

# Performance

## Key performance measures

The services provided by the QPS focus on reducing and preventing the incidence of crime, public disorder and road trauma to build safe, caring and connected communities. These are delivered through two service areas – Crime and Public Order, and Road Safety.

The objective of Crime and Public Order is to uphold the law by working with the community to stop crime and make Queensland safer. A range of services are provided by the QPS to support this and include:

- protect personal safety and prevent and detect related offences including homicide, assault, sexual assault and robbery
- protect property and prevent and detect related offences including unlawful entry, other property damage, motor vehicle theft, and other theft
- maintain public order and safety including during major events and natural disasters (from planning to recovery); address public space enjoyment, street and nuisance offences; liquor licensing issues; and environmental design to reduce crime including alcohol-fuelled violence.

Road Safety's objective is to undertake activities designed to reduce road trauma including targeting the prevention and detection of speeding, red light offences, driving under the influence of alcohol or drugs, driving while fatigued and not wearing seatbelts.

The services delivered by the QPS are designed to promote ethical behavior, discipline and professional practice.

The following tables provide an overview of the key performance measures for the QPS for 2015-16. Data for 2014-15 is sourced from the *Queensland Police Service 2014-15 Annual Report* unless otherwise stated in the Notes.

Service Area: Crime and Public Order							
Performance measures	Notes	Strategic Plan	2015-16 SDS	RoGS	2014-15 Actual	2015-16 Target/ Estimate	2015-16 Actual
Rate (per 100,000 people) of personal safety offences reported:	1, 2, 3	✓	✓				
• Homicide					1	2-4	1
• Assault	4				371	350-438	417
• Sexual assault	4				125	100-125	128
• Robbery	4				27	25-31	28
• Total personal safety	4				586	550-688	641
Percentage of personal safety offences cleared within 30 days:	2, 3	✓	✓				
• Homicide					85%	70-88%	75%
• Assault					65%	55-69%	66%
• Sexual assault					59%	55-69%	58%
• Robbery					62%	55-69%	62%
• Total personal safety					63%	55-69%	63%

Service Area: Crime and Public Order (cont'd)							
Performance measures	Notes	Strategic Plan	2015-16 SDS	RoGS	2014-15 Actual	2015-16 Target/Estimate	2015-16 Actual
Rate (per 100,000 people) of property security offences reported:	1, 2, 5	✓	✓				
• Unlawful entry					660	650-813	673
• Other property damage	4				666	650-813	694
• Motor vehicle theft	4				189	180-225	208
• Other theft (excluding unlawful entry)	4				2,016	1,900-2,375	2,120
• Total property security	4				4,149	4,000-5,000	4,286
Percentage of property security offences cleared within 30 days:	2, 5	✓	✓				
• Unlawful entry					19%	16-20%	20%
• Other property damage					27%	24-30%	28%
• Motor vehicle theft					35%	30-38%	38%
• Other theft (excluding unlawful entry)					28%	25-31%	29%
• Total property security					30%	25-31%	31%
Rate (per 100,000 people) of good order offences detected	1, 2, 4, 6	✓	✓		1,263	1,100-1,375	1,274
Percentage of good order offences cleared within 30 days	2, 6	✓	✓		89%	85-100%	86%
Public satisfaction with police dealing with public order problems	7	✓	✓		75.2%	≥70%	72.4%
Public satisfaction with police dealing with emergencies and disasters	7, 8	✓	✓		90.5%	≥85%	84.6%
Percentage of code 1 and code 2 incidents attended within 12 minutes	9		✓		-	≥80%	83.9%

Notes:

1. Queensland population data is sourced from the *Australian Bureau of Statistics (ABS) Catalogue No. 3101.0 Australian Demographic Statistics*.
2. The 2015-16 Target/Estimate takes into account recent results and any known factors that are likely to have an impact in the forthcoming 12 months. The range is standardised so that the upper end of the range is consistently 25% higher than the lower end.

Notes (cont'd):

3. The offence categories reported separately are those classified as 'violent' crimes and are the most significant personal safety offence categories in terms of their impact on the community. 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.
4. Data for 2014-15 is sourced from the *Annual Statistical Review 2015/16 Queensland Police Service*.
5. The offence categories reported separately are considered high volume property security offences. The total property security offences figure also includes arson, fraud and handling stolen goods.
6. Good order offences include offences relating to public nuisance, obstructing police and other offences against good order. An increase in good order offences generally indicates an increase in policing activity around public spaces and major events, and a range of related proactive policing strategies often focusing on liquor-related enforcement.
7. Public satisfaction is measured against the results of the *National Survey of Community Satisfaction with Policing*. The *National Survey of Community Satisfaction with Policing* is a general community survey. Respondents to these questions may or may not have had contact with police in the last 12 months.
8. An amendment has been made to this measure to ensure alignment with a wording change in the national survey on 1 July 2015. Respondents were previously asked about their satisfaction with police dealing with 'disasters and major events'. No changes were made to the methodology of this measure. Emergencies and disasters includes maintaining public order and safety during natural disasters and major events such as tropical cyclones, flooding, Schoolies Week and Gold Coast 600.
9. New performance measure in 2015-16. This performance measure reports the time taken to attend code 1 and code 2 incidents. Data includes geographic areas covered by the Queensland Computer Aided Dispatch (CAD) System. Code 1 and 2 incidents include very urgent matters when danger to human life is imminent and urgent matters involving injury or present threat of injury to person or property. The benchmark of 12 minutes was chosen for comparability with New South Wales police, who use similar methodology, business rules and systems.

**Key**

RoGS – Report on Government Services

SDS – Service Delivery Statement

Strategic Plan – *Queensland Police Service Strategic Plan 2015-2019*

Service Area: Road Safety							
Performance measures	Notes	Strategic Plan	2015-16 SDS	RoGS	2014-15 Actual	2015-16 Target/Estimate	2015-16 Actual
Rate (per 100,000 people) of road crash fatalities	1, 2, 3,	✓	✓		4.95	5.4	5.03
Rate (per 100,000 people) of people hospitalised following a road crash	1, 2, 4	✓	✓		131.5	145	-

Notes:

1. There are many factors which can cause or contribute to road crash fatalities and hospitalisations. Key causal factors include drink and drug driving, fatigue, speeding, unrestrained occupants, and distraction and inattention. The 2015-16 Target/Estimate, developed in consultation with the Department of Transport and Main Roads (DTMR), included consideration of recent trends, economic indicators and the potential effects of road safety initiatives. Queensland population data is sourced from the *ABS Catalogue No. 3101.0 Australian Demographic Statistics*.
2. Data is sourced from DTMR. The 2014-15 Actuals have been updated.
3. The 2015-16 Actual is preliminary and subject to change.
4. The 2015-16 Actual was not available at the time of reporting due to the time it takes to investigate and finalise crash information. Data is expected to be available in November 2016.

**Key**

RoGS – Report on Government Services

SDS – Service Delivery Statement

Strategic Plan – *Queensland Police Service Strategic Plan 2015-2019*

Service: Police Services							
Performance measures	Notes	Strategic Plan	2015-16 SDS	RoGS	2014-15 Actual	2015-16 Target/ Estimate	2015-16 Actual
Rate of complaints against police per 100 sworn (operational) staff	1	✓	✓	✓	9.8	≤9.8	10.8
Public perception of police professionalism and image	2		✓				
<ul style="list-style-type: none"> <li>• Police perform their job professionally</li> <li>• Police treat people fairly and equally</li> <li>• Police are honest</li> <li>• I do have confidence in the police</li> </ul>		✓			87.8%	≥85%	86.3%
				✓	76.5%	≥75%	75.7%
				✓	76.4%	≥75%	74.2%
					88%	≥85%	87.3%
Satisfaction of members of the public who had contact with police in the last twelve months	3	✓	✓	✓	85.2%	≥85%	83.7%
Cost of policing services per person	4	✓	✓	✓	\$434	\$442	\$445
Percentage of prosecutions where costs were awarded against the police	5	✓	✓	✓	0.01%	≤0.05%	0.005%

Notes:

1. Sworn operational staff refers to a police officer employed by the QPS who has sworn the Oath of Office under the *Police Service Administration Act 1990*, and whose primary duty is the delivery of police or police-related services to an external customer, including officers seconded to PSBA and the Crime and Corruption Commission. 'Complaints' are defined as statements by members of the public regarding police conduct, including officers on, off or unknown duty, when a person was in police custody or had voluntary dealing with the police. RoGS 2016 reported that Queensland had the second lowest rate of complaints against police per 100 sworn staff out of the eight reporting jurisdictions in 2014-15.
2. Public perception is measured against the results of the *National Survey of Community Satisfaction with Policing*. The *National Survey of Community Satisfaction with Policing* is a general community survey. Respondents to these questions may or may not have had contact with police in the last 12 months.

Notes (cont'd)

3. Public satisfaction is measured against the results of *the National Survey of Community Satisfaction with Policing*. The *National Survey of Community Satisfaction with Policing* is a general community survey. Respondents to this question had contact with police in the last 12 months.
4. The Cost of policing services per person is calculated by dividing real recurrent expenditure by Queensland population. Population data is sourced from the *ABS Australian Demographic Statistics Catalogue No. 3101.0 Australian Demographic Statistics*. The increase in the 2015-16 Actual, from the 2015-16 Estimated Actual of \$439 reported in the 2016-17 SDS, is primarily due to below fair value services for the Government Wireless Network (GWN), implemented for the QPS by the Department of Science, Information Technology and Innovation.
5. This performance measure represents the sum of all prosecutions where costs were awarded against the QPS, divided by the sum of all prosecutions. In RoGS, this is considered a measure of police efficiency in preparing evidence that is relevant to, and supports, a prosecution. Court costs are generally awarded against police when a criminal action against an offender has failed; in this respect, it represents at least some of the resources expended when a prosecution fails. A low or decreasing proportion of prosecutions where costs are awarded against police in criminal actions is therefore desirable. RoGS 2016 reported that Queensland had the lowest percentage of prosecutions where costs were awarded against the police out of the eight reporting jurisdictions in 2014-15.

**Key**

RoGS – Report on Government Services

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## 2015-16 Highlights

This section reports on the objectives of the QPS Strategic Plan 2015-2019. To drive delivery of its objectives, the QPS focusses on five main strategies: Frontline services, Culture, People, Processes and Systems (refer page 12 for further information).

This is a sample of performance highlights from 2015-16 and is not representative of all work undertaken during the reporting period.

### Objective One

*Reducing and preventing the incidence of crime, public disorder and road trauma.*

#### Putting an end to domestic and family violence

During 2015-16, the QPS achieved its First Action Plan (2015-16) deliverables of the Queensland Government's *Domestic and Family Violence Prevention Strategy 2016-2026*. These deliverables have laid the foundation for the QPS to achieve its future vision of delivering best practice policing prevention and response services to improve victim safety and hold perpetrators to account.

Key achievements during 2015-16 include:

- appointing Deputy Commissioner Brett Pointing as the QPS Domestic and Family Violence Cultural Change Champion and Assistant Commissioner Paul Stewart as the QPS Domestic and Family Violence Senior Responsible Officer
- reinstating the QPS State Domestic and Family Violence Coordinator role
- establishing the QPS Domestic, Family Violence and Vulnerable Persons Unit to support the implementation of the QPS-led recommendations from the *NOT NOW, NOT EVER Putting an End to Domestic and Family Violence in Queensland* report (2015)
- hosting the inaugural QPS Domestic and Family Violence Forum on 23 July 2015 to define prevention and first responder best policing practice in Queensland. Forum outcomes have been used to guide and inform decision making around domestic and family violence. A further forum was held in February 2016 to continue discussions on domestic and family violence prevention and first responder best practice, to facilitate Domestic and Family Violence Coordinator information sharing and develop ways to increase officers' awareness and understanding of domestic and family violence
- conducting Vertical Slice Workshops in late 2015 with operational police in Brisbane, Cairns, Rockhampton, Townsville and Gold Coast districts to explore the challenges facing frontline officers in responding to domestic and family violence
- inducting a number of White Ribbon Ambassadors, Champions and Pledges at Executive Leadership and District Officer level, and progressing measures for the QPS to become an accredited White Ribbon workplace
- releasing the *Australia and New Zealand Police Commissioners – Protecting Women and Children from Family Violence Leadership Statement* in March 2016. The QPS Commissioner is a signatory to the statement

- hosting the District Officers Domestic and Family Violence Conference in May 2016, to continue discussions regarding the QPS cultural change process to better address domestic and family violence
- progressing implementation of changes to police procedures that strengthen the legal processes and increase accountability for domestic and family violence offending. Changes arising from the *Criminal Law (Domestic Violence) Amendment Act 2015* and the *Criminal Law (Domestic Violence) Amendment Act 2016* have also been implemented and it is anticipated further changes to police procedures may result from the forthcoming amendments to the *Domestic and Family Violence Protection Act 2012*
- commencing an independent, external audit of domestic and family violence police training products.

For further information, refer to pages 68-69.

### **Child safety reform agenda**

The QPS continued implementing recommendations in 2015-16 from the Queensland Child Protection Commission of Inquiry final report *Taking Responsibility: A Roadmap for Queensland Child Protection* (June 2013) and the *Child Protection Reform Amendment Act 2014*.

The QPS also continued to participate in a joint working party with the Department of Communities, Child Safety and Disability Services (DCCSDS) to establish a streamlined process for the exchange of domestic and family violence information between the QPS and DCCSDS (recommendation 4.4 of the Inquiry's report). The information exchange process should provide both agencies with the ability to easily retrieve, access and store information.

In a further collaboration with DCCSDS, the QPS aims to develop an information technology platform to facilitate and streamline the information exchange process as a long term solution. In the interim, the QPS is working with DCCSDS to develop appropriate arrangements for requesting police information, in accordance with the business requirements of each agency.

The QPS is also providing ongoing resources to the Royal Commission into Institutional Responses to Child Sexual Abuse. In May 2015, the QPS provided a full-time investigator to the Commission as part of the Office of the Solicitor Assisting for 12 months. Due to the success of this collaboration, the Commission extended the secondment to May 2017.

### **Child protection**

The QPS is one of the primary agencies which provide first response services, 24 hours a day, seven days a week, for child protection matters. The statewide CPIU structure provides a specialist policing response to children, both as victims and offenders. CPIU officers are provided with specialist training in the investigation of child abuse, sexual offences, youth justice and forensic interviewing of children.

CPIUs are centrally supported by the QPS Child Safety Director, Child Safety and Sexual Crime Group in State Crime Command. The Child Safety Director is also responsible for working across government and non-government agencies to ensure child protection issues receive a statewide, coordinated response.

The QPS employs a range of mechanisms to help protect children by enforcing legislation, responding to Commissions of Inquiry, continuing the important work of Taskforce Argos and the Child Trauma Taskforce, and a child alert system for child abductions.



- **Child protection offender reporting**

The Child Protection Offender Registry, Child Safety and Sexual Crime Group which includes 22 centrally functioned regional investigators, is responsible for the management of Reportable Offenders in Queensland. During the reporting period, the QPS continued to ensure offenders against children complied with reporting obligations under the *Child Protection (Offender Reporting) Act 2004*. The Act requires people who commit serious offences against children to register their personal details and inform police of their whereabouts. These details are then recorded on the Child Protection Offender Register. The legislation requires an offender to provide police with this information for anywhere between five years and life, depending on their age and the seriousness of the offence. For juvenile offenders the reporting period is reduced by half. The QPS ensures offenders comply with these obligations.

As at 30 June 2016, Queensland's register contained the details of 3,157 offenders. During 2015-16, proceedings commenced against 701 reportable offenders for a total of 1,809 charges associated with reporting conditions.

- **Child Trauma Taskforce**

The Child Trauma Taskforce provides high-level specialist investigative and operational assistance to regional investigators on sudden, unexplained deaths of children, and serious injuries and deaths resulting from suspected child abuse and neglect.

This group of highly skilled officers are well experienced in child abuse and suspicious death investigations. The taskforce can be deployed within Queensland to assist regional and metropolitan investigations and is supported by the QPS Behavioural Analysis Unit. The taskforce uses diverse investigative techniques to provide additional capability to these often complex investigations. It also provides an immediate response to *Amber Alerts* (a public alert system used to help locate abducted or high-risk missing children in imminent danger) and engages with the Police Communications Centre (PCC) to facilitate the timely release of information to regional investigators to assist in the safe recovery of abducted children at the earliest opportunity.

The taskforce has developed networks with a diverse range of experts in the field of child trauma and is able to draw on these networks during investigations. It provides the conduit for multi-faceted and multi-jurisdictional investigations involving government and non-government assistance and expertise.

From its inception in 2013 to 30 June 2016, the taskforce has been engaged in 44 cases of significant injury and child death which have resulted in individuals being charged with serious crimes including murder.

- **Sexual Crimes Unit**

The Sexual Crimes Unit targets sexual offenders that pose the highest risk to the community by disrupting serious and serial offending throughout Queensland. Its staff complete risk assessments and proactively target high-risk recidivist sexual offenders who are the subject of supervision orders under the provisions of the *Dangerous Prisoners (Sexual Offenders) Act 2003*. The Sexual Crimes Unit is the lead investigative agency for the Royal Commission into Institutional Responses to Child Sexual Abuse, the Defence Abuse Response Taskforce and other community initiatives relating to the sexual abuse of children and the community.

- **Tackling child exploitation material**

Following the release of the Queensland Organised Crime Commission of Inquiry report (October 2015), the Queensland Government provided \$3.2 million to the QPS to crack down on the online sharing of child exploitation material and to build on the existing work of the QPS to arrest and charge these offenders.

To support this, Taskforce Orion commenced on 1 January 2016 and will operate over an 18 month period in conjunction with regional CPIU officers, Taskforce Argos officers and the Crime and Corruption Commission. The taskforce will target Queenslanders sharing child exploitation material on peer-to-peer networks, as well as those offenders using the Darknet to share images anonymously.

From the commencement of Taskforce Orion to 30 June 2016, 60 offenders have been charged with 238 offences.

### **Offender prohibition orders**

On 5 January 2016, the government tabled its response to the Crime and Corruption Commission review of the operation of the *Child Protection (Offender Prohibition Order) Act 2008 (CPOPOA)*. The Crime and Corruption Commission reviewed the extent to which the *CPOPOA* had been used by the QPS and the courts in its first five years of operations, and identified areas for improvement. All 17 recommendations were supported either in full or in-principle, by the government.

A major recommendation to enhance the operations and the efficiencies of the *CPOPOA*, is to amalgamate the *CPOPOA* and the *Child Protection (Offender Reporting) Act 2004 (CPORA)* (recommendation 1).

The *CPOPOA* allows police to apply for a prohibition order in circumstances where a relevant sex offender has displayed concerning conduct that poses an unacceptable risk to the lives or sexual safety of children. The purpose of the *CPORA* is to ensure reportable offenders who have been convicted of sexual offences, or other serious offences, against children, inform police of their whereabouts at all times, and any changes to their personal circumstances.

The amalgamation of the *CPOPOA* and the *CPORA* will strengthen and enhance the policing and criminal justice system response, and the protection of children and the broader community. A significant body of work has already been completed to progress this recommendation.

Another significant recommendation was the establishment of a Joint Working Group to review the processes used by the QPS and Queensland Corrective Services (QCS) to manage reportable offenders (recommendation 9). The aim of the working group is to achieve full legislative and policy compliance and to improve the efficiency and effectiveness of the management of reportable offenders. The working group held its first meeting in May 2016 with representation from the Department of Justice and Attorney-General including QCS. The working group will review processes used by the QPS and QCS to manage reportable offenders and will consider other recommendations from the Crime and Corruption Commission report.

In the long term, the working group will provide a forum for ongoing collaboration between key agencies to ensure efficient and effective management of reportable offenders to enhance the safety of children and the community.

## Taskforce Argos

Taskforce Argos is principally responsible for the investigation of organised paedophilia, child exploitation and computer-facilitated child exploitation. Investigators proactively and reactively target a broad range of websites and mobile applications utilised by child sex offenders to prey on children. Taskforce Argos staff also identify and implement new strategies to combat computer-facilitated crimes against children.

The taskforce continues to work with national and international law enforcement agencies, prosecutors, technology providers, non-government agencies and child protection advocates in a collaborative effort to protect children.

During the period 1 July 2015 to 30 June 2016, Taskforce Argos detectives:

- contributed to the removal of 84 children from sexual harm nationally and internationally
- finalised one major international operation (on the Darknet)
- referred 441 targets to partner law enforcement agencies both nationally and internationally
- charged 147 offenders on 1,108 charges.

The major international operation on the Darknet, led by Taskforce Argos, resulted in:

- a South Australian child protection worker being sentenced to 35 years imprisonment with a non-parole period of 28 years
- a male from the United Kingdom, convicted of abusing 23 children in Malaysia, sentenced to 22 life sentences with a non-parole period of 25 years
- 300 other offenders being identified and referred for action to 50 countries including Australia, Argentina, Austria, Belgium, Canada, Spain, Denmark, France, Germany, the United States and Russia.

In addition:

- the Officer in Charge of Taskforce Argos was appointed as the Chair of an Interpol and Europol working group relative to the coordination of international undercover engagements
- the manager of the Taskforce Argos Victim Identification Unit continued as the Chair of the Interpol Specialist Group on Crimes against Children, coordinating global efforts to combat child exploitation. In April 2016, the manager delivered a presentation at the Europol Annual Experts' Seminar in the Netherlands on an international operation conducted by Taskforce Argos
- in May 2016, Taskforce Argos' technical and special support officer travelled to the Netherlands to attend the Europol European Multidisciplinary Platform against Criminal Threats (EMPACT) meeting on Combating the Sexual Exploitation of Children on the Internet. The meeting enables experienced online investigators to exchange ideas and techniques used in combatting the sexual exploitation of children on the internet to enhance global cooperation
- in June 2016, Taskforce Argos delivered online training to law enforcement officers in Taiwan as part of its commitment to establish best practice methodologies for law enforcement investigators of child exploitation offences, across the globe.

Attendance and participation at these international meetings has ensured that Taskforce Argos maintains national and international best practice in the engagement, identification and prosecution of child sex offenders.

## **Partnership to tackle child predators**

A new joint taskforce between the Australian Federal Police and the QPS was established in April 2016 to combat the sexual exploitation of children. The JACET will combine the resources of the Australian Federal Police's Child Protection agents with QPS Taskforce Argos embedded within the Child Safety and Sexual Crime Group.

The taskforce's objective is to accelerate dissemination of information received from international agencies to partner agencies regarding sexual predators who prey on children in the online environment. The model has proven highly effective in other states and territories, and the expansion of the JACET into Queensland will further boost these efforts.

## **Australian-first Amber Alert system**

In August 2015, Queensland became the first Australian state to launch an *Amber Alert* system to help locate abducted or high-risk missing children in imminent danger, replacing the Child Abduction Alert (CAA) system.

*Amber Alerts* are issued by police when they need urgent public assistance and time is critical with a missing child at imminent risk of death or serious harm. The new *Amber Alert* policy provides officers with more flexibility and enables officers to initiate an alert if a child is missing in suspicious circumstances rather than the alert being reserved purely for cases where there is evidence of an abduction.

Alerts are broadcast to the public through the media, commercial billboard companies, child safety community groups, a national emergency alerting company and social media, and have led to information from the community which was pivotal in locating high-risk missing or abducted children.

From its launch to 30 June 2016, there have been seven *Amber Alerts* issued. In each of these cases the children were located safely, with evidence showing the *Amber Alert* directly contributed to the safe recovery of the children in the majority of the cases. Proactive community engagement has led to new partnerships with secondary alerting partners, to increase the capacity of public messaging.

## **Youth, Technology and Virtual Communities Conference**

In April 2016, the Child Safety and Sexual Crime Group within the State Crime Command hosted the fourth Youth, Technology and Virtual Communities Conference at Bond University, Gold Coast. The conference attracted expert speakers from across the globe in the fields of criminal investigation, prosecution and sex offender psychology. The conference focused on child abductions and provided delegates with the latest developments, strategies and challenges across all facets of investigations.

The conference attracted approximately 445 delegates, including representatives from law enforcement agencies in Australia, 16 overseas countries and 70 external organisations. After the conference, Taskforce Argos hosted an online practitioners meeting for 27 representatives from all state, territory and federal law enforcement agencies including investigators from New Zealand, Canada, Germany and the Netherlands, to determine key strategic issues impacting on computer-facilitated crimes against children.

## **Tackling alcohol-fuelled violence**

The *Tackling Alcohol-Fuelled Violence Legislation Amendment Act 2016* was assented to on 4 March 2016. The Act includes an additional evidentiary provision ensuring blood alcohol content readings lawfully taken by police are admissible as evidence in relevant prosecutions under the *Liquor Act 1992*.

This amendment is one of a number of changes made to the Act that are being implemented to reduce alcohol-fuelled violence. Training materials for frontline police have been updated in terms of the new legislation with training commencing in 2016 and ongoing into 2017 as the relative legislative amendments take effect.

## **Intelligence-led policing in safe night precincts**

During 2015-16, the QPS continued to support public safety in safe night precincts (SNPs) through a range of proactive and operational activities. In addition to targeting public order, alcohol-fuelled violence and the supply of dangerous drugs in SNP areas, the QPS provided expert advice and practical assistance to local SNP boards' Public Safety Consultative Committees.

Highlights during the reporting period include:

- targeted patrols of known pre-loading locations and Railway Squad operations at transport entry points enhancing public safety and amenity and assisting in the identification and de-escalation of high-risk behaviours
- the Mackay SNP commenced a partnership with Queensland Health to better manage offenders who are seriously affected by alcohol and are taken to hospital for treatment
- the establishment of an alternative prisoner processing model within Surfers Paradise Division, using police vans to transport arrested people directly to the Southport Watchhouse to de-escalate situations
- the issuing of body-worn cameras to officers at Surfers Paradise and Broadbeach
- increased scrutiny of identified high-risk venues in the Gold Coast SNP through the training of additional qualified Liquor Enforcement and Proactive Strategies Officers
- the installation of a hydration station during peak service periods in the Toowoomba SNP to decrease alcohol-fuelled violence and raise awareness for responsible consumption of alcohol. This was a joint initiative with METRO Care Toowoomba and Toowoomba Liquor Industry Action Group. Glow in the dark wrist bands with alcohol safety awareness messages were also distributed to serve as a reminder to patrons in darkened, licensed venues
- deployment of a drug detection dog as part of Operation Oscar Seaspray that resulted in the apprehension of five persons on eight charges at Toowoomba SNP.

## **Calling last drinks on alcohol related harms**

The 'Last Drinks' alcohol harm project, funded by the National Drug Strategy Law Enforcement Funding Committee in May 2015, was aimed at supporting frontline police and researchers from Griffith University as they engaged with, and surveyed more than 4,500 patrons as they entered and exited entertainment precincts in the Fortitude Valley, Brisbane, Mackay and the Gold Coast between July 2015 and June 2016.

The engagement model coincided with the peak movement of patrons and presented the opportunity for participants to take an accurate, voluntary breath test, whilst research surveys delved into subjects such as their involvement in violence, drug taking habits and other related factors.

There were high levels of participation and engagement, and strong messaging around alcohol harm and night time entertainment precinct environments. The project increased public awareness of the risks associated with preloading and portrayed the positive partnership and preventative approach of the police and Griffith University.

The operational elements of the project highlighted the value of regular 'preloading patrols' in entertainment precincts.

The findings from the research project are being analysed by the academic team and initial trends were presented at the Australian and New Zealand Addiction Conference in May 2016.

## **Taskforce Maxima**

Taskforce Maxima was established in October 2013 to disrupt, dismantle and eliminate Outlaw Motorcycle Gangs (OMCGs) from Queensland through tactical and covert enforcement strategies and to build relationships with other Queensland, national and international counterparts.

On 1 July 2015, Taskforce Maxima returned to the QPS State Crime Command. Whilst OMCGs remains a high priority for the taskforce, the focus has been broadened to encompass all organised crime and emerging crime gangs.

The National Anti-Gang Squad continues to work alongside Taskforce Maxima in the national fight against criminal gang activity. This strike team provides a mechanism for the national coordination of investigations, provides access to broader commonwealth capabilities in support of QPS activity, and facilitates an enhanced ability to share information and conduct investigations in collaboration with international law enforcement partners.

The squad is made up of members from the Australian Federal Police, state police forces, Australian Crime Commission, Australian Taxation Office and Department of Human Services (Australian Government).

Key achievements for 2015-16 include:

- no increases in membership of OMCGs and no increase in chapters of existing OMCGs
- the continuation of project Ravelin, a partnership with the Australia Border Force targeting OMCG members, which successfully resulted in a number of members being prevented from entering Australia.
- successful operations targeting OMCG and organised crime resulting in 909 persons charged with 2,823 offences
- the seizure of 137 firearms including handguns, rifles and semi-automatic shot guns from OMCGs and organised crime gangs.

In addition, the official QPS disassociation process has enabled 172 members to formally disassociate from declared criminal organisations from October 2013.

Taskforce Maxima continues to have a statewide focus with operations in all 15 police districts resulting in the dismantling of key OMCG chapters. These operations also include partnerships with interstate and international law enforcement agencies ensuring a borderless and agile approach in targeting unlawful activities.

## **Regional responses to target crime hotspots**

The Sunshine Coast District had a number of taskforces targeting crime hotspots in 2015-16. These taskforces were responsible for policing the property crime and organised crime networks which included OMCGs. The district continues to work in partnership with QPS' State Crime Command and other agencies across a range of protracted major investigations.

The Sunshine Coast District Property Crime Taskforce, consisting of police drawn from the Criminal Investigation Branch, the CPIU, State Intelligence and general duties, were responsible for undertaking intelligence-led strategies based on place and case methodology. The development of timely intelligence briefs and intelligence assessments on crime, to identify and target recidivist offenders and identify crime hot spots, spikes and crime trends, supports the prevention and solving of crimes.

An assessment team was established in May 2016 with responsibility for the timely development of intelligence analysis services towards problem place/case issues identified in the Sunshine Coast District. The team provided an enhanced, timely analytical capability resulting in significant improvement to policing strategies to reduce crime.

Other taskforces include the Sunshine Coast District Drug and Serious Crime Taskforce and Sunshine Coast District Gangs Team. In 2015-16, these taskforces worked collaboratively with QPS' State Crime Command, the Crime and Corruption Commission, the Australian Federal Police, the Department of Immigration and Border Protection and other police districts on joint operations, with positive results.

Collectively, these groups provided a high level policing response to detect, combat, target and dismantle organised crime networks with a focus on major, protracted and covert operations and investigations utilising contemporary policing methodology, techniques and tactical actions.

### **Road safety**

The QPS continues to work in partnership with the community and other road safety stakeholders to make Queensland's roads safer. Key road safety initiatives in 2015-16 included high-visibility policing operations targeting road safety, and coordinated state and regional traffic policing operations focusing on reducing the number and rate of road crash fatalities and hospitalisations.

These include:

- road policing operations such as Operation Crossroads (Easter and Christmas), Operation Springbreak (September school holidays), Operation Coldsnap (June/July school holidays) and Operation STATETRANS (May 2016). These operations collectively focus on the Fatal Five. Operation STATETRANS is a heavy vehicle road safety compliance and enforcement operation, designed to provide a collaborative multi-agency, and multi-jurisdictional approach
- expanding roadside drug testing capability to detect drivers who drive under the influence of drugs
- continuing to enhance road safety in partnership with the community including local road safety advocacy and capacity-building activities across Queensland
- the provision of \$7.2 million for Camera Detected Offence Program (CDOP) equipment.

### **Road Safety Week drives home the message**

Following on from the success of Central Region's inaugural Road Safety Week campaign in 2014, a statewide campaign was launched in 2015. Queensland Road Safety Week ran from 17-21 August 2015 with the theme 'Speak up for road safety'. The campaign saw government, industry and community groups working together to address issues at a local level across the state. The week of activities involved more than 500 individual, locally-hosted events, some of which were enforcement based, facilitated by staff from QPS and the Queensland Trucking Association, bicycle and motorcyclist user groups, and the campervan, motorhome and caravan association clubs. The week focused on five themes drawn from the Fatal Five and sharing the road with a focus on vulnerable road users. The campaign encouraged people to speak up about road safety with family, friends and work colleagues, within their community and at work.

### **Safer Roads, Safer Queensland**

In August 2015, the Queensland Government released *Safer Roads, Safer Queensland: Queensland's Road Safety Strategy 2015-2021* and *Safer Roads, Safer Queensland: Queensland's Road Safety Action Plan 2015-17*.

QPS-led initiatives include:

- rollout of radars on police motorcycles
- on-road enforcement through overt and covert methods
- trials of innovative strategies and technologies
- expansion of training for road policing officers to better detect and deter broader criminal activities, including enhanced drug driving operations across Queensland
- continuing high visibility policing operations, including Operations Menzel (random breath testing), Plow (speeding, drink driving and distracted driving) and Barrier (Bruce Highway)

- addressing dangerous, unregistered and unlicensed drivers (who are over-represented in crash statistics), by expanding Automatic Number Plate Recognition technology in police vehicles
- updating remaining wet film mobile speed cameras to digital technology to enhance reliability
- enhancing roadside policing capability and efficiency by rolling out electronic ticketing.

### **Easter road safety operations**

In a concerted effort to minimise road trauma over the 2016 Easter period, the QPS focused on high-risk road user behaviour including the Fatal Five. Phase 1 of the Queensland Easter Road Safety Campaign began on 24 March 2016 and continued until 28 March 2016. For the first time in 20 years there were no fatalities on Queensland roads during the Easter period.

Other outcomes included:

- 94,505 random breath tests conducted, resulting in the detection of approximately 360 drink driving offences
- 952 roadside saliva tests undertaken with 203 drivers testing positive for one or more relevant drugs (one offender per 4.7 tests)
- 5,678 speeding infringement notices issued (excluding camera detected offences), 189 infringement notices for not wearing seat belts and 213 infringement notices for using mobile telephones.

### **Camera Detected Offence Program**

In April 2016, the QPS transitioned all mobile speed road safety cameras to a digital standard, completing the removal of all film based cameras from the CDOP.

In May 2016, the QPS implemented a new mobile speed camera scheduling system to improve the deployment of cameras at high-risk sections of road. The new scheduling system incorporates functionality that utilises a full suite of evidence-based intelligence with a place and case management approach.

Additional funding has been provided in 2015-16 and 2016-17 for CDOP. The QPS commenced site installations in early 2016 for ten combined red light with speed cameras, and four new point to point average speed cameras. A new enforcement strategy will also be implemented at high-risk sections including road works, school zones and managed motorways through the deployment of a road safety camera from a trailer based camera platform. The combined red light with speed cameras, point to point average speed cameras and the temporary road safety camera are expected to be deployed in September 2016.

### **Drug testing**

During 2015-16, QPS' Road Policing Command continued to increase roadside drug testing capacity with an additional 133 officers trained to conduct roadside drug tests. This represents a capacity increase of approximately 49%, bringing the total number of authorised officers trained to 407.

In addition, the QPS significantly increased the number of roadside drug tests conducted by 143%. In 2014-15, 20,389 roadside drug tests were conducted with 3,178 drug drivers detected (one in 6.4 tests); and in 2015-16, 49,445 roadside drug tests were conducted with 10,804 drug drivers detected (one in 4.6); an increase of 29,056 roadside drug tests.

Road Policing Command also implemented technology enhancements to the Intelligent Tasking Analysis System, specifically to detect hotspots to enable a more effective drug user targeting strategy.



## **Police gain greater powers to keep Queensland safe**

In April 2016, the *Counter-Terrorism and Other Legislation Amendment Bill 2016* was introduced into Parliament. The key objective of the Bill is to enhance public safety through enhanced counter-terrorism and emergency management powers, ensuring police can rapidly and effectively respond to declared emergencies to minimise the impact on the Queensland community. The proposed new laws will:

- enable police to require any person or organisation to provide information during a declared emergency
- create an offence for refusing to provide information sought by police or to give false or misleading information, with penalties of up to ten years imprisonment
- extend the power to search and seize vehicles as they leave or enter a declared area
- broaden the power for police to seize things from a person during a declared emergency to include things that person may use to cause harm
- provide police with the powers to manage and control the evacuation of persons from a declared area for a terrorist emergency and for their reception, identification and assessment at a terrorist emergency reception centre.

The amendments are designed to protect Queenslanders by equipping QPS officers with the additional powers they will need in an environment that continues to see an escalating global terrorism threat.

The Bill was referred to the Legal Affairs and Community Safety Committee for consideration and the committee is required to report to Parliament on the Bill by 12 July 2016.

In addition, the *Australian Crime Commission (Queensland) and other Legislation Amendment Bill 2016* was introduced to Parliament in May 2016 to ensure police have the powers necessary to keep Queenslanders safe, and align Queensland with other states and territories. The objectives of the Bill are to facilitate the merger of CrimTrac (Australia's policing information sharing agency) into the Australian Crime Commission, and ensure police have appropriate powers to direct and engage with offenders in a given situation. As criminal activity changes and becomes more sophisticated, it is imperative that police powers keep pace with these changes. Proposed amendments include (in part):

- permitting police to use a firearms and explosives detection dog without a warrant to carry out explosive detection operations at licenced premises, in a public place or a tattoo parlour
- ensuring it is lawful under the *Police Powers and Responsibilities Act 2000* for a police officer to arrest a person without warrant at the instruction of another police officer, where there are lawful grounds for the arrest.

The Bill was referred to the Legal Affairs and Community Safety Committee for consideration and the committee is required to report to Parliament on the Bill by 2 August 2016.

## **Police helicopters**

Police helicopters provide tactical aerial support to police operations, enhancing officer and community safety and situational awareness to assist in the management of major events and critical incidents. The QPS has two helicopters, one is based in South East Queensland in Brisbane and the other is based on the Gold Coast. While routine operations are limited to the south east corner of the state, the aircraft are capable of deployment statewide to respond to major incidents and natural disasters.

POLAIR 1 and 2 (the police helicopters) are available for tasking 24 hours a day, every day of the year.

In 2015-16, services were provided in the form of:

- vehicle and foot pursuits
- daily High Visibility Patrols
- video and photographic recording of incidents
- searches for drug plantations, missing persons, vehicles of interest, objects, vessels, aircraft, escapees and stolen motor vehicles
- air support for emergency situations
- public order support
- support at regional, district and divisional operations and events
- aerial surveillance and photography to assist in the suppression of criminal activity and to gather intelligence and evidence to enhance a successful police prosecution.

During 2015-16, the two helicopters undertook:

- 1,879 flight hours
- 1,619 proactive tasks
- 2,352 reactive tasks.

The contract with Surf Life Saving Queensland has been extended to continue these services to 2022.

The QPS Helicopter Support Unit continues to work with interstate counterparts for benchmarking and information sharing.

### **Safer railways**

The QPS Railway Squad provides a visible dedicated uniform presence to target anti-social behavior on commuter trains and at railway stations.

In January 2016, an additional eight police officer positions were assigned to the Railway Squad, boosting its operational strength from 70 to 78 officers. The squad's capability includes a dedicated Intelligence Unit, Crime Prevention Coordinator, Police Liaison Officer and Firearms Explosive Detection Dog who actively undertake enforcement operations throughout the Queensland Rail (QR) network on a daily basis. Members are located across seven offices including Roma Street in Brisbane, Manly, Beenleigh, Robina, Redbank, Ipswich and Petrie and provide an operational response within six police districts across four police regions in the south east corner of the state.

There is also a Railway Squad Officer at the QR train operations centre to monitor closed-circuit television (CCTV) cameras and act as a direct liaison between QR and QPS to effectively coordinate police resources in response to incidents on the network. The Railway Squad Crime Prevention Officer supports QR with personal and property safety initiatives for passengers and QR staff.

The network is also patrolled by regional police including general duties, tactical crime squads and criminal investigation branch members, as well as specialist squads such as the Public Safety Response Team (PSRT), Dog Squad and the Mounted Police. In July 2015, a Memorandum of Understanding (MoU) was signed by the Commissioner and the Chief Executive Officer of QR. The MoU provides the governance for this long standing partnership in managing crime and anti-social behaviour on the rail network.

The Railway Squad continues to work with Crimestoppers Queensland to progress the Persons of Interest Display project (PIDS) that commenced in 2012. This project displays unknown persons of interest on the QR message information screens across the network.

The squad's effectiveness has contributed to a 16.5% decrease in the number of police recorded assaults on the QR network in 2015-16 compared to 2014-15. Serious crime on the City Network remains low with less than three police recorded assaults for every million passenger journeys. From these incidents, serious injuries are not common and in many cases those involved are known to each other.

In 2015, QR was rated the safest metropolitan railway network in Australia by independent research agency Canstar Blue. It is the only Australian rail operator to receive five stars for safety, based on the satisfaction of its customers.

### **Improving communication with the community**

The public safety portfolio agencies, in particular QPS and QFES, have established award-winning and best practice examples of social media use by government agencies during crisis situations such as disaster management. The agencies have embraced the use of social media as a community engagement strategy.

During 2015-16, the PSBA Media Division launched or managed a number of media and social media campaigns on behalf of the QPS including:

- Queensland Road Safety Week in partnership with DTMR
- '*That Could Be Me*' – a female police recruitment campaign
- '*Open Doors*' (Logan) – a domestic and family violence campaign.

The QPS Media Unit continues to provide statewide, 24 hours a day, seven days a week operational support and advice. During the reporting period, the unit:

- received 63,638 calls (approximately 5,300 per month)
- created 10,323 media logs (approximately 860 per month)
- issued 3,477 media releases (approximately 290 per month)
- issued 631 written media responses (approximately 50 per month)
- held 306 press conferences (approximately 25 per month).

## Objective Two

*Collaborating and consulting with all sectors of the community to deliver a problem solving approach to crime reduction.*

### Creating 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 the boards are to:

- promote community safety and security
- find strategies to address societal issues associated with crime and community safety
- identify opportunities to, and where possible, 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.

The boards will evolve over time, becoming a portal between the police district and the community, and providing solutions and timely feedback.

A minimum of one Community Policing Board has been established in each of the 15 police districts and as at 30 June 2016, each of the 15 police districts had conducted at least one Community Policing Board meeting. A number of themes were addressed and included:

- tourist road safety
- cultural/immigration issues
- promoting safety through needs based crime prevention
- juvenile crime and anti-social behaviour
- domestic and family violence
- improving youth employment and identifying engagement opportunities.

Each Community Policing Board will meet at least four times per year to address current, ongoing and emerging issues. Community members are able to keep track of their district Community Policing Board issues, discussions and outcomes, and provide comment via the Community Policing Board myPolice blog.

## **Elder abuse**

Elder abuse can be defined as domestic violence, as the perpetrator is usually a family member and it usually takes the form of financial abuse, threats, intimidation and sometimes assaults. Elder abuse can sometimes be difficult to recognise as older people are often unable or unwilling to speak up.

In February 2016, the QPS appointed a Senior Project Officer to work with frontline officers, the Elder Abuse Prevention Unit within DCCSDS and other key stakeholders to raise awareness of elder abuse and to promote initiatives to address it.

On 13 June 2016, the QPS hosted the Elder Abuse Forum which coincided with World Elder Abuse Awareness Day on 15 June 2016. The forum was attended by representatives from various government agencies and external organisations.

## **Partners in drug and serious crime share expertise**

The State Crime Command's Drug and Serious Crime Group hosted two important events on the Gold Coast in late 2015, bringing together practitioners in the field of drug investigation and illicit drug manufacturing from across the country and internationally, to share information and ideas.

- **National Chemical Diversion and Clandestine Laboratory Forensic Chemist Forum**

The National Chemical Diversion and Clandestine Laboratory Forensic Chemist Forum was held on 28 October 2015. The theme for 2015 was 'Facing the Challenges – Building for the Future', highlighting the need for jurisdictions and agencies involved in drug related investigations to work together to build more efficient strategies. The event was well-received as 73% of participants rated the event as very good while 80% of participants indicated they were very likely to attend future forums.

- **2015 QPS Drug Seminar**

The forum was followed by the 2015 QPS Drug Seminar with the theme 'Collaborative Partnerships – Exploring the Possibilities'. The seminar had an exceptional line-up of national and international delegates, as well as representatives from state and territory police who shared case studies of drug investigations. The seminar was very successful with 72% of participants rating the event as very good, while 95% of participants indicated they were very likely to attend any future QPS drug seminars.

## **Crime Stoppers**

The QPS Crime Stoppers Unit, in partnership with Crime Stoppers Queensland, continued to receive information from the public on criminal activity. During 2015-16, Crime Stoppers Queensland collected over 64,700 pieces of information from members of the public. As at 30 June 2016, this had resulted in:

- the apprehension of 2,438 people
- more than 6,900 charges being laid
- the confiscation of more than \$6.3 million worth of drugs
- the seizure of approximately \$533,000 in proceeds of crime
- the recovery of more than \$164,000 worth of stolen property.

## **Neighbourhood Watch Queensland**

NHWQ has traditionally focused on improving home security, reducing the fear of crime and reporting suspicious activity to police. With the move to social media, NHWQ groups are also involved in broader community safety issues along with community crime prevention activities. This includes local events that aim to improve social cohesion within the community, engaging with broader demographics through NHWQ blogs and promoting the program through a range of initiatives and activities across their neighbourhoods.

Each year, NHWQ holds a state conference to celebrate the achievements of the program, recognise the outstanding efforts of regional and state award winners and discuss the future direction of the program. It is also an opportunity for NHWQ members and police officers to network with each other to share ideas and experiences. The 2015 conference was held in September 2015 and the theme of the conference was *Safe, inclusive and connected neighbourhoods and online communities*. The conference aimed to assist, empower and provide attendees with the tools and information necessary to work together to protect and prevent crime from occurring in all areas of the community.

The NHWQ blog is designed to keep communities up-to-date with crime prevention strategies, community safety information and other relevant news. It also provides another channel for the QPS to engage with the community. Community members are able to join the NHWQ conversation online.

Face to face social media training equips community volunteers with the skills to manage their local NHWQ blogs. As at 30 June 2016, there were more than 340 trained blog administrators with access to their local NHWQ blogs. There are 169 NHWQ blogs which have had over 649,000 page views (42% via mobile or tablet), 25,412 published posts, 105 community authors, 241 QPS authors and over 10,370 community members that have joined as online members. The QPS has also partnered with Volunteering Queensland to increase volunteer participation and retention to enhance NHWQ. This includes facilitating access to a Certificate II in Volunteering.

As at 30 June 2016, there are approximately 400 NHWQ groups with approximately 1,200 members across Queensland. More groups are in the formation stage.

The University and TAFE based student e-Watches were rolled out in July 2014. Following the trial of e-Watch in Capricornia District known as the Callide Rural e-Watch, there are now more than 10 rural e-Watches across Queensland.

### **Information sharing bridges the gap in Anakie**

Located in the Gemfields of central Queensland, on Capricornia District's western edge, the patrol area of Anakie is largely made up of mining claims which are generally 30 metre x 30 metre plots of land pegged out within designated fossicking areas. Mining claims are registered by the Department of Natural Resources and Mines (DNRM) with a claim number, GPS coordinates, lessee's name and date of birth; however, until now this information has not been shared with police.

Many of the lessees live on their claims, few of which are serviced by gazetted roads or even by unnamed dirt tracks, let alone street numbers. Directions such as - turn off the road near the rusted out drum, veer left after the upturned car, turn right at the thong tree, cross the creek and then look for the mining claim with the blue bike - are commonplace in Anakie and have been an endless source of frustration for police responding to calls for service.

In January 2016, QPS officers worked with DNRM to bridge the intelligence gap. DNRM has since provided its data on mining claims for input into the Queensland Police Records and Information Management Exchange (QPRIME). This information will allow police to link mining claims to people, vehicles, occurrences, and intelligence and respond more quickly to issues of community safety.

Once this information has been incorporated into QPS systems, community members will be able to provide their mining claim number to communication room operators when requesting assistance. Officers responding to a call will enter the number on their mobile QLITE device (a suite of QPS developed Applications available on an iPad mini) and be presented with a GPS map showing their location in relation to the mining claim, as well as gazetted roads.

Although the project was initiated in Anakie, the data from DNRM had a far broader scope and will benefit police in 36 divisions (police station areas of responsibility) throughout Queensland in 2016-17. It is an extra resource for police in all these areas, and will support officer safety and service delivery.

## Objective Three

*Using technology and innovative strategies to be more mobile, flexible and capable of working across boundaries to deliver services the community needs.*

### **Government Wireless Network milestone reached as police radios switch over**

The GWN is operating throughout South East Queensland with more than 17,500 frontline emergency services personnel accessing the network as at 30 June 2016. Full implementation in South East Queensland is expected by 31 December 2016.

The GWN rollout provides significant improvements in resource management and officer safety. It has significantly improved radio voice clarity, coverage and in-building signal penetration across service areas in South East Queensland, increasing the operational confidence of police and communications centre operators. The integrated and secure digital radio communications network brings the QPS, QFES and the Queensland Ambulance Service (QAS) onto the same radio communications platform so when required they can communicate and share information instantly.

In addition, location and duress information is available from every GWN radio improving the personal safety of police officers in dangerous environments. Previously, the QPS did not have these capabilities. GWN radios now give QPS the ability to know the location of every vehicle and officer. This provides a faster and more targeted response capability to direct the most suitable resource to any call for service from the public. It also provides a safer environment for officers who may be in duress or calling for urgent assistance. The location and duress capabilities have already been used multiple times and provided a faster response to officers in distress including QAS officers who may be requesting QPS assistance.

The GWN has also enabled interoperability of the radio network with the PCCs in Brisbane, Beenleigh, Toowoomba, Ipswich and Maroochydore and the Police Operations Centre in Brisbane. The PCCs can now immediately handle any voice radio calls to and from any police officer or patrol group in South East Queensland. The system also enhances accountability by providing voice logging/recording systems.

### **Rapid Action and Patrols**

The RAP Policing Model trial continued in 2015-16. This hub policing strategy represents a contemporary and innovative approach to tackling crime across Queensland. The first RAP was formed in June 2014 on the Gold Coast and the Townsville RAP commenced operations in November 2014 undertaking proactive and targeted patrols. The Gold Coast and Townsville RAP models were designed to provide a rapid response and highly agile crime-suppression service delivery model. This model is focused on intelligence-led, high-visibility policing of problem places, cases and crime types. The initial model was modified to address the needs of the Townsville community. The main focus of the Townsville RAP continues to be the suppression of property crime in the Townsville metropolitan area.

The flexibility of the RAP model enables a policing response to be developed to address changing crime and other issues in any location, promoting a borderless approach to deploy resources to the right place at the right time. Ongoing engagement and consultation with relevant stakeholders at each trial location ensures better integration of services to meet the needs of the community.

During the reporting period, the Gold Coast RAP achieved significant results with 5,597 persons arrested on 12,218 charges; 6,762 traffic infringement notices issued; 26,373 random breath tests conducted; and 455 search warrants executed.

Policing on the northern Gold Coast received a boost on 25 June 2016 when 20 officers from the Gold Coast RAP at Varsity Lakes transitioned to Coomera as part of a pilot project to enhance the policing services already provided to the coast's northern suburbs. Having two teams of RAP officers based out of the Coomera police complex will allow more effective deployment of officers.

The Townsville RAP performs intelligence driven patrols in identified crime hotspots and actively targets identified offenders to prevent and solve crime. The RAP officers conduct rigorous checks of offenders to enforce court, probation and parole orders. During the reporting period the Townsville RAP also achieved significant results with 769 persons charged on 1,916 charges; 20,779 street checks generated; 435 traffic infringement notices issued; and 2,621 random breath tests conducted.

An independent evaluation of both the Gold Coast and Townsville RAP policing models is being conducted by Griffith University, and is expected to be finalised in 2017.

### **National Illicit Firearms Strategy**

The national Serious and Organised Crime Coordination Committee determined that a national law-enforcement strategy should be developed and implemented to strengthen existing operational coordination, take a leadership role in supporting, and where possible facilitating, government recommendations and achieve a nationally consistent approach to address the increasing threat of illicit firearms in Australia.

The resultant *National Illicit Firearms Strategy* aims to achieve a more efficient focus by directing collective efforts and improving coordination nationally to address the increasing threat of illicit firearms.

A *National Illicit Firearms Strategic Advisory Group* (NIFSAG), chaired by the QPS and comprising representatives with operational command over illicit firearms response units in each respective signatory agency, provide direction, expertise and advice on the activities under the strategy.

In 2015-16, NIFSAG held two meetings and discussed the architecture and development of the national firearms strategy resulting in the creation of an action plan, which will see the initiation of nationally coordinated activities to address firearm related offences.

### **eTicketing pilot**

The QPS is undertaking an eTicketing pilot within the Road Policing Command, where officers are issuing Traffic Infringement Notices to traffic offenders via the police mobile QLITE devices. At the time of issuing a Traffic Infringement Notice, both the QPS and the DTMR systems are updated and the Traffic Infringement Notice is auto-posted to the offender via Australia Post.

Since its inception in September 2015 to 30 June 2016, approximately 80,000 Traffic Infringement Notices were issued using this process, significantly reducing the administrative overheads within the QPS and DTMR. The functionality of this pilot will be further extended during the second half of 2016 to allow for the issue of Traffic Infringement Notices via email and Multimedia Messaging Service (MMS).

### **Local Computer Aided Dispatch and Mobile Computer Aided Dispatch**

The QPS has a CAD solution called Vision CAD operating in seven PCCs. A new suite of applications is being developed for operational police and managers that builds on the Vision CAD solution. These applications will include a Local CAD or 'LCAD' solution configured for station personnel (including Client Service Officers) and operational police, and a mobile CAD or 'MCAD' solution for operational police.

The LCAD application (in pilot stage) will be installed on computers located at police facilities and provides a range of tools and information to assist operational police and managers to streamline communication flow between the station and the PCCs.

MCAD is in the final testing phases and is due to be released as a pilot in October 2016.



## **Mobile Services Program**

From the commencement of the Mobile Services Program in 2012, the QPS has moved from wireless laptops and analogue radio as its mobile technology to using smart devices integrated with enterprise systems to deliver the right data and functions to frontline police in any place at any time. The program is a collaborative partnership between the QPS and PSBA.

The program gives frontline officers access to mobile QLITE devices with tools and applications they can use in the field. In 2015-16, the program delivered 5,000 mobile QLITE devices to frontline police, with the remaining 400 devices to be deployed following the completion of the Frontline Mobility Evaluation. This significant investment is directly improving the QPS' ability to better serve the community by allowing frontline officers to quickly and accurately identify who they are dealing with and what action might need to be taken, as well as reducing the burden of administrative duties requiring officers to return to a station. The devices reduce reliance on police radio and administration times at the station enabling more proactive policing in the community.

## **Mobile Police Facility vehicles for the regions**

In 2015-16, three Mobile Police Facility (MPF) vans were provided to the QPS regions. First launched in 2008, MPFs have proven to be invaluable assets, acting as instant command posts at crime scenes and disasters.

As part of a \$2.4 million build program, the additional vehicles have proven to be well-received in regional locations. Mount Isa, Darling Downs and South West Districts have taken delivery of their vehicles, and at 30 June 2016, the finishing touches are being applied to vehicles destined for Cairns, Sunshine Coast and Capricornia Districts. While Cairns already has a MPF, it will receive an all-wheel drive version and Logan District will take possession of Cairns' existing 2WD MPF.

Following consultation with existing MPF managers from across the state, upgrades have included a wi-fi hotspot surrounding the vehicle to enable the use of QPS mobile devices, dual roof mounted air-conditioners, wall mounted computer screens and docking stations. Additionally, four of the vehicles have all-wheel drive capability, to facilitate use in outback locations.

With further deliveries expected in the first quarter of 2016-17, there will be a total of 12 MPFs deployed throughout the state by 30 September 2016.

## **Mobile Response Capability**

The specialist PSRT conducted a six month Mobile Response Capability Trial in the Brisbane Region between July 2015 and January 2016. The trial involved rostering the PSRT at peak times and having the team available to respond and assist police crews at jobs where there was a risk of violent confrontation. During the trial, the PSRT attended 1,114 jobs.

The PSRT has the capability, specialist skills and additional use of force options available to them that may prove to be advantageous in resolving incidents. The aim is to de-escalate situations, enhance policing confidence, and reduce the risk of injury to police and the community ensuring that public safety remains paramount. Mobile Response Capability crews assist general duties officers by providing a general force multiplier at incidents therefore creating a safer work environment platform for domestic disturbances, alcohol-fuelled violence, psycho-social issues, active armed offender, out of control events, critical infrastructure protection, and other critical incident responses where police officers may require assistance. Mobile Response Capability also has the ability to assist with containment and cordon placements of high-risk situations until the arrival of the Special Emergency Response Team (SERT) and assist with hostage reception.

A Mobile Response Capability review report was completed after the trial. The success of the trial resulted in the Mobile Response Capability being adopted as a standard deployment model for the PSRT. A number of recommendations arising from the review of the trial regarding equipment, training and procedures will be addressed in 2016-17.

### **Forensic service providers to share common case management systems**

The Forensic Register is a laboratory information management system first developed in-house by the Forensic Services Group in 2003 and continuously upgraded and improved since that time. This software application manages all case information, tracks exhibits, automates digital workflows and enables rapid reporting of forensic identification. In 2013, the National Institute of Forensic Science found the QPS was the most efficient and effective forensic service provider in the country which they largely attributed to the register.

In 2015-16, significant improvements were made to the Forensic Register to enable automatic interface with laboratory instruments. In addition, the Forensic Services Group extended the Forensic Register to Forensic and Scientific Services within Queensland Health, who undertake all DNA and drug analysis for QPS. These agencies are now able to work seamlessly, sharing information to enhance justice outcomes including increasing the speed of analysis and reporting. This enables crimes to be solved more rapidly and supports community safety by reducing the opportunity for offenders to re-offend.

### **Queensland Suicide Prevention Action Plan 2015-17**

During 2015-16, the QPS undertook a number of activities that contributed to the government's commitment to '*reducing suicide and its impact on Queenslanders*', as outlined in the *Queensland Suicide Prevention Action Plan 2015-17*. Key achievements for the reporting period include:

- progressing the development of an action plan to enable the QPS to improve the management of its response to mental health issues within the QPS. The action plan will focus on prevention and post-vention planning, including procedures for post-incident management. A complementary body of work being undertaken by the QPS included *Heads Up Management Mental Health Information Sessions* focused on providing managers in the QPS with information about mental health in the workplace and the development of organisational awareness campaigns designed to reduce stigma and encourage police to seek help
- providing frontline police officers and civilians in a community contact role with training on suicide prevention, risk reduction and other mental health-related issues through First Response Officer Training, First Year Constable training, Mental Health Training and Applied Suicide Intervention Skills Training (ASIST). Continuous knowledge improvement of mental health-related issues is critical to ensuring the most appropriate response is provided to a vulnerable person in times of crisis. This training also provided the opportunity for the QPS to re-emphasise relevant policy and procedures through practical and desktop training simulations/scenarios
- undertaking risk assessments on all persons being detained in a police watchhouse with the aim of preventing people committing suicide or self-harming
- supporting, in partnership with QR (lead agency), a body of work to identify strategies that would allow the early detection of high-risk individuals on the QR network to ensure escalating behaviours and recidivist offenders are identified more effectively and appropriate action is taken.

### **Early action Queensland Mental Health Promotion, Prevention and Early Intervention Action Plan 2015-17**

Enhancing awareness of how police and service providers should interact with people with mental illness during a crisis situation is crucial to delivering appropriate support pathways to vulnerable people. During the reporting period, the QPS worked to improve the management of calls for service, with emphasis on prevention and post-vention planning and management to better manage mental health issues within the Queensland community. Implementation of the action plan will enable the development of mental health intervention strategies, leading to an improved response to mental health incidents and situations involving vulnerable people.

## Objective Four

*Focusing resources to identify and deliver effective and efficient services that maximise public safety.*

### Frontline resources

Between 1 July 2015 and 30 June 2016, an additional 294 police officers were appointed (over and above attrition). As at 30 June 2016, there were 11,877 police officers. The QPS has grown by 1,182 officers (over and above attrition) from 1 July 2012 when a government commitment commenced to provide 1,100 additional police officers over four years. This commitment was reaffirmed in February 2015 and has now been delivered. The police recruiting plan now aims to stabilise the number of police officers around 11,800, in line with government commitments and current priorities.

### Building and improving police facilities

PSBA has responsibility for delivering most new and ongoing capital initiatives to support the operational capability of QPS. This includes new or upgraded police stations across the state, new and replacement police vehicles, and a range of information and technology initiatives.

Significant capital initiatives progressed or delivered during 2015-16 include:

- completion of the replacement watchhouse and commencement of the replacement police station at Kingaroy
- completion of the upgrade to the Nanango police station
- completion of the upgrade to the PCC at Police Headquarters in Brisbane
- completion of the upgrade to the Thursday Island police station and watchhouse
- commencement of the upgrade to the Forensic Service facility in Brisbane
- progressing additional police housing in Bamaga
- upgrading CCTV at police watchhouses at Sandgate, Townsville, Ipswich, Rockhampton, Wynnum and Gladstone.

### Improving service in police stations

The QPS is continually seeking ways to improve customer engagement and identity efficiencies and benefits to busy police front counter environments. As a follow on to the Policelink Application technology and public assistance kiosks, Policelink has developed and installed next generation touch screen devices which can be accessed from outside the police station. This allows 24 hour access to non-urgent policing services and information. Next generation touch screen devices are basic and simple to use and as well as providing information to clients, the devices allow for online reporting and a process for bail reporters to notify police that they have appeared when the station is unattended.

Two touch screens were installed and activated in West End and Albany Creek Police Stations during the reporting period. An evaluation regarding the use of these devices is expected to be undertaken in February 2017.

## **Police vehicles**

PSBA, on behalf of the QPS, commenced introduction of the Hyundai Sonata into the vehicle fleet in June 2016 after a 12 month trial under varied operating conditions in both rural and metropolitan locations.

The vehicle was rigorously tested and evaluated against Australian New Zealand Police Advisory Agency specifications and the QPS Vehicle Selection Framework. The vehicle has been evaluated over two major categories which are 'ergonomics' and 'on road performance' and the vehicle has been deemed capable of accommodating all operational equipment as well as providing ample space for additional equipment.

The Sonata will progressively replace the current marked general duties vehicles and those used for unmarked operations. The QPS will also conduct an evaluation of a turbocharged Hyundai 'POLICE SPEC' Sonata in late 2016.

In 2015-16, the PSBA maintained and supplied the QPS vehicle fleet including 'marked', 'unmarked', 'covert' and purpose built 'Tactical Response' vehicles and delivered 779 replacement vehicles.

In June 2016, the government announced \$32 million for new and replacement vehicles in 2016-17, which will provide for around 700 new and replacement vehicles.

### **Bomb response vehicle to boost explosive response capability**

The QPS Explosive Ordnance Response Team strengthened its arsenal with the arrival of Australia's first state-of-the-art armoured bomb response vehicle in January 2016. The Explosive Ordnance Disposal Lenco Bombcat incorporates the latest advances in technology, especially in the fields of tactical robotics deployment, remote lighting and ballistic protection.

This vehicle allows Explosive Ordnance Response Team officers to conduct a wide range of incident response procedures, including rapid robotic deployment from inside the vehicle, which provides the highest possible level of blast and fragmentation protection for the bomb technician.

### **New police vessel**

The QPS vessel *Damian Leeding* is the third and final acquisition of three new generation police catamarans constructed to meet the changing needs of policing a vast, decentralised and largely coastal state.

Water Police vessels are increasingly being used to serve as incident command posts, mobile police stations, and long range search and rescue platforms. The QPS vessel *Damian Leeding* will replace the vessel based at the Whitsundays.

This new vessel was named in honour of Detective Senior Constable Damian Leeding who was killed in the line of duty in May 2011. Detective Senior Constable Leeding served with the QPS for over eight years.

### **Police curb youth crime in Mount Isa**

Operation North Respect was established after the Pioneer Police Beat was deliberately burnt down in August 2015. As part of a whole-of-government Mount Isa Action Plan, the QPS established Operation North Respect to target youth crime, support local police, enhance community safety and restore community confidence. The operational phase, which ran from 3 September to 18 October 2015, concluded with the following results:

- police charged 316 people with 405 offences
- police conducted over 3,000 street checks and 222 curfew checks which resulted in 21 curfew breaches
- 70 traffic infringement notices were issued.

In addition, the operation targeted underage consumption of alcohol and alcohol-fuelled incidents with 118 liquor infringement notices issued and nearly 900 litres of alcohol tipped out by police.

## **Referrals system strengthened and streamlined**

Frontline officers have millions of interactions with the community every year, providing operational services including protecting life and resolving conflict. Many people that police interact with are experiencing stress, distress and a range of social issues. The QPS has been connecting vulnerable and disadvantaged people with support service providers for more than ten years, first with the Coordinated Response to Young People At Risk (CRYPAR) program and then SupportLink.

Stage 1 of a new referral process was launched in December 2015, enabling police to refer a person in need to an appropriate support service for assistance at the scene via their mobile QLITE device or back at the station.

In May 2016, Stage 2 of the Police Referrals implementation commenced with the integration of the system with QPRIME, helping to complete the picture for police responding to call outs and streamlining the process by removing the need for duplicate data entry.

The Police Referrals system has received very positive feedback from police users and service providers. Highly sought after referral categories include domestic and family violence, personal counselling, parenting, mental health, drug and alcohol misuse, and victim support.

Integration with QPRIME delivers a valuable strategic tool for local police managers by providing capabilities that will enable the comparison of referrals with local crime trends and repeat calls for service. This insight will allow for more effective tactical responses, potentially in conjunction with community partners, to address local social issues and crime trends.

Future staged enhancements will include access to a Service Provider Directory so police can provide service provider contact details to people who choose not to consent to a formal referral.

A network of District Police Referral Coordinators has also been established to assist with the coordination of the new Police Referral services.

## Objective Five

*Taking a lead role to prepare the community for managing major events and disasters.*

### **Commonwealth Games 2018**

During the reporting period, the QPS continued to work with the Office of Commonwealth Games and the Gold Coast 2018 Organising Committee to prepare for the 2018 Commonwealth Games. The QPS will also have responsibility for the security, planning and management of the Queen's Baton Relay, scheduled to commence in March 2017.

The security operation in support of the Games will be conducted over 29 days. During the 12 days of competition, it is estimated up to 3,000 officers and support staff will be involved in Games-related functions to support the 6,500 plus athletes and team officials from 71 Commonwealth nations expected to attend. The Games will mostly be held on the Gold Coast, with some events to be held in Brisbane, Cairns and Townsville. The QPS has established the Commonwealth Games Group to manage the planning and delivery of the QPS responsibilities for the Games.

A key focus of the Group during 2015-16 has been the development of the Counter-Terrorism Security Co-ordinators program. This work has been informed by learnings from the Glasgow 2014 Commonwealth Games and the G20 Leaders' Summit (held in 2014) and provides a consistent and efficient methodology to assess security risks. The program has also been used to conduct security risk assessments of Games venues and events and to inform the design of the Games security overlay.

Work has also commenced on the design of a Joint Emergency Services Coordination Centre on the Gold Coast which will be used to command the Games security operation, 'Operation Sentinel', and will provide a lasting legacy for police and emergency services for the management of major events and incidents on the Gold Coast following the Commonwealth Games.

### **Authorisations made relating to a terrorist act or threat**

In terms of the *Police Service Administration Act 1990* section 5.17(15) *Authorisation of non-State police officers*, no authorisations were made relating to a terrorist act or threat during 2015-16.

### **Counter-terrorism, crisis management training**

During 2015-16, simulated counter-terrorism scenarios continued across Queensland, testing emergency response capabilities. In total, 32 major exercises were conducted with approximately 1,590 personnel participating across multiple agencies including Exercise Gorgon - the largest counter-terrorism exercise ever conducted by the QPS. The exercise activities were focused on testing and validating existing procedures, policies and plans guiding the response to rapidly evolving multiple terrorist threats.

During the reporting period, the QPS also implemented the Security and Counter-Terrorism Network. This network, unique in national law enforcement, was developed to strengthen QPS' capacity and capability statewide, delivering an agile approach to security in the contemporary risk environment. Through the network, frontline police were provided awareness training and a platform for enhanced community engagement, reporting, investigations and intelligence-sharing. The QPS also increased intelligence and investigation resources to the Joint Counter-Terrorism Team and Security Operations Unit.

On 13 June 2016, the Queensland Government announced a commitment to provide increased funding of \$16.2 million over four years (commencing in 2016-17) to enhance QPS' response to terrorism. This new funding will help police deal with the increasing workload from the current security threat through a reallocation of officers to meet counter-terrorism demands, supported by contracted specialist resources and additional equipment. The funding will further enhance the QPS' ability to case manage and assess persons of a security interest and develop valuable intelligence, working closely with partner agencies and the community.

### **Queensland Strategy for Disaster Resilience**

The *Queensland Strategy for Disaster Resilience*, released in June 2014 and due for renewal in 2017, was developed with the objective of building resilience against all hazards, to ensure resilience activities are aligned with government priorities and to make Queensland the most disaster resilient state in Australia.

Queensland's goals for disaster resilience as outlined in the strategy are:

- understand the risks and proactively prepare for disasters
- minimise disaster impacts through flexible and adaptive planning
- the economy is able to withstand disaster events
- reduction of risk to the built environment
- the natural environment is recognised in planning and decision making
- essential infrastructure and transport systems are disaster resilient
- governments take a proactive approach to disaster risk reduction
- greater disaster resilience of public infrastructure after disasters.

Key QPS achievements in support of the strategy during 2015-16 include:

- working collaboratively with QFES and the Queensland Reconstruction Authority on a proof of concept to produce a State Natural Hazards Risk Register. The new risk management process will increase operational relevance and the explicit analysis of vulnerability will be included. This work will continue in 2016-17
- coordinating the assessments of District and Local Disaster Management Plans in collaboration with the Office of the IGEM. The results of these assessments provided an improvement strategy for these groups. QPS also worked with the Office of the IGEM to review the assessment process and provided recommendations for improvement for the 2016-17 assessments
- developing a revised District Disaster Management Plan template which is more concise and provides for an operational and actionable plan. The new template aligns with the Office of the IGEM's Emergency Management Assurance Framework and assists local government groups by clearly outlining trigger points for district support to these local areas.

### **Disability Service Plan 2014-2016**

In accordance with the *Disability Services Act 2006*, each Queensland Government agency is required to develop a disability service plan that includes actions to deliver the *Queensland Disability Plan 2014-19: Enabling choices and opportunities* (the Queensland disability plan). The Queensland disability plan details priority areas which underpin the government's vision of a community that is inclusive of all citizens and where people with a disability are enabled to lead valued and fulfilling lives.

The *Public Safety Portfolio Disability Services Plan 2014-2016* (the portfolio plan), released in September 2014, includes actions for the development and improvement of services that are responsive to the needs of clients and members with a disability and their families and carers. The portfolio plan seeks to educate, inform and engage with Queenslanders with a disability to reduce the rate and impact of public safety incidents including crimes, road crashes and fires. During the reporting period, the public safety portfolio agencies continued to work with Queenslanders with a disability to build resilient communities and ensure community preparedness for disaster events.

## Objective Six

*Implementing an environment of continuous improvement based on learning, development and empowered leadership.*

### **QPS takes a lead role in the development of international standards**

Forensic science plays a key part in all criminal investigations including those that cross international borders. The quality of forensic science varies considerably around the world, particularly in some less developed nations.

QPS, in partnership with the National Institute of Forensic Science and Standards Australia, is leading the development of international standards designed to ensure the integrity of forensic analysis. This partnership has resulted in the publication of the first international forensic standard (ISO 18385:2016) designed to minimise the potential contamination of DNA evidence. A second standard that prescribes how evidence is collected, packaged and stored is at draft stage. When complete, the series of ISO (International Organization for Standardization) standards will provide confidence in the reliability of results, regardless of where testing is performed. The standards will enable jurisdictions to work together seamlessly to combat cross border crime and facilitate information sharing including identification databases.

### **Future of Policing Symposium**

The QPS and Griffith University's Criminology Institute co-hosted the Future of Policing Symposium in September 2015 at the Brisbane Convention and Exhibition Centre. The 2015 symposium followed the success of the inaugural symposium held in 2014. The symposium brought together Queensland-based and international academics including state, national and international policing practitioners. The symposium was designed to identify and discuss challenges and issues around police health with key themes including physical health and safety, mental health and wellbeing, and healthy police agencies. The QPS was well represented by members of the senior executive as well as executive representatives of the Queensland Police Commissioned Officers' Union and Queensland Police Union of Employees.

Presenters included a number of eminent academics, doctoral candidates, international law enforcement officers as well as the QPS Commissioner and Assistant Commissioner, Operational Capability Command.

The symposia, by bringing together local, national and international academics and police practitioners, provides a confidential environment in which researchers and police leaders can interact and discuss key problems, with the goal of forging stronger strategic and operational links between police agencies and researchers. This event is an example of the longstanding Griffith criminology/QPS partnership, which spans multiple areas of research, education and engagement.

### **Establishment of Visiting Police Fellow Positions**

Evidence Based Policing (EBP) is an important part of contemporary policing and the QPS is a strong advocate and practitioner of EBP. The QPS has a long history of partnering with researchers at universities in EBP research programs. A number of such programs of research have been with researchers from Griffith University and the University of Queensland.

The QPS is also a leading law enforcement agency in the Australia & New Zealand Society of Evidence Based Policing which was formed in 2013 and is a police practitioner-led society. The chair is a member of the QPS senior executive. In 2016, the Commissioner approved the establishment of two full-time Visiting Police Fellow positions for the Griffith University's Criminology Institute and the School of Social Science, University of Queensland, as a way to further embed EBP into the QPS practice and culture.



## Objective Seven

*Delivering services with fairness and integrity.*

### **Violent Confrontations Review and Taskforce Bletchley**

On 25 November 2014, the Commissioner initiated the Violent Confrontations Review to review QPS' policy, procedures and training involving violent confrontations, following several police shooting incidents which occurred in relatively quick succession during 2014.

In August 2015, media reports highlighted allegations of excessive use of force by police on the Gold Coast. The then Minister for Police, Fire and Emergency Services and Minister for Corrective Services announced a review into complaints involving use of force allegations on the Gold Coast and statewide, with that work to be undertaken by Taskforce Bletchley.

The Violent Confrontations Review and Taskforce Bletchley reports made a combined total of 55 recommendations addressing policy development, training, inter-agency collaboration, information sharing, enhanced governance surrounding the response to use of force incidents, and complaint handling reform. The recommendations are being delivered under the Professional Response Engagement Project.

The Use of Force Review Working Party, comprising members of the QPS senior executive and the Crime and Corruption Commission, has been formed to strategically and jointly manage the implementation of the recommendations.

Implementation of the recommendations is underway with 17 of the 55 recommendations delivered in 2015-16 including enhanced inter-operability between police and mental health services, the delivery of policy and training in the area of the response to active armed offenders, use of firearms, and development of policy surrounding resolution of an incident which underpins all use of force actions. Implementation of the remaining recommendations will continue in 2016-17.

Work is also underway addressing further policy development and training around responding to potentially violent confrontations, including responses to persons in crisis who are acutely affected by psycho-social issues including drug and alcohol use, domestic and family violence, and mental health issues.

Process and practice enhancements will focus on leadership and supervision, information sharing, mental health responses, communication including de-escalation strategies, decision making around use of force, and governance surrounding reporting and oversight of use of force incidents.

### **Body-worn cameras for police**

During the reporting period, QPS continued implementing the government's commitment to provide improved safety equipment for police including body-worn cameras, with \$6.03 million in funding provided over three years (2015-16 to 2017-18). The preferred option of an open public tender for a commercial off-the-shelf solution for body-worn cameras was approved by the government in September 2015 and the QPS Program Management Board approved contractual arrangements be entered into with the preferred body-worn camera digital storage management supplier.

Priority rollout of 300 body-worn cameras for police on the Gold Coast and training occurred in October 2015. The remaining rollout and training will commence in July 2016 with the launch sites of Fortitude Valley Station and Rockhampton Station expected to be operational by 31 July 2016. Remaining sites are expected to be operational by November 2016.

### **First female police motorcyclists**

In September 2015, the first two Queensland female officers qualified to become police motorcycle officers after three weeks of rigorous training. Both officers were experienced motorcycle riders before their training. The training prepares motorcycle officers for adverse conditions, for country riding and city riding, and the unique hazards these situations can present. Being a police motorcyclist requires a level of self-reliance and attentiveness while riding, above the normal requirements of traditional police patrol work. The course has a focus on riders being able to assess a dynamic environment instantly and apply a series of linked skills seamlessly.