroin and other powder drugs.

During this financial year, the drug dog teams have attended 597 warrant executions. Dangerous drugs or associated paraphernalia have been located in 283 instances. A total of 16 547 persons have been searched in passive deployments. Dangerous drugs or associated paraphernalia have been located in 206 instances.

As a direct result of information from Crime Stoppers between 1 July 2010 and 30 June 2011 drugs worth more than \$6.35 million were seized; and prosecutions were conducted on 2 673 drug related charges.

Random Roadside Drug testing is another area where the QPS has made inroads in the fight

against drugs. Since inception in December 2007 up to 30 June 2011, 58 424 roadside saliva tests have been conducted, resulting in 1 289 drivers testing positive for a relevant drug (i.e. cannabis, methylamphetamine and/or MDMA) with a detection rate of approximately 2.2%.

Education and prevention also play a key role in combating drugs. The QPS is involved in a number of innovative whole-of-Government programs which attempt to address the underlying cause of offending including substance misuse.

The Drug Court, Queensland Magistrates Early Referral into Treatment Program (QMERIT), Illicit Drug Court Diversion Program and Police Diversion Program all specifically target offenders who misuse dangerous drugs.

Since the commencement of Drug Courts in 2000, 1 538 offenders have been subject to an Intensive Drug Rehabilitation Order (IDRO). Since its inception in 2006, 764 offenders have participated in QMERIT. The Illicit Drug Court Diversion Program has diverted 28 062 offenders since being introduced in 2003.

The Police Diversion Program, which permits a police officer to refer a person for a minor drug offence to a drug assessment and education program, has referred 71 949 offenders for assessment between 24 June 2001 and 30 June 2011, of whom 27 555 have been connected with services under this program.

In addition, there are 35 dedicated School Based Police Officer positions and 853 Adopt-A-Cop volunteer police officers throughout the State that take every opportunity to raise awareness about the danger of drugs.

### Marine crime

Project NEMO commenced in December 2010 to enhance the QPS' capacity to investigate marine crime and recover stolen vessels.

NEMO is a multi-faceted approach to the investigation and identification of emerging marine crime trends which provides specialist support to regional police.

Since December 2010, the QPS' Organised Crime Group has had some great successes in the investigation of marine crime. Whilst prosecutions are ongoing, eight stolen and 're-birthed' vessels with a total value of in excess of \$160 000 have been recovered.

Between 27 February and 1 March 2011, the QPS hosted a National Marine Crime Conference. Delegates representing New Zealand and national law enforcement agencies, and federal and state government departments attended the conference.

With a theme of Drop Anchor on Marine Crime, the conference addressed issues such as vessel identification, emerging trends in vessel re-birthing and insurance fraud.

## Crime prevention

### Review of Crime Prevention Strategy

In response to recommendations contained in the CMC Restoring Order Report, the QPS agreed to undertake a review of the Queensland Crime Prevention Strategy by 31 December 2010.

The review considered the 1999 Queensland Crime Prevention Strategy and its alignment with current accepted good crime prevention practice and the policy frameworks of the Queensland Government.

Options for the future of the 1999 Queensland Crime Prevention Strategy are currently being considered.

### Crime Prevention in Indigenous Communities

The QPS delivers a wide range of crime prevention initiatives in Indigenous communities in partnership with the community and other agencies.

The Indigenous Policing Reference Group (IPRG) is developing an action plan to strengthen crime prevention and policing in Indigenous Communities.

The QPS is also working in partnership with Aboriginal and Torres Strait Islander Services and other government departments to promote the implementation of Community Safety Planning to better coordinate community safety and crime prevention initiatives at a local level.

Community Safety Plans are one way in which individual communities and the State Government are working together to address local issues and improve community safety.

Three communities have commenced development of community safety plans: Mornington Island, Doomadgee and Hope Vale.

### Crime victimisation

The Crime Victims' Survey 2010 was conducted by the Office of the Government Statistician within the Office of Economic and Statistical Research on behalf of the QPS, between 20 September 2010 and 17 December 2010.

#### Key state-wide findings:

73.6% of victims of personal and property offences in Queensland were satisfied or very satisfied with the service provided by the police. Another 11.5% of victims were neither satisfied nor dissatisfied.

- The percentage of victims who were satisfied with the police response time was 82.6%.

- Survey respondents were asked to rate the level of concern/ helpfulness/ respect/ professional conduct shown by police. The following is the 2010 breakdown:

Crime Victims' Survey 2010		
How crime victims rated aspects of the service provided to them by Queensland police		
	Good/Very Good	Poor/Very Poor
Level of concern	73.6%	11.5%
Helpfulness	73.3%	12.9%
Respect	83.3%	6.6%
Professional conduct	84.5%	6.4%

The full report can be viewed at <http://www.police.qld.gov.au/programs/cvs/>

## Key future initiatives

### Symposiums

The Fraud and Corporate Crime Group will be hosting a number of national and international symposiums:

- National Seniors Fraud Protection Symposium in Brisbane on 30-31 August, 2011. This is the first event of its kind in Australia specifically examining fraud perpetrated on the senior members of the community
- International Organised Fraud Symposium on the Gold Coast on 27-28 September 2011. The conference will aim to increase government, business and consumer awareness in relation to scams originating from overseas and look at developing proactive strategies to better combat what has become a global pandemic
- National Identity and Hi-Tech Crime Symposium 2011 on the Gold Coast from 4-6 October 2011. The theme of this year's event is 'Identity Crime and the Digital Economy'.

The State Drug Investigation Unit will be conducting a Drug Seminar in Brisbane in the latter half of 2011. The seminar will focus on current and emerging drug trends and issues. Delegates attending will include drug investigators and managers from throughout Queensland, interstate and other law enforcement agencies.

### Introduction of the Community Grant Scheme (Road Safety and Crime Prevention)

A partnership with Suncorp Insurance will provide access to project funds for community groups and police to respond to local road safety and crime prevention concerns. Over \$300 000 will be provided by Suncorp Insurance over two financial years, commencing in 2011-12 for worthwhile projects.