

About us

The Police Department was established by the *Police Act of 1863*, which took effect on 1 January 1864. Under the *Police Service Administration Act 1990*, the Queensland Police Force became the Queensland Police Service (QPS). The QPS is the primary law enforcement agency for Queensland. It fulfils this role throughout the state, 24 hours a day, seven days a week, upholding the law and providing assistance to the community particularly in times of emergency, disaster and crisis.

The QPS has two service areas as outlined in the 2017-18 Service Delivery Statement (a State Budget Paper): Crime and Public Order, and Road Safety.

The QPS also undertakes a range of activities designed to promote ethical behaviour, discipline and professional practice to ensure Queensland residents and visitors have confidence in, and respect for, the police.

Our Vision

Members of the community work with Queensland police to stop crime and make Queensland safer

Our Mission

To stop crime, make the community safer, including reducing road trauma, and build relationships with the community



Our accountabilities

Under the *Police Service Administration Act 1990*, the QPS is responsible for:

- preserving peace and good order in all areas of Queensland
- protecting and supporting the Queensland community
- preventing and detecting crime
- upholding the law
- administering the law fairly and efficiently
- bringing offenders to justice

Our values

QPS members value:

- **Courage:** by always doing the right thing
- **Fairness:** in making objective, evidence-based, consistent decisions and by treating people with respect
- **Pride:** in themselves, the QPS, the work they do and the community they serve.

The QPS shares the Queensland Public Service values of:



Customers first

- Know your customers
- Deliver what matters
- Make decisions with empathy



Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries



Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback



Be courageous

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency



Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

Our objectives

The QPS contributed to the government's objectives for the community by delivering quality frontline services and supporting safe, caring and connected communities. The QPS did this through our focus on:

- stopping crime
- making the community safer
- strengthening relationships with the community
- equipping our workforce for the future so we can meet the challenges of policing as we move forward.

Strategies

Each area of focus was delivered through a number of strategies which are outlined below.

To stop crime, the QPS:

- focused resources to identify and deliver effective, innovative and efficient services to prevent, investigate and disrupt crime
- addressed the threat of serious and organised crime, terrorism and radicalisation through strong collaborative partnerships with the community and other law enforcement agencies.

To make the community safer, the QPS:

- fostered collaborative partnerships with government agencies, non-government organisations and community groups to maximise community safety
- worked to improve policing responses to people who are over-represented in the criminal justice system as either victims or offenders, including vulnerable persons and victims of domestic and family violence.

To strengthen relationships with the community, the QPS:

- worked to preserve the legitimacy of policing through fair and ethical service delivery
- provided timely and professional responses to calls for service to maintain community confidence
- strengthened positive online user and social media experiences to expand options for engagement with police.

To equip the workforce for the future, the QPS:

- pursued opportunities to optimise our workforce to meet current and future challenges through training and development
- worked to deliver world-leading equipment, technology and facilities to support our frontline staff
- supported healthy, safe and inclusive workplaces and promoted a diverse workforce that reflects the community we serve.

The QPS also contributed to a range of local, state and national strategies on matters including drugs and alcohol, domestic and family violence, mental health, child protection, counter-terrorism and road safety.

Queensland Government objectives

The Queensland Government remains committed to meeting the challenges facing Queensland communities, particularly around job creation and a stronger economy, education, health and community safety.

Our Future State

Our Future State: Advancing Queensland's Priorities are the government's objectives for the community. They are designed to confront and tackle the major challenges facing Queensland.

Advancing Queensland's Priorities is part of the Government's long term plan for the future of our state, guided by the Queensland Plan. More information about the plan is available online at www.queenslandplan.qld.gov.au

Community safety is a shared responsibility and the QPS works with other government departments, agencies, community groups and members of the community to support the safety and security of all Queenslanders.

Information about QPS policies, programs and services aimed at keeping our communities safe can be found in 2017-18 Highlights (refer pages 29-58).

