

# PERFORMANCE

## Key performance measures

The table below provides an overview of the key performance measures for the QPS for 2013-14.

Police services							
Performance Measure	Notes	Strategic Plan	2013-14 SDS	RoGS	2012-13 Actual	2013-14 Target/ Estimate	2013-14 Actual
Rate of complaints against police per 100 sworn (operational) staff	1, 2	✓	✓	✓	16	≤16.7	11.9
Public perception of police professionalism and image:	3, 4, 5		✓				
• Police perform their job professionally				✓	87%	≥85%	87%
• Police treat people fairly and equally	2			✓	77.2%	≥75%	76.7%
• Police are honest	2			✓	74.9%	≥75%	74.3%
• I do have confidence in the police		✓			86.9%	≥85%	86.4%
Satisfaction of members of the public who had contact with police in the last twelve months	3, 4, 6	✓	✓	✓	84.9%	≥85%	82%
Cost of policing services per person	7		✓	✓	\$415	≤\$443	\$418

### Notes:

- Sworn police officers exercise police powers, including the power to arrest, summons, caution, detain, fingerprint and search. '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.
- Data for 2012-13 has been amended to align with the Report on Government Services (RoGS) 2014.
- The QPS sets its performance targets based on a suite of factors including previous QPS and national average performance data where available. Data on national average performance is published annually in RoGS.
- Data (actual) is derived from the *National Survey of Community Satisfaction with Policing*.
- Public perception data has not varied significantly since 2010-11.
- Satisfaction data has not varied significantly since 2010-11.
- The 2013-14 Target/Estimate was calculated by increasing the 2011-12 national average (from RoGS 2013) of \$421 by 2.75% in 2012-13 and 2.5% in 2013-14 in line with the Consumer Price Index. In 2012-13, the cost of Queensland's police services was \$415 per person, less than the national average of \$416.

<b>Crime and Public Order</b>							
<b>Performance Measure</b>	<b>Notes</b>	<b>Strategic Plan</b>	<b>2013-14 SDS</b>	<b>RoGS</b>	<b>2012-13 Actual</b>	<b>2013-14 Target/ Estimate</b>	<b>2013-14 Actual</b>
Rate (per 100,000 people) of personal safety offences reported: <ul style="list-style-type: none"> <li>Homicide</li> <li>Assault</li> <li>Sexual assault</li> <li>Robbery</li> <li>Total personal safety</li> </ul>	1, 2	✓	✓		3 432 109 42 664	2-4 420-480 100-150 30-50 660-770	1 390 110 33 603
Percentage of personal safety offences cleared within 30 days: <ul style="list-style-type: none"> <li>Homicide</li> <li>Assault</li> <li>Sexual assault</li> <li>Robbery</li> <li>Total personal safety</li> </ul>	2 3 3, 4	✓	✓		New measure	70-75% 55-60% 55-60% 45-50% 55-60%	73% 61% 55% 49% 59%
Rate (per 100,000 people) of property security offences reported: <ul style="list-style-type: none"> <li>Unlawful entry</li> <li>Other property damage</li> <li>Motor vehicle theft</li> <li>Other theft (excluding unlawful entry)</li> <li>Total property security</li> </ul>	1, 5 6	✓	✓		989 896 278 2,285 5,002	900–1,150 900–1,100 230–300 2,200–2,500 4,400–5,400	782 770 218 2,091 4,354
Percentage of property security offences cleared within 30 days: <ul style="list-style-type: none"> <li>Unlawful entry</li> <li>Other property damage</li> <li>Motor vehicle theft</li> <li>Other theft (excluding unlawful entry)</li> <li>Total property security</li> </ul>	5 6	✓	✓		New measure	10-15% 20-25% 20-25% 20-25% 20-25%	17% 27% 32% 24% 27%
Rate (per 100,000 people) of good order offences detected	1,7		✓		1,132	1,000–1,200	1,217
Percentage of good order offences cleared within 30 days	7, 8	✓	✓		New measure	85–90%	87%
Public satisfaction with police dealing with public order problems	9		✓		70.3%	≥65%	70.4%
Public satisfaction with police dealing with disasters and major events	7, 10	✓	✓		88.2%	≥85%	89.8%

## Crime and Public Order (Con't)

### Notes:

1. A minor amendment has been made to this measure; 'population' has been replaced with 'people'. The calculation methodology has not changed.
2. 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.
3. RoGS 2014 reported that Queensland was the best state at clearing homicides and sexual assaults within 30 days in 2012-13.
4. Investigating sexual assault offences often involves a high level of complexity which can affect clear up rates. This is exacerbated in the case of historical offences.
5. The offence categories reported separately are considered high volume property security offences. The total property security offences figures also include arson, fraud and handling stolen goods.
6. This offence category relates to unlawful use of a motor vehicle.
7. The QPS sets its performance targets based on a suite of factors including previous QPS performance.
8. Good order offences include offences relating to public nuisance, obstructing police and other offences against good order.
9. The QPS sets its performance targets based on a suite of factors including previous QPS and national average performance data where available. Data (actuals) is derived from the *National Survey of Community Satisfaction with Policing*. Public order problems include those related to public space enjoyment, street and nuisance offences, liquor licensing issues and environmental design to reduce crime including alcohol-fuelled violence.
10. Data (actuals) is derived from the *National Survey of Community Satisfaction with Policing*. Disasters and major events includes maintaining public order and safety during natural disasters and major events such as Tropical Cyclones, flooding, Schoolies Week and Gold Coast 600.

