About the Queensland Police Service

Vision

To help make Queensland a safe and secure place to live, visit and do business.

Purpose

To deliver quality policing services 24 hours a day.

Role

The Queensland Police Service provides quality policing services 24 hours a day to Queensland residents and visitors.

Responsibilities

The QPS is responsible for:

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

Values

- Professionalism;
- Performance;
- People; and
- Partnerships.

Strategic direction

Under the QPS Strategic Plan 2012-2016, our strategic objectives are to:

- enhance community safety and security; and
- increase community confidence and satisfaction with police.

The QPS contributes to the Government's objectives, particularly revitalising front line services for families. It also contributes to a range of national, state and local initiatives including *Closing the Gap on Indigenous Disadvantage* and the *National Road Safety Strategy 2011-2020*.

Legislation administered

The following legislation was administered by the QPS in 2012-13:

- *Australian Crime Commission (Queensland) Act 2003*;
- *Child Protection (Offender Prohibition Order) Act 2008*;
- *Child Protection (Offender Reporting) Act 2004*;
- *Police Powers and Responsibilities Act 2000*;
- *Police Service Administration Act 1990*;
- *Prostitution Act 1999*;
- *Public Safety Preservation Act 1986*;
- *Queensland Police Welfare Club Act 1970*;
- *Summary Offences Act 2005*;
- *Terrorism (Preventative Detention) Act 2005*; and
- *Weapons Act 1990.*

The QPS did not undergo any machinery-of-government changes during the 2012–13 financial year.

Services

- Professional standards and ethical practices - Activities to promote ethical behaviour, discipline and professional practice to ensure the community and visitors to the community have confidence in, and respect for, the Queensland Police Service.
- Personal safety - Activities to protect personal safety and prevent and detect related offences including homicide, assault, sexual assault, robbery and total personal safety.
- Property security - Activities to protect property and prevent and detect related offences including unlawful entry, other property damage, motor vehicle theft, other theft and total property security.
- Traffic policing - Activities to enforce traffic law and reduce road trauma including through the prevention and detection of speeding, red light offences, driving under the influence of alcohol or drugs, driving while fatigued and not wearing seatbelts.
- Public order and safety - Activities to maintain public order and safety during major events and natural disasters—from planning to recovery. Public order issues include those related to public space enjoyment, street and nuisance offences, liquor licensing issues and environmental design to reduce crime including alcohol fuelled violence.
- Service delivery support - Activities to support the provision of core policing functions.

Key challenges and risks

- Demand for policing services is growing, particularly in Queensland's South-East, and around major resource and infrastructure projects. However, the supply of policing resources is limited. Increasing productivity can help balance demand and supply.
- While Queensland crime rates have trended downwards over the last decade, vulnerable people remain over-represented as victims, offenders, and repeat offenders.
- Maintaining and enhancing professionalism and client service requires a continued focus on QPS culture, performance, policy and procedures.
- There is a risk of more severe and damaging natural disasters as a result of climate change.
- Queensland is attracting and supporting a growing number of major events.
- There are rising community expectations and technological capabilities, for online service delivery, information sharing, engagement and consultation.
- There has been an increase in risky drinking by young people, which may be contributing to public nuisance offences and assaults.
- Major and organised crime particularly in relation to drugs, remains a significant challenge for Queensland police.
- Some categories of road users are increasingly involved in fatal crashes, despite recent reductions in Queensland's overall rate of road fatalities per 100 000 population.

Strategic priorities

- Maintain professional standards and ethical practices.
- Develop flexible models of service delivery and allocate resources based on relative need.
- Build partnerships to enhance community policing and client service.
- Increase productivity and reduce internal and external red tape.
- Continue to enhance Queensland's preparedness for, and capacity to respond to, disasters and other unplanned events.
- Provide safety and security during planned events and continue to plan for the 2014 G20 Leaders' Summit and 2018 Commonwealth Games.
- Disrupt organised crime groups and their activities.
- Address youth crime and disorder.
- Prevent alcohol-related traffic crashes, violence and disorder.

Key performance indicators

The table below provides an overview of the QPS's performance against service standards from the *2012‑2016 Strategic Plan* and *2012-13 Service Delivery Statement*.

Service standard	Notes	2010–11 Actual	2011-12 Actual	2012–13 Target/Est.	2012–13 Actual
Rate (per 100 000 population) of personal safety offences reported:	1,2				
- Homicide		3	3	2-4	3
- Assault		428	442	420-480	432
- Sexual assault		116	105	100-150	109
- Robbery		40	40	30-50	42
- Total personal safety		666	672	660-770	664
Number of personal safety offences cleared:	1,2,3				
- Homicide		113	114	> 105	130
- Assault		17 149	17 878	> 18 419	17 639
- Sexual assault		4 746	4 366	> 4 561	4 540
- Robbery		1 096	1 197	> 1 171	1 250
- Total personal safety		25 689	26 345	> 27 155	26 181
Rate (per 100 000 population) of property security offences reported:	1,4				
- Unlawful entry		960	1 009	900-1 150	989
- Other property damage		943	945	900-1 100	896
- Motor vehicle theft	5	217	263	200-270	278
- Other theft (excl unlawful entry)		2 191	2 306	2 200-2 500	2 285
- Total property security		4 815	5 007	4 400-5 400	5 002
Number of property security offences cleared:	1,3				
- Unlawful entry		9 544	10 900	> 10 843	10 986
- Other property damage		13 697	15 194	> 15 293	14 717
- Motor vehicle theft	5	3 490	4 548	> 4 469	5 315
- Other theft (excl unlawful entry)		29 297	32 817	> 32 473	34 475
- Total property security		74 067	79 682	> 79 795	85 923
Public satisfaction with police dealing with disasters and major events	6	87.2	89.2	≥ 85%	88.2%
Number of vehicles monitored per offence by:					
- Speed cameras	7,8	101:1	269:1	200-300:1	315:1
- Red light cameras	8	3 198:1	5 133:1	3 500-5 500:1	4,860:1
Rate (per 100 000 population) of road crash fatalities	1,9	5.66	6.15	5.90	6.44
Level of community confidence in police	6	85.6%	86.3%	≥ 85%	86.9%
Satisfaction of members of the public who had contact with police in the last twelve months	6	85.2%	85.1%	⩾ 85%	84.9%
Public satisfaction with police dealing with public order problems	6	68.3%	69.2%	⩾ 65%	70.3%
Rate of complaints against police per 100 sworn (operational) staff		22.3	20.6	≤ 20.6	16.1

Notes:

1. Data reported previously may differ from what is reported in this annual report due to settling and revised population figures.
2. The offence categories reported separately are those classified as 'violent' crimes. The 'total personal safety' offences figure also includes the offence categories of extortion, kidnapping, abduction and deprivation of liberty and other offences against the person. Homicide includes the offence categories of murder, attempted murder and conspiracy to murder.
3. The number of offences cleared relates to the total number of offences cleared in the period regardless of when they were reported. This Service Standard is not an indicator of efficiency or effectiveness. In 2013-14, it will be replaced with the percentage of offences cleared within 30 days, which is comparable from year to year and has remained relatively stable.
4. The offence categories reported separately are classified as high volume property security offences. The total property security offences figures also include the offence categories of arson, fraud and handling stolen goods.
5. This offence category relates to unlawful use of a motor vehicle.
6. Derived from the *National Survey of Community Satisfaction with Policing*.
7. Excludes data for portable mobile speed cameras. These devices are aimed at a specific vehicle and not all vehicles passing that location are monitored.
8. Offence rates for speed and red light detection cameras vary due to a range of factors including road users becoming more familiar with the location of speed and red-light detection cameras through road safety advertising, results of enforcement, the popularity of in-car navigation aids with built in camera alerts and general community awareness and changes to enforcement practices.
9. There are many factors which can cause or contribute to road crash fatalities. Key causal factors include drink and drug driving, fatigue, speeding, unrestrained occupants and distraction and inattention.