Keep Communities Safe

As part of the *Our Future State: Advancing Queensland's Priorities*, the government has identified six priority outcomes for Queensland now and into the future.

The Keep Communities Safe outcome will focus on reducing victimisation and youth crime and youth reoffending, and will build the government's recent effort in key areas such as tackling ice, domestic and family violence, and toughening its serious and organised crime legislation.

The Queensland Government will work to deliver the two key targets of the Keeping Communities Safe outcome:

- a 10% reduction in the rate of crime victims over 10 years
 - more can be done to reduce the number of crime victims—particularly victims of personal and property crime. This means reducing the number of people physically and sexually assaulted, domestic and family violence, as well as reducing break and enters, vehicle thefts and property damage.
- a 5% reduction (by 2020-21) in the rate of youth reoffending over five years (from 2015-16)
 - early intervention activities such as diversionary programs, along with engagement in education, training, employment and sport can have a positive impact on young people before they become ingrained in the criminal justice system.

More information about Keeping Communities Safe is available online at <https://www.ourfuture.qld.gov.au/safe-communities.aspx>.

The QPS will also contribute to the other priority outcomes as part of the *Our Future State: Advancing Queensland's Priorities*.

ADVANCING QUEENSLAND'S PRIORITIES



Our environment

The policing environment in Queensland remains challenging. Our population is increasing, becoming more culturally diverse, more urbanised and a greater proportion of Queenslanders are aged 65 years and over. Shifting community expectations, rapid technological innovation and new modes of offending are impacting traditional approaches to policing and service delivery more broadly. Advances in technology are changing the way people interact with each other and also providing platforms for new modes of criminal offending. Criminal threats, including terrorism, are increasingly borderless and complex. Queensland also remains at risk from natural disasters and severe weather events which present threats to public safety.

In response we will:

- establish a QPS security and counter-terrorism command with counter-terrorism specialists located across the state
- continue to deliver key initiatives of the Government's Keep Communities Safe and Tackling Alcohol Fuelled Violence policies
- continue to support the implementation of the Domestic and Family Violence Prevention Strategy 2016-2026 and the Government response to the report from the Special Taskforce on Domestic and Family Violence in Queensland
- work with other relevant agencies to increase the proportion of offenders, particularly young people, diverted from the criminal justice system
- continue to build an enhanced intelligence, preventative and investigative capability in response to terrorism and unplanned events that impact on safety and security and to target serious and organised crime
- continue to work with the Department of Transport and Main Roads and other key partners to implement the Safer Roads, Safer Queensland – Queensland's Road Safety Action Plan 2017-19 to help Queensland achieve its vision of reducing serious road trauma over the long term
- expand roadside drug testing up to 75,000 tests per year by 2020-21
- increase training for road police officers to enable them to better detect and deter broader criminal activities.

Our challenges and opportunities in 2017-18

Our greatest challenge in 2017-18 was to maintain effective policing in an environment of rising demand. In particular, our focus included delivering a safe and secure 2018 Gold Coast Commonwealth Games and maintaining high level and responsive police services across Queensland.

In addition, we identified the following opportunities to best position the QPS to make Queensland safe. We:

- effectively managed complex and dynamic community safety risks, including the threat of terrorism, serious and organised crime, and technology-enabled crime
- sustained the support and cooperation of the community to work in partnership to address the underlying causes of crime
- future-proofing our workforce to ensure the right people are in the right place with the right support, to maximise community safety.

2018-19 Outlook

The QPS, as an organisation, will be faced with a number of strategic challenges during 2018-19. These include:

- maintaining community satisfaction and confidence in police in an environment of changing expectations
- responding to the ongoing threat of terrorism through low capability attacks which pose unique challenges to our people and safety in the community
- effectively engaging our people in a truly inclusive workplace so they are more likely to contribute to the activities of their workplace and enhance performance
- effectively managing resources to meet the needs of vulnerable people in the community
- maintaining currency with technological developments particularly in relation to platforms for criminal activity.