Road Safety							
Performance Measure	Notes	Strategic Plan	2013-14 SDS	RoGS	2012-13 Actual	2013-14 Target/ Estimate	2013-14 Actual
Rate (per 100,000 people) of road crash fatalities	1,2	✓	✓		6.44	6.4	4.88
Rate (per 100,000 people) of people hospitalised following a road crash	1, 3	✓	✓		141.3	135	-

## Notes:

1. A minor amendment has been made to this measure, 'population' and/or 'persons' has been replaced with 'people'. The calculation methodology has not changed. The QPS sets its Target/Estimate based on a suite of factors including previous QPS performance. Road crash casualty data is sourced from the Department of Transport and Main Roads (DTMR). The 2013-14 Target/Estimate was developed in consultation with DTMR and included consideration of recent trends, economic indicators and the potential effects of road safety initiatives. 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.
2. The data for road crash fatalities is preliminary and will be reviewed by DTMR over the next 12 months.
3. A minor amendment has been made to this performance measure with the inclusion of the word "road". The calculation methodology has not changed. The 2013-14 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 2014.

## Achievements

The QPS upholds the law by working with the community to stop crime and make Queensland safer. The QPS is responsible for service delivery 24 hours a day, seven days a week, focussed on preserving peace and good order, protecting the community, preventing and detecting crime, administering the law fairly and efficiently and bringing offenders to justice. This is achieved by using technology and innovative strategies to enable a mobile, flexible and agile delivery of services to address community needs.

### Queensland Police Service 150 Year Celebrations

In 2014, the QPS celebrates 150 years of policing – protecting the lives and property of Queenslanders.

The QPS officially launched the celebrations to mark the 150 year history with a parade and ceremony at King George Square in Brisbane on 28 February 2014. As part of the ceremony the Governor of Queensland presented the QPS Commissioner with a banner in recognition of the QPS' proud history for maintaining law and order. The QPS was also presented with the keys to Brisbane by the Right Honourable, the Lord Mayor of Brisbane.

The QPS is celebrating with a range of events throughout 2014 including the QP150 Galas in Townsville in May 2014 and in Brisbane in July 2014, and the QP150 Police Expo at the Brisbane Convention and Exhibition Centre in August 2014.

### Police and Community Safety Review

Recommendations and findings from PACSR implemented by the QPS during 2013-14 include:

- responsibility for producing the State Disaster Management Plan, in collaboration with the Office of the IGEM and QFES staff, transferred to the QPS Disaster Management Unit
- broadening the use of automatic number plate recognition (ANPR) technology in a trial to include broader law enforcement activities
- working in partnership with DJAG to effect the transfer of the Prostitution Licensing Authority from the QPS to DJAG
- reviewing and providing ViP access to QPS computer systems to reduce administrative burden.

### Queensland Police Service Review

In August 2012, the QPS commenced an internal review of the structure of its regional and district policing model guided by the Public Sector Renewal Program. The review proposed a new vision or future state with a supporting structure to provide clear benefits and improve service delivery to the community. The review outcomes, which were implemented on 1 July 2013, delivered many benefits for the QPS, including:

- a more efficient organisational structure to improve service delivery, including three distinct areas of operation each led by a Deputy Commissioner, as well as changes to regional and district boundaries
- increased community safety, including road safety, through a taskforce approach to target crime and the places in which it occurs
- increased visibility and accessibility of police by transitioning an additional 50 police officers to frontline in 2013-14
- increased flexibility, agility and mobility in the deployment of resources, by allocating staff to district or group level and using a taskforce approach to address problem areas
- increased community engagement and customer service through improved processes and technology.

Three additional specialist, centrally functioned commands were created to give additional organisational focus to their respective areas of responsibility, namely:

- Road Policing
- Community Contact
- Intelligence, Counter-Terrorism and Major Events.

There was also a reduction in QPS regions from eight to five and police districts from 31 to 15. The five regions are Northern, Central, Southern, South Eastern and Brisbane. A map of the new police regions can be found on page 16.

The final report into the QPS review can be accessed at [www.police.qld.gov.au/corporatedocs/reportsPublications/](http://www.police.qld.gov.au/corporatedocs/reportsPublications/).

### **Increasing frontline resources**

During 2013-14, the QPS and PSBA continued to work towards delivering the government's commitment for an additional 1,100 new police officers by July 2016. Approximately 850 new police officers were sworn-in, resulting in a net increase of around 520 police officers for 2013-14. For 2012-13 and 2013-14, there has been a total net increase of over 800 police officers.

The QPS and PSBA are also working to move up to 200 police from behind desks to frontline by June 2016. A total of 100 positions have been reallocated to the frontline in the period 2012-13 to 2013-14, with a further 100 positions to be moved by 30 June 2016.

### **Capital initiatives**

Significant capital achievements for 2013-14 included:

- new modular police watchhouses at Burketown and Richmond
- closed circuit cameras (CCTV) upgrade at Beenleigh watchhouse
- upgraded facilities at Boondall and Broadbeach police stations
- a replacement police station at West End
- replacement of 576 vehicles
- specialist fit-out of 355 vehicles for deployment during the G20 events
- replacement of six rigid inflatable boats and six jet skis
- one of three new catamarans was delivered to Brisbane in June 2014 and is undergoing testing and sea trials before being placed into service in Cairns in late August 2014. The remaining two new catamarans are expected to be delivered to Brisbane to undergo testing, sea trials and training in October and December 2014 respectively before being placed into service in Townsville and the Whitsundays.

Commencing 1 July 2014, PSBA will deliver most new and ongoing capital initiatives on behalf of QPS including police accommodation facilities, motor vehicles, vessels and information technology. QPS will continue to be responsible for delivering specific operational equipment.

### **Tropical Cyclone Ita Recovery**

In April 2014, Queensland experienced extreme weather events resulting from a Category 4 cyclone – Tropical Cyclone Ita. The SDCC was activated to assist the affected communities with evacuations, flood recovery and relief. The cyclone prompted a state-wide response with staff and volunteers deployed from across Queensland to assist crews and residents in the far north.

Inspector Kevin Guteridge from Central Region was appointed in April 2014 by the Premier of Queensland to head recovery efforts for the Cooktown and Hope Vale regions affected by the cyclone. Inspector Guteridge has significant experience in disaster recovery having led efforts after ex-Tropical Cyclone Oswald devastated the Bundaberg region in 2013. A team has been appointed to undertake reconstruction of the areas worst affected by Tropical Cyclone Ita.

### Red tape reduction

Significant red tape reduction initiatives implemented in 2013-14 included:

- reducing the 'wide load permit' applications from multiple forms to one
- simplifying the process for members of the public to acquire a Notice of Permission under the *Peaceful Assembly Act 1992*
- installing automated public assistance devices (APADs) (touch screens) at selected police shopfronts around Brisbane
- making police operational procedures available on the QPS internet site
- improvements in the processes for managing, issuing and monitoring weapons licences.

Identifying further opportunities to reduce red tape will be a focus of the QPS in 2014-15. This is consistent with the QPS' objectives, which include improving the way members of the community contact police (entry channels), and the way police respond to calls for service. The QPS will devolve authority to enable frontline police to make decisions and take action, and will also promote a culture of innovation.

### Continue renewal of the police service to provide better service delivery

The QPS renewal and reform program will ensure the Service has the capability to efficiently and effectively meet the needs of the community into the 21st century.

To ensure this program is actioned in a coordinated manner, a reform agenda (QPS Renewal Stage Three) has been developed and includes:

- finalising outstanding items from Renewal Stage One including implementing the Commissioner's seven enabling strategies
- implementing the recommendations from the QCoA
- implementing the recommendations and findings from PACSR
- consideration of contestability of some QPS functions
- implementing an environment of continuous improvement, innovation and empowerment.

The QPS is also assisting with the establishment and integration of the PSBA into the public safety portfolio to ensure:

- strategy development and alignment with all government departments
- optimisation of frontline policing
- regulatory development and enhancement
- capability and capacity enhancement.

The transition to a new model of service delivery for the QPS has resulted in the following outcomes during 2013-14:

- numerous arrests of Criminal Motorcycle Gang members following the creation of taskforces throughout the state directly targeting the unlawful activities of these gangs
- a decrease in response times to public calls from 20 seconds to 17 seconds - a decrease of 15% (between 1 July 2013 and 30 June 2014) - as a result of improved business practices at Policelink
- reduced processing times for Permits to Acquire weapons from six-eight weeks to five days with the introduction of an online application portal and other systems and process improvements. This reduction is despite increases in the number of both Permits to Acquire (up 46%) and New Weapons Licences (up 36.5%) between 1 November 2012 and 30 June 2014
- a 33% decrease in requests for statistics from the media, members of the public and students following the establishment of the QPS online crime statistics portal, with the website visited 3.12 million times (between 1 July 2013 and 30 June 2014).

### **Rapid Action Patrols**

Previously known as Police Hubs, Rapid Action Patrols (RAPs) provide large scale targeted crime suppression groups that focus on problem places, cases and crime types. The RAPs will provide effective response, investigation and proactive services enabling resources to be deployed to the right place at the right time with the aim of reducing crime.

RAPs will help reduce crime and improve community safety through a better resource allocation and intelligence driven approach comprising four key elements:

- targeting offenders
- managing crime and disorder hotspots or cases
- investigating linked crimes and incidents
- applying preventative measures including working with local partners to reduce crime and disorder.

The first Police Hub, which incorporates Taskforce Takeback, commenced operations from its new premises on 5 May 2014 and will become the Gold Coast RAP group on 1 July 2014.

In May 2014, a second RAP was announced for Townsville. An additional 22 police will service the Townsville hub and the growing community, undertaking proactive and targeted patrols. The Townsville RAP will be operational by the end of 2014.

### **Police Helicopter Wing**

A second police helicopter, to service South East Queensland, was secured under a two year partnership with Surf Life Saving Queensland and will be operational from 5 July 2014. The helicopter will be based at Archerfield in Brisbane and will be deployed across Queensland if required. Hangar space and office accommodation was finalised in April 2014 and helicopter support personnel were appointed and trained.

### **Disaster management**

The QPS has experienced staff across the state trained in incident management, and plays a key role in disaster management by providing support and leadership at disaster coordination centres and immediate response to disasters to maintain community safety.

In 2013-14, the QPS trained 100 officers to perform functions in the Operations, Intelligence, Planning and Logistics cells within the SDCC, enhancing Queensland's preparedness and capacity to respond to disasters.

During the reporting period, the QPS deployed significant resources during the three activations of the SDCC, including:

- forward deployment of over 50 additional officers into the areas of Far North District that were likely to be affected by Tropical Cyclone Ita
- assigning 50 officers to work at the SDCC during Tropical Cyclone Ita.

### **Weapons Licensing Management System**

The Weapons Licensing Management System, implemented in November 2012, maintains a record of all registered firearms, licences and permits and enables applications for new weapons licences and Permits to Acquire to be submitted and paid for online. This has allowed applications to be processed more efficiently.

During the reporting period, 55,065 online applications were received. As at 30 June 2014, 82,000 online applications have been received since the system's implementation.

The Weapons Licensing Branch processes the majority of the online Permits to Acquire applications within five days and the majority of complete new licence applications within 12 weeks. The introduction of the online system and other strategies has seen a significant increase in processing output in 2013-14 compared with 2012-13 with a 43% increase in new licence output and a 13% increase in Permits to Acquire output.



There has also been a 36.5% increase in new licence applications and a 46% increase in Permits to Acquire applications since the introduction of the online service.

The QPS is working with the Ministerial Weapons Advisory Panel to further enhance the Weapons Licensing Management System.

## Crime and Public Order

Queensland police work to maintain the safety of the Queensland people and the security of their property. Crime and Public Order services:

- 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 (excluding unlawful entry)
- maintain public order and safety during major events and natural disasters - from planning to recovery; address public space enjoyment, street and nuisance offences, and liquor licensing issues; and environmental design to reduce crime including alcohol fuelled violence.

