

## Commissioner's foreword

The Annual Report 2012-13 describes the Queensland Police Service's (QPS) achievements, performance, outlook and financial position. It supports accountability and transparency, which underpin public trust and confidence.

The National Survey of Community Satisfaction with Policing indicates that general satisfaction with police in 2012-13 was 77.8%. Also in 2012-13, 86.9% of Queenslanders indicated they had confidence in police. Both of these outcomes were above the national average.

During 2012-13, compared to the previous financial year, there was a 2% increase in the rate of total offences. However, the crime rate is still considerably lower than it was in 2000-01. There were 12 424 total offences per 100 000 population in 2000-01, which compares to 9 561 per 100 000 population in 2012-13.

The road toll for 2012 was 280, with 6.13 fatalities per 100 000 population. This was the third lowest fatality rate recorded in Queensland for a calendar year since accurate records began in July 1952.

Despite the many positive aspects of QPS performance, there is always room for improvement. There is an opportunity for the QPS to contribute to, and lead, reform to improve public services to the community.

In August 2012, the QPS commenced an internal review guided by the Public Sector Renewal Program. The Review Report, *Overview of the proposed changes to the structure and governance of the Queensland Police Service*, outlined the proposed new future state for the Queensland Police Service.

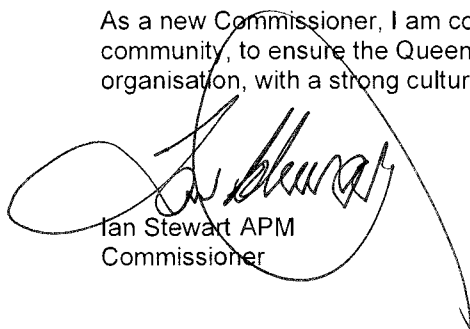
In the future we will be a Police Service that works with the community to stop crime and make Queensland safer, including stopping road trauma. We will:

- provide more options for the community to communicate with police;
- build relationships with the community, based on fairness and integrity;
- release police from tasks that don't add value or can be completed by other means;
- be more mobile, flexible and capable of working across boundaries, to deliver the services the community needs;
- focus on proactive work and be able to respond quickly when needed; and
- act with courage and be proud of our contribution to the community.

Moving toward the future state starts with the implementation of a streamlined organisational structure. However, this is just the beginning.

In 2013-14, the Queensland Police Service will progress a range of renewal initiatives and the implementation of accepted recommendations from the Police and Community Safety Review.

As a new Commissioner, I am committed to working with members of the QPS, and the community, to ensure the Queensland Police Service is a client focussed, modern organisation, with a strong culture of performance.



Ian Stewart APM  
Commissioner