The QPS also identified opportunities to enhance community safety to address future challenges. These include:

- fostering collaborative partnerships with the community and a wide range of agencies to create opportunities for information sharing and enhanced responses to ensure community safety
- valuing the diversity of our people and investing in their expertise, knowledge and safety to ensure the continued delivery of policing services to our community
- becoming more self-sufficient and identifying ways to encourage new ideas, use existing resources more efficiently and challenge our people to work innovatively
- embracing technological advances and increased global connectivity provide opportunities to change and revolutionise policing
- securing legacies from the Commonwealth Games 2018 to enhance our future capabilities.

To address these challenges and make the most of opportunities, key priorities for 2018-19 include:

- continuing to enhance policing responses to Keep Communities Safe and reduce victimisation
- creating better workplaces to enhance the health, safety and wellbeing of our people, families and workplaces through the Our People Matter strategy
- reducing rates of youth reoffending by intervening early to divert young people at risk
- reviewing processes, systems and automation opportunities to identify and implement new and better ways of doing business
- continuing to implement and support the Government's response to key reports and strategies, including the:
 - Advancing Queensland's Priorities
 - Criminal Justice Reform Framework
 - Youth Justice Strategy
 - Domestic and Family Violence Prevention Strategy 2016-2026
 - Action on Ice Plan
 - Supporting Families Changing Futures – Advancing Queensland's child protection and family support reforms and the Queensland Government response to the Report of the Royal Commission into Institutional Responses to Child Sexual Abuse
 - Queensland Road Safety Action Plan 2017-19.

Legislation administered by the QPS

In accordance with *Administrative Arrangements Order (No. 1) 2018*, the QPS administered the following legislation during 2017-18:

- *Australian Crime Commission (Queensland) Act 2003*
- *Child Protection (Offender Reporting and Offender Prohibition Order) Act 2004*
- *Police Powers and Responsibilities Act 2000*
- *Police Service Administration Act 1990*
- *Prostitution Act 1999*
- *Public Safety Preservation Act 1986*
- *State Buildings Protective Security Act 1983*
- *Summary Offences Act 2005*
- *Terrorism (Preventative Detention) Act 2005*
- *Weapons Act 1990*

Our partners

The QPS has strong relationships with its partners in the community including Community Policing Boards, Queensland Police-Citizens Youth Welfare Association, Neighbourhood Watch Queensland (NHWQ) and Crime Stoppers Queensland. The QPS works collaboratively with the Department of the Premier and Cabinet, Queensland Treasury and other government departments to deliver efficient and effective services to the Queensland community. These partnerships help Queensland police prevent crime and make the community safer.

- **Community Policing Boards**

Community Policing Boards provide the opportunity for local organisations and individuals to work together with police on strategies to address crime and safety issues in the community. The boards are made up of local police and community representatives such as not-for-profit organisations, local businesses, chamber of commerce and relevant state, local and Australian government agencies, as well as other individuals who can help address specific issues.

The primary objectives of Community Policing Boards are to:

- promote community safety and security
- find strategies to address societal issues associated with crime and community safety
- identify opportunities to integrate services at a local level
- develop partnerships to support government, industry and community working together
- promote evidence-based solutions (utilising statistical data and empirical research).

Community Policing Boards complement existing community crime prevention frameworks including: NHWQ; Crime Stoppers; and Multi-faith, Cultural and Indigenous Community/Police Consultative Groups. As at 30 June 2018, these boards transitioned to a business as usual model and are managed by the local District Officers. Community Policing Boards in each district will continue to convene four meetings per year.

For more information visit www.mypolice.qld.gov.au and follow the links.

- **Queensland Police-Citizens Youth Welfare Association**

Commonly known as the Police-Citizens Youth Club (PCYC), this is a non-government, not-for-profit charity that provides appropriate, affordable and accessible youth development programs and services to support young people in making positive life choices.

Every PCYC is managed by a QPS Sergeant as its Branch Manager. This encourages positive relationships in the community and fosters unique interactions and experiences between QPS officers and young Queenslanders. The PCYC was first established in 1948 with 53 PCYC Branches and more than 60 QPS officers working to manage and coordinate their operations across the state.

For more information or to find a club near you, visit the PCYC website at www.pcy.org.au.

- **Neighbourhood Watch Queensland (NHWQ)**

NHWQ is a joint partnership between the QPS and the Queensland community to reduce crime and improve community safety. It encourages communities to join together in small informal groups to improve the safety of their families and other people who live, visit and do business in their neighbourhood. NHWQ is focused on improving home security, reducing the fear of crime and reporting suspicious activity to police. There are over 470 local NHWQ groups located throughout Queensland, supporting 169 NHWQ blogs and approximately 11,000 online subscribers.



For more information or to find your local group, visit the NHWQ website at www.nhwq.org.

- **Crime Stoppers Queensland**

Crime Stoppers Queensland is a community volunteer organisation that works closely with local communities to help solve and prevent crime. It provides an avenue for the community to assist police in helping to solve crimes.

Crime Stoppers Queensland provides a telephone hotline and website for members of the community to provide anonymous information about criminal activity. This information is sent electronically to the relevant police establishment in the area where the crime is occurring for investigation.



The QPS assists Crime Stoppers Queensland through the following mechanisms:

- the Assistant Commissioner, State Crime Command is on the Board of Directors as the Commissioner’s representative
- a dedicated police unit manages the partnership deliverables, administers intelligence reports, handles investigator inquiries and assists Crime Stoppers State Office personnel with promotional displays and presentations as required
- police officers act as partnership representatives on each of the 31 Volunteer Area Committees spread throughout the state.

For more detailed information, visit the Crime Stoppers Queensland website at www.qld.crimestoppers.com.au.

Volunteers

Volunteers are crucial to the successful delivery of frontline services and they support the QPS in keeping communities safe.

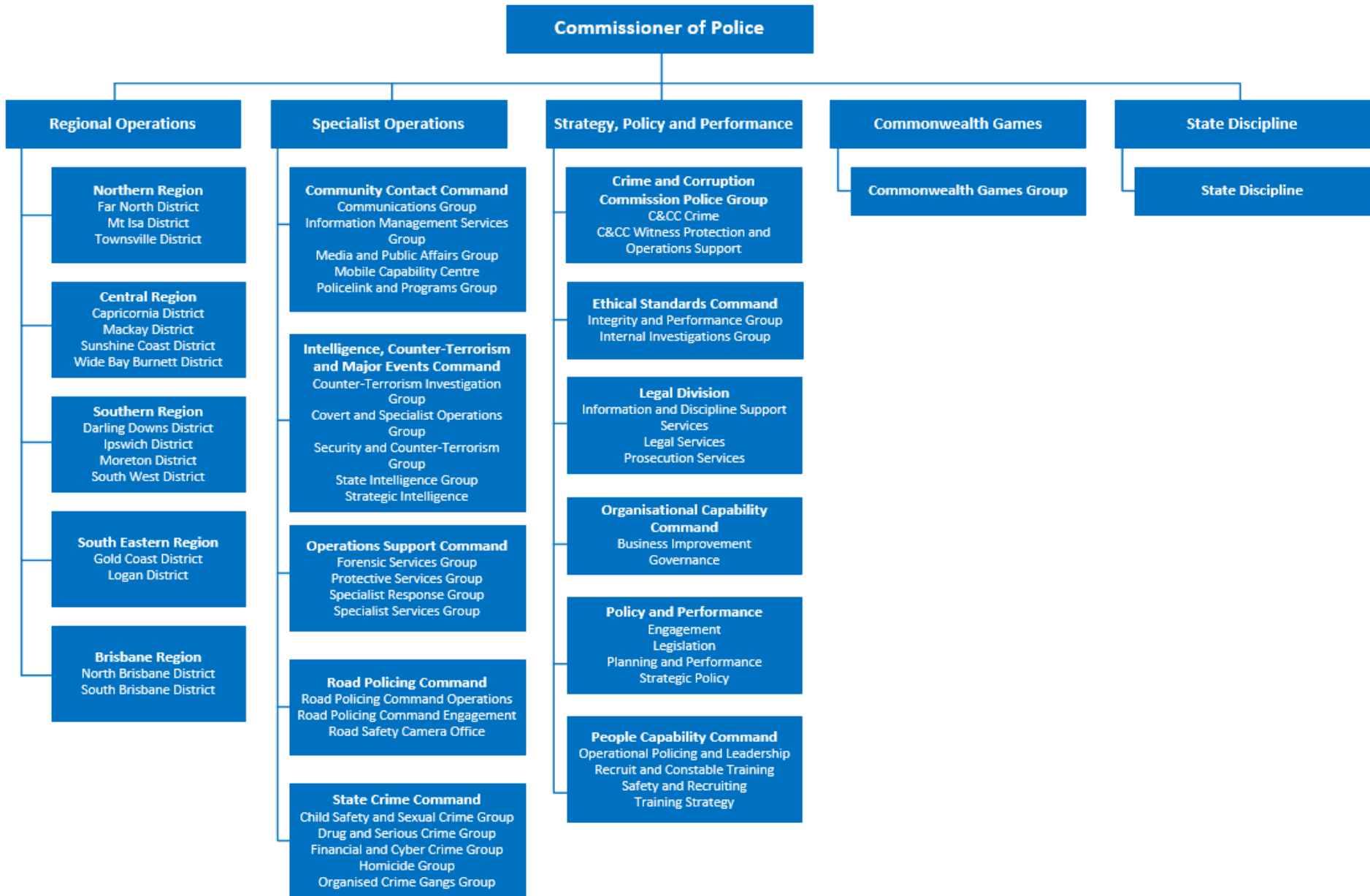
- **Volunteers in Policing**

The aim of the Volunteers in Policing (ViP) program is to recruit and train local community members to carry out a range of voluntary tasks that complement but do not compete with the established responsibilities of police officers and other paid staff members. In general, these tasks assist police to deliver a range of services designed to reduce crime and to help people feel safe. ViPs are based in local police establishments where they work with police to address customer service, community safety and crime prevention needs in the community. ViPs also support victims of crime, often attending with police to speak with and provide support to people who have gone through difficult and traumatic experiences. ViPs also assist Police Recruiting with the overall recruiting process. There are approximately 350 ViPs throughout the state.

For more information or to become a ViP, visit the QPS website www.police.qld.gov.au/join/vip/default.htm.

Organisational structure

(as at 30 June 2018)



QPS structure

Regional Operations is responsible for the provision of strategic direction, leadership, overview and review of the delivery of policing services to the community across the five regions statewide.

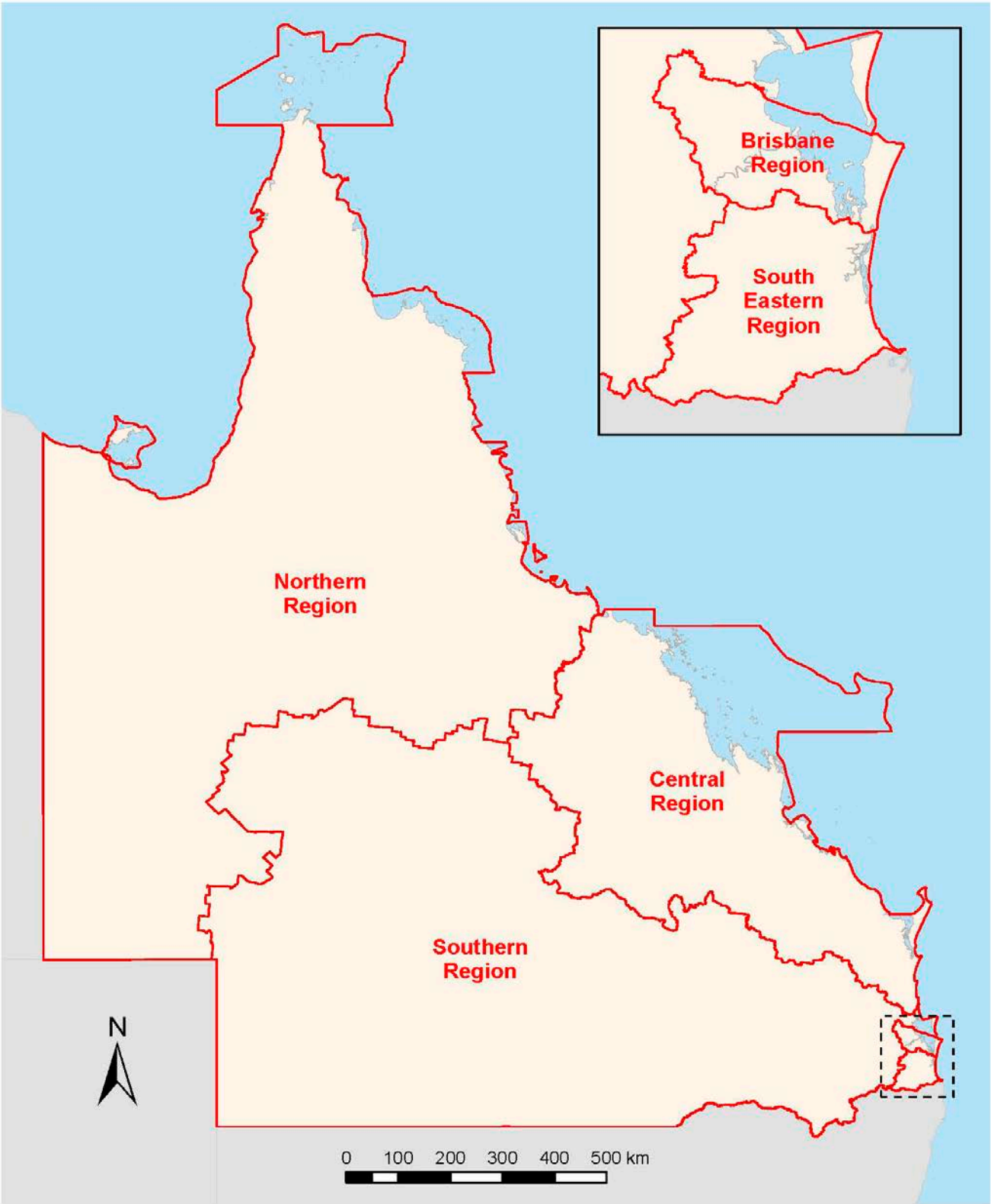
Specialist Operations is responsible for the provision of specialist police services including Community Contact Command, Intelligence, Counter-Terrorism and Major Events Command, Operations Support Command, Road Policing Command and State Crime Command.

Strategy, Policy, and Performance is responsible for continuous improvement and review, organisational efficiencies and better service provision to the Queensland community.

Commonwealth Games is a temporary establishment that was created to manage the security operations for the 2018 Commonwealth Games.

State Discipline is a new establishment and is responsible for the effective management of the discipline process across the QPS, by providing consistency with Government policy directions and the Service's strategic plan.

QPS Regional Map



Locations

QPS delivers its services from various locations throughout the state including:

In addition, each police district is supported by a range of specialist areas which may include the Child Protection and Investigation Unit, Criminal Investigation Branch, Intelligence Unit, Scenes of Crime and Scientific Units, Dog Squad, Forensic Crash Unit, Road Policing, Prosecutions and Water Police. There are also purpose-built investigation centres to respond to major incidents located at various stations and district offices throughout the state. A list of contacts and key locations for QPS is included in the appendices of this report.