### Child protection

The QPS has maintained its position as the lead law enforcement agency in Australia in the investigation of child sexual abuse and exploitation through various mechanisms including the Child Protection Offender Registry, Commissions of Inquiry and taskforces.

- **Child Protection Offender Registry**

The QPS continued to ensure offenders against children complied with reporting obligations under the *Child Protection (Offender Reporting) Act 2004*. Under the Act, offenders who have committed serious offences against children are required to register their personal details and whereabouts with police. As at 30 June 2014, Queensland's Register contained the details of 4,776 offenders.

During 2013-14, police sought two Child Protection Offender Prohibition Orders under the *Child Protection (Offender Prohibition Order) Act 2008*. These orders restrict where sex offenders can live, the places they can visit, club memberships and the circumstances of their employment.

Amendments to the *Child Protection (Offender Reporting) Act 2004*, passed by the Queensland Parliament in June 2014, impose more stringent monitoring of sex offenders by increasing the number of times offenders are required to report from annually to once every three months. The Commissioner of Police will be able to require those offenders that pose a significant risk to children and the community to report more frequently (in addition to quarterly reporting). It is expected the legislation will be proclaimed in September 2014.

In October 2013, the QPS established the Kiosk Reporting Information System (KRIS) project to trial an automated reporting system with a biometric identification system. A three month live trial is expected to commence in October 2014. The system will be trialled in three sites with a view to developing a business case to expand the use to other forms of offender reporting and integration with other government departments. This new streamlined business model will allow police officers to better focus on high and very high reportable offenders that pose the greatest risk to the lives and safety of children and the broader community.

- **Commissions of Inquiry**

The QPS continues its implementation of recommendations from the Queensland Child Protection Commission of Inquiry with key policy and practice changes anticipated to commence 1 January 2015.

The QPS is also providing ongoing responses to the Royal Commission into Institutional Responses to Child Sexual Abuse.

- **Task Force Argos**

In September 2013, Task Force Argos launched a new education campaign called '*your selfie? keep it to yourself*' aimed at raising community awareness on the implications of sexting by children and young people. This campaign is primarily aimed at children and young people and is designed to highlight the dangers and implications of sexting.

In April 2014, QPS Task Force Argos hosted the second Youth, Technology and Virtual Communities Conference at Bond University on the Gold Coast drawing over 250 delegates. The conference attracted expert speakers from across the globe in the fields of criminal investigation, prosecution and sex offender psychology. The conference also addressed the growing issue of cyber bullying, with content experts from government and industry in attendance. The conference will again be held on 27-29 April 2015.

Task Force Argos was recognised in April 2014 at the Annual *ThankShoe* Awards. The awards are organised by child protection group Bravehearts to recognise those people and agencies working tirelessly in the area of child protection.

Task Force Argos has forged alliances with child protection and law enforcement agencies worldwide. In August 2013, Detective Inspector Jonathon Rouse of Task Force Argos delivered a keynote presentation at the Crimes Against Children Conference in Dallas, Texas. In September 2013, Detective Inspector Rouse travelled to Austria and delivered a keynote presentation at the United Nations working group of experts in child exploitation investigations. In April 2014, the Task Force Argos Victim Identification Coordinator, Mr Paul Griffiths, delivered training to 100 South African police and prosecutors. Also in October 2013, Mr Griffiths travelled to France to attend the 31 meetings of the Interpol specialist group on crimes against children and was elected to be the Chair. These international alliances have helped Task Force Argos detectives to locate offenders and rescue children.

From 1 July 2013 to 30 June 2014, Task Force Argos detectives:

- rescued 159 children nationally and internationally
- finalised three international operations
- referred 331 targets to partner law enforcement agencies both nationally and internationally
- prosecuted 145 offenders on 596 charges
- reviewed over 206,467 seized child exploitation images and 624 hours of child exploitation video.

- **Child Trauma Task Force**

A Child Trauma Task Force was established in January 2013 to provide 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 neglect and abuse.

This group of highly skilled officers are well experienced in child abuse and suspicious death investigations. The team can be deployed within Queensland to assist regional and metropolitan investigations and is supported by the QPS Behavioural Analysis Unit. The team uses diverse investigative techniques to enhance policing response/capability to these often complex investigations. The team also provides an immediate response to Child Abduction Alerts, engaging with the Police Communications Centre to facilitate the timely release of information to regional investigators to safely recover kidnapped children at the earliest opportunity.

The Child Trauma Task Force has been engaged in 20 cases of significant injury and child death as at 30 June 2014.

- **Scholarships awarded to Queensland Police Service Officers**

Senior Sergeant Barry McErlean of Community Contact Command was awarded the \$20,000 Suncorp Scholarship for his project on child protection and abduction alert procedures. Senior Sergeant McErlean will use the opportunity to learn about child protection and abduction alert techniques from agencies in the United States and Canada. The Suncorp Scholarship provides opportunities for emerging leaders, both staff and police officers, to undertake professional development and research which will directly benefit the QPS and the Queensland community.

In addition, Detective Senior Sergeant Stephen Blanchfield of State Crime Command and Acting Senior Sergeant Cameron Gardner of Education and Training Command were awarded the \$15,000 Courier Mail Scholarship to promote and progress international research and training in the area of QPS Investigative Interviewing Strategy. Both officers will travel to Switzerland and England as part of their formal training at an Advisor Level.

### **Cold case homicide management**

The QPS State Crime Command established a Project Recognition Case Management Committee in September 2013. The committee membership consists of the Detective Superintendent of the Homicide Group (Chair), Homicide Group Detective Inspectors, officers from the QPS Scientific Section, the Project Recognition Manager, representatives from the Department of Health and interested Regional Crime Coordinators.

The committee reviews cold cases and prioritises cases for forensic review and investigation. During 2013-14, the committee reviewed 22 cold cases and referred 16 for forensic review. As a result, two investigation centres have commenced and are ongoing. One coronial inquest and a further regional investigation centre are also being supported by the committee. As at 30 June 2014, the committee is managing 177 cold case homicide and suspicious missing person cases.

### **Missing persons**

The Missing Persons Unit continued to overview approximately 6,300 missing person cases reported in Queensland during 2013-14. The unit also assisted interstate and international law enforcement agencies, and appropriate external agencies. Over 99% of missing persons in Queensland were recovered during this period.

The Missing Persons Unit is working closely with the Alzheimer's Queensland Association to establish a 'Safety Home' project. The project will make available for purchase unique identification bracelets for persons prone to wandering as a result of dementia. This project is in line with the QPS' objectives of making the community safer and building relationships across the community.

### **Stock and Rural Crime Investigation Squad**

The Stock and Rural Crime Investigation Squad has a taskforce approach to case and place management of stock and rural crime and has undertaken significant investigation in rural and remote areas across the state. The squad is focussed on rural crime through Project Gatekeeper, which targets trespass offenders (primarily illegal hunters) which has become a significant concern for the agricultural and pastoral industries across the state.

In 2013-14, the squad received reinvigorated vehicle assets and operational equipment, which has resulted in an increase in enforcement productivity by 19% and proactive intelligence gathering by 41%. The squad is developing the Project Gatekeeper strategy by working with the University of New England on a rural crime survey that will provide information and data to support crime prevention strategies and create safer rural communities.

## **Police in schools**

Adopt-a-Cops build better relationships between police officers and school students. Based predominately in primary schools, Adopt-a-Cops volunteer their time to help children gain a better understanding about the role of police in the community. They educate school children about the role of police, road safety, personal safety, bullying and internet safety. By being a familiar face in schools, children may feel more confident to seek help from police.

There are approximately 1,188 Adopt-a-Cops performing duties in over 1,300 schools, and to a lesser extent, in early childhood centres, special schools and community groups.

An annual awards program is in place to recognise the good work performed by QPS Adopt-a-Cops. Senior Constable Rachel Smith of the Child Protection and Investigation Unit in Toowoomba, who also has a voluntary role with Middle Ridge State School, was named Adopt-a-Cop of the Year in 2013. Senior Constable Smith was recognised for her dedication and enthusiasm. She has focused on maintaining a high level of cyber safety awareness amongst students.

In addition, the Adopt-a-School program, launched in March 2013, aims to build positive relationships between local police and school communities. Under the program, local police provide extra guidance, education and support to young people.

In 2013-14, there were 50 School Based Police Officers performing duties in 57 state high schools and colleges throughout Queensland. The officers provide valuable education, support and early intervention to keep young people on the right side of the law.

## **Crime Stoppers**

The QPS Crime Stoppers Unit, in partnership with Crime Stoppers Queensland, continued to receive information from the public on criminal activity. Since commencing operation in 1989, Crime Stoppers Queensland has collected over 205,000 pieces of information from members of the public. As at 30 June 2014, this has resulted in:

- 27,006 people being apprehended
- more than 71,000 charges being laid
- 25 murders being solved
- 20 attempted murders being solved
- more than \$620 million worth of drugs being confiscated
- approximately \$4 million in proceeds of crime being seized
- more than \$10.5 million worth of stolen property being recovered.

## **Neighbourhood Watch Queensland**

NHWQ has traditionally focused on improving home security, reducing the fear of crime and reporting suspicious activity to police. Some of the groups are now involved in broader community safety issues - working together to identify and address local problems by facilitating community access to first aid courses, neighbourhood welcome packs and other community spirited initiatives.

The 2013 NHWQ State Conference was held in Ipswich on 2 November 2013. The conference focussed on three key themes:

- celebrating 25 years of NHW in Queensland
- implementation of the NHW renewal in line with the government's commitment
- acknowledgement of the outstanding achievements of NHW volunteers and NHW police liaison officers.

Ms Kelly Barnes of Mount Isa was presented with the 2013 NHW community volunteer of the year award and Senior Constable Amanda Dohrman of Wide Bay Burnett District was awarded the police liaison officer of the year award.

The myPolice NHWQ blog is designed to keep communities up to date with crime prevention strategies and provide another channel for the QPS to engage with the community. Community members are also able to join NHWQ online.

Face to face social media training began across the state in March 2014 to equip community volunteers with the skills to manage their local NHWQ blogs. As at 30 June 2014, there were over 170 trained blog administrators with access to their local NHWQ blogs.

QPS has developed a partnership opportunity with Volunteering Queensland to increase volunteer participation and retention to enhance NHWQ.

As at 30 June 2014, there are approximately 420 NHW groups across Queensland with several more in the formation stage. The Torres Strait Northern Peninsular Area and Weipa e-Watch are the state's first community based e-groups. The University and TAFE based Student e-Watch will be progressively rolled out in July 2014. The rural e-Watch is being trialled in Capricornia District and is known as the Callide Rural e-Watch.

As at 30 June 2014, the various NHWQ blogs had over 120,000 visits, 3,900 published posts, 170 community authors, 55 QPS authors and over 2,600 community members that have joined as online members.

### **E-contact**

A network of 28 myPolice blogs enhance interaction between police and the public in Queensland communities. The myPolice blogs facilitate fast communication. Details of crimes, as well as photographs and comfits of offenders, can be posted on the blog immediately after an offence is reported. The myPolice blog pages were viewed more than 19 million times in 2013-14 (up from approximately 10 million in 2012-13).

The QPS also has a QPS Facebook page with more than 488,000 Facebook followers (up from 395,000 in 2012-13) and more than 51,000 Twitter followers (up from 39,000 in 2012-13).

The Policelink Smartphone Application and online reporting forum allows for online reporting by members of the public for selected non-urgent reports. These online reports include lost property, hoon reporting, wilful damage and graffiti, fuel drive off, taxi fare evasion and withdrawal of complaints.

### **Mobile Data Strategy**

During 2013-14 more than 800 QPS frontline officers were issued with iPhones and iPads, giving them better access to information. These devices can save each police officer up to 30 minutes per shift in desk time. The technology provides a platform for myriad functions and, in the future, will include applications such as fingerprint and facial recognition technology. The system, known as QLITE, has been deployed to officers from Far North Queensland (Thursday Island) to Surfers Paradise and remote patrols in the north west of the state. A further 1,250 devices are expected to be rolled out in time for the G20 Leaders' Summit in November 2014.

The use of mobile technologies is driving a radical transformation of frontline policing operations and the pilot of the QLITE product is the first initiative enabling the QPS to begin this transformation. This first generation of QLITE provides QPS with the ability to perform on-demand information searches and capture in-field information using mobile devices.

### **Operation Resolute**

Operation Resolute oversees all activity to address Criminal Motorcycle Gangs and serious crime activity across Queensland through Taskforces Maxima and Takeback. Since the creation of Operation Resolute in October 2013 to 30 June 2014, police have charged 1,074 Criminal Motorcycle Gang members and their associates with 2,657 offences, executed 296 search warrants and issued 234 traffic infringement notices to Criminal Motorcycle Gang members or associates.

Operation Resolute has contributed to a significant reduction in crime in the Gold Coast District. Several police operations have been conducted including National Days of Action against Criminal Motorcycle Gangs and specifically targeting chapters, clubs and criminal participants.

### **Taskforce Maxima**

Taskforce Maxima was set up in October 2013 to disrupt, dismantle and eliminate Criminal Motorcycle Gangs from Queensland through tactical and covert enforcement strategies and building relationships with other state, national and international counterparts. In April 2014, the National Anti Gang Squad was relocated to QPS Headquarters in Brisbane 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 National Anti Gang Squad is made up of members from the Australian Federal Police, state police forces, Australian Crime Commission, Australian Customs and Border Protection Service, Department of Immigration and Border Protection, Australian Taxation Office and Department of Human Services.

### **Drug and Serious Crime Group**

The Drug and Serious Crime Group within the State Crime Command commenced on 1 July 2013. The group conducts protracted operations against high level criminal networks beyond the capacity of regional criminal investigation branches. It includes the State Drug Squad, the Organised Crime Investigation Unit, the Townsville and Cairns Drug Squads and the Gold Coast Major and Organised Crime Squad.

The State Drug Squad focuses on drug trafficking and production. From 1 July 2013 to 30 June 2014, 529 offenders have been arrested on 1,840 charges, including 69 charges of drug trafficking, 151 charges of drug supply and 874 charges of drug production. Approximately \$36.9 million worth of drugs and 340 drug laboratories have been seized state-wide, including Townsville and Cairns laboratories.

### **Organised Crime Investigation Unit**

The Organised Crime Investigation Unit focuses on stopping organised crime activity and includes a dedicated Armed Robbery Unit and the Firearms Investigation Team. During 2013-14 the Armed Robbery Unit has arrested 89 offenders on 382 charges which included armed robbery, drug trafficking and supply, serious assault, vehicle, and firearm and weapons related offences. Since its inception in January 2012 to 30 June 2014, the Firearms Investigation Unit has seized over 804 unlicensed firearms and 4.2 tonnes of ammunition.

### **Townsville and Cairns Drug Squads**

The Townsville and Cairns Drug Squads focus on activities in Queensland's Northern Region. During 2013-14, the Townsville Drug Squad arrested 365 offenders on 1,396 charges including 35 charges of drug trafficking, 550 charges of drug supply and 31 charges of drug production, with approximately \$3.7 million worth of drugs and 14 drug laboratories seized. In addition, the Cairns Drug Squad arrested 202 offenders on 658 charges including 12 charges of drug trafficking, 68 charges of drug supply, and 30 charges of drug production, with approximately \$1.3 million worth of drugs and 29 drug laboratories seized.

### **Gold Coast Major and Organised Crime Squad**

The mission of the Gold Coast Major and Organised Crime Squad is to target significant criminal organisations and individuals committing serious criminal offences, including firearm trafficking and Criminal Motorcycle Gangs on the Gold Coast and across the South Eastern Region. The Major and Organised Crime Squad also identifies criminal assets suitable for seizure and forfeiture.

Since its commencement on 24 October 2011 to 30 June 2014, the squad has:

- arrested 518 offenders on 1,548 charges including drug trafficking, armed robbery, drug production, extortion, manslaughter, attempted murder and weapons offences
- seized significant quantities of drugs, manufacturing equipment and chemicals, with an approximate value of \$2 million
- recovered over \$32 million in stolen property.

The dedicated Gold Coast Firearms Investigation Team within the Major and Organised Crime Squad has charged 83 people with 215 charges relating to unlawful firearms and other weapons during 2013-14. The team has recovered 158 firearms and 108 other weapons, including Conducted Energy Weapons (commonly referred to as Tasers), knives, knuckledusters, batons, ballistic vests and firearm silencers.

### **Illegal weapons**

The QPS participated in Operation Unification, a nationwide campaign involving the Queensland Government, Crime Stoppers Queensland and other state and territory jurisdictions to better protect families and communities from illegal weapons as part of ongoing efforts to keep downward pressure on crime. The campaign ran for two weeks in June 2014.

With the introduction of minimum mandatory sentences for the possession and trafficking of illegal weapons, police were able to use intelligence gathered through Operation Unification to remove illegal weapons and their suppliers from Queensland streets. This action resulted in 15 persons being arrested on 27 charges and 59 firearms being seized.

### **Break and enters in Brisbane and Ipswich regions**

Operation Mike Snowshoe, an intensive operation targeting break and enters in the Brisbane and Ipswich regions, ran from April to June 2014. The Ipswich, North Brisbane and South Brisbane District Property Teams joined forces to combat break and enter offences in the Brisbane and Ipswich regions. Operation Mike Snowshoe was initiated after police noticed similarities in break and enter offences. Some of the businesses targeted included fast food outlets, coffee shops, computer stores, a four wheel drive business and a swimming pool shop. The operation resulted in eight search warrants being issued and nine people being arrested on 67 charges.

### **Taskforce Against Graffiti**

The Taskforce Against Graffiti continued to work collaboratively with the Brisbane City Council and Queensland Rail during 2013-14 to coordinate graffiti removal, apprehend and prosecute offenders and develop strategies to reduce incidents of graffiti in the Brisbane City area. From 1 July 2013 to 30 June 2014, the taskforce arrested 76 offenders on 4,407 graffiti related charges.

### **Intelligence Capability**

The Intelligence Capability project will enable automated, simultaneous and timely identification, collation and analysis of information holdings across the QPS. An effective intelligence capability is critical in an increasingly digital and information driven society where communication on real time issues occurs in electronic and social media. The information required for intelligence analysis is currently held in disparate locations and systems. The solution uses and expands existing commercially available software to provide an integrated search and analysis capability across multiple QPS information holdings.

The implementation of a strategic solution will enable the QPS to lead the delivery of an effective intelligence-led policing model. The benefits include:

- more rapid identification of targets and the earlier prosecution of offenders
- establishing profiles of criminal entities and serious offenders and localities to target crime and disorder
- identifying associations and entity networks to disrupt crime and the loss of life and property
- identifying trends and patterns to prevent, detect and solve crime

- enabling officers to conduct data collection on specific entities, including persons, locations, vehicles and events across a series of datasets in one integrated search capacity
- enabling officers to conduct searches across large volumes of data and match and display search results.

Phase 1 of the project involves analysis of information held in two systems. Future phases will examine the further integration and analysis of additional information systems to enable real time analysis.

The project is in the final stages of phase 1 implementation of the Palantir system, which will provide enhanced intelligence capability for QPS State Intelligence and will be operational in the G20 Joint Intelligence Group and assist Intelligence Officers with Criminal Motorcycle Gang activities.

### **2014 G20 events**

Brisbane will host the G20 Leaders' Summit in November 2014 and Cairns will host the G20 Finance Ministers' and Central Bank Governors' meeting in September 2014.

The QPS is a major partner in planning and delivering security and safety during the G20 events with up to 35 Internationally Protected Persons, 4,000 delegates and 3,000 media representatives expected to attend the Leader's Summit in Brisbane. In addition, up to 2,000 delegates and media representatives are involved in the Finance Ministers' and Central Bank Governors' meeting.

The QPS G20 Group has been working with local, state and federal government agencies to ensure the safety and security of delegates and the community during these events.

The *G20 (Safety and Security) Act 2013* received assent on 7 November 2013. The Act provides for the safety and security of persons attending the G20 Leaders' Summit and other related meetings and events in Queensland in 2014, to ensure the safety of members of the community and to protect property during the hosting of the summit and other related meetings.

Training courses across the state for police in dignitary protection, motorcades, public order, crowd management and a number of other specialist capabilities have been undertaken along with readiness exercises to test all facets of G20 planning. A number of multi-agency exercises have been conducted to test federal, Queensland and partner agency decision-making, communication and responses to simulated incidents. Further exercising and testing will be conducted in the months preceding the Queensland-based G20 events.

A dedicated G20 blog was launched in February 2014 allowing G20 Group organisers to communicate directly with the public – [mypolice.qld.gov.au/g20](http://mypolice.qld.gov.au/g20). The blog will enable G20 organisers to provide members of the public with vital information in the lead-up to and during the G20 events and to answer any frequently asked questions.

### **2018 Commonwealth Games**

The QPS continued to work with the Office of Commonwealth Games Coordination and the Gold Coast 2018 Organising Committee to prepare for the 2018 Commonwealth Games. A security operation over 29 days will be required to support the Games. The operation will involve approximately 2,000 police per day during the 12 days of competition.

As part of QPS preparations, the QPS Commonwealth Games Planning Group (CGPG) commenced on 5 May 2014. The CGPG consists of program areas for Security Coordination, Venues, Specialist Support and Response, and Traffic and Transport. It is proposed that program areas for Venues - Non Competition and Queens Baton Relay will commence in early 2015.

The CGPG shares accommodation with the G20 Planning Group in Brisbane, providing a valuable insight for the members of the CGPG into the ongoing preparations for the G20 events.



Six QPS representatives will attend the Glasgow 2014 Commonwealth Games Observers Program between 22 July and 3 August 2014. These representatives will also attend a Police Scotland Observer Program for Police and Law Enforcement agencies. Participation in these programs will provide valuable learnings to inform planning of the QPS' support for the Games.

### **Segway trial**

During the reporting period, the QPS commenced operational trials of the Segway personal transporters (Personal Mobility Devices – PMDs) on the Sunshine Coast, Gold Coast, at Southbank in Brisbane and in Cairns. As at 30 June 2014, there are 75 QPS officers and Police Liaison Officers trained to use Segways.

The purpose of the trial is to evaluate the suitability of Segways for operational police officers as an alternative mode of transport in areas usually accessible only on foot. The intention of the trial is to provide an alternative method for police to move about public spaces.

An evaluation of the trial was completed in June 2014. The trial revealed that PMDs were effective and suitable for operational police in certain areas that are only accessible on foot. A procurement process will be undertaken in 2014-15 to consider all available PMDs due to recent changes in technology. The use of Segways at the aforementioned locations will remain until the conclusion of the procurement process.

### **Automated public assistance devices**

APADs have been rolled out to seven Police Beat Shopfronts in the Brisbane Region – Adelaide Street in Brisbane city, Toombul, Indooroopilly, Chermiside, Aspley, Strathpine and Brookside. The devices provide a quick and easy alternative for members of the public to access information at a Police Beat Shopfront if the police officers are unavailable.

Information available through the devices includes how to contact police, report crimes and use the Hoon Hotline. The devices also provide access to general information on public safety and the law.

Plans are in place for the installation of a device at Milton Police Beat with negotiations continuing with Westfield North Lakes Shopping Centre management regarding installation of the device at that location.

The APAD program is currently being evaluated. Anecdotal evidence from Police Beat staff and security officers attached to the relevant shopping centres indicates that the devices are operating well and this is particularly evident at times when the Police Beats are not staffed.

Data obtained from six of the seven devices, from 14 December 2012 to 8 April 2014, indicates that there have been 17,657 page views of information provided by these devices since they were deployed. This equates to an average of six enquiries, each day, on each device. These enquiries would otherwise be dealt with by a police officer or an administration officer, saving approximately 1,095 hours of police time that could have been used attending to these inquiries.

A next generation interactive APAD has been developed and will be piloted in the Mackay Station in August 2014 as part of a front counter service re-design.

### **Place and case management**

A review and restructure of the QPS resulted in the creation of the new Intelligence, Counter-Terrorism and Major Events Command, to improve the QPS approach to intelligence and to ensure it is a prioritised activity across the Service.

The amalgamation of intelligence, counter-terrorism, major events planning and covert policing activities aligns work areas that have a primary purpose of gathering information and analysing it to produce useful data and knowledge that can aid strategic and tactical decision making.

The QPS Place and Case Management Strategy will be the driver to the QPS effectively targeting places and cases posing the greatest risk to the community. Place and Case Management can best be described as an intelligence-based focus on those places, people and issues that pose the highest risk to the community in terms of offending and harm. It aims to direct resources derived from a collaborative taskforce approach against prioritised threats in a measurable manner that stops offending, increases community safety and reduces demand.

### **Station Community Crime Reduction Officers**

In March 2013, police stations across the state began appointing an officer to coordinate community crime reduction within their policing division. The officers are called Station Community Crime Reduction Officers. As at 30 June 2014, there were 324 Station Community Crime Reduction Officers in Queensland.

These officers are responsible for:

- monitoring and analysing divisional crime statistics and identifying trends
- assisting the Officer in Charge to ensure effective crime prevention and reduction strategies are implemented
- engaging with local neighbourhood watch groups
- using social medial and face-to-face interactions to liaise with local community groups
- ensuring sufficient crime prevention resources are available and displayed at police stations
- monitoring and analysing SupportLink referrals (an electronic referral system that provides and manages the referral link between emergency services and a myriad of government and non-government organisations that provide support targeted to individuals and families affected by an emergency or crisis) to assist in identifying crime trends, unmet social issues and social service deficiencies
- assist with the case management of repeat calls for service.

The officers work closely with neighbourhood watch beat and liaison officers, Police Beat shopfront officers, School Based Police Officers and Adopt-a-Cop officers, station Domestic and Family Violence Liaison Officers and District Crime Prevention Officers to prevent crime in their policing division.

### **Operation Unite**

Operation Unite is a joint initiative of Police Commissioners across Australia and New Zealand. It demonstrates the united determination of police to challenge alcohol misuse, crime, violence and anti-social behaviour and achieve significant change in Australia and New Zealand. The initiative involved police from every state and territory along with officers from New Zealand working together to make people's nights out safer.

Operation Unite was held in December 2013 and April 2014. The December operation was held over two nights, involved the deployment of 1,076 police officers and resulted in:

- 430 arrests including Notices to Appear and drug diversions
- 82 liquor infringement notices
- 466 tip outs ('tip out' applies to an amount of alcohol that is deemed to be under the retail value of \$100. In these instances, the liquor may be tipped out (in accordance with *Environmental Protection Act 1994* requirements) and where no intention to prosecute is envisaged)
- 94 drink driving offences
- 8,525 random breath tests.

The April operation occurred over the 2014 Easter period and 1,180 police officers were deployed. The operation resulted in:

- 490 arrests including Notices to Appear and drug diversions
- 105 liquor infringement notices
- 730 tip outs
- 94 drink driving offences
- 17,048 random breath tests.

### **Alcohol-fuelled violence**

The QPS devotes a significant amount of resources in responding to incidents involving people who are intoxicated, with research indicating that approximately one in four incidents attended by police involve alcohol.

The QPS continues to consider policing initiatives to improve outcomes in the policing of late night precincts and alcohol related violence.

The Drink Safe Precincts trial was implemented as part of the Queensland Government's response to alcohol-related violence. Drink Safe Precincts are a place-based management approach, combining the resources of state and local government agencies, as well as industry and community organisations to deliver practical solutions to reduce alcohol-related violence.

Three Drink Safe Precincts were created and trialed in Townsville, Fortitude Valley and Surfers Paradise. The two year trial commenced in December 2010 and formally concluded in November 2012. The QPS continued to provide a high visibility increased police presence within these Drink Safe Precincts until 30 June 2014.

The Drink Safe Precincts trial has been formally evaluated with many of the outcomes informing the Queensland Government's *Safe Night Out Strategy*.

Programs such as Drink Rite, Keep it in Focus, Party Safe and Event Safe are all QPS related programs targeting harm minimisation through education, awareness and violence prevention under the overarching *National Drug Strategy 2010-2015*.

In 2013-14, the QPS provided funding for crime prevention, alcohol and other drug-related projects across the state through the Community Crime Prevention Fund and National Drug Strategy Law Enforcement Funding Committee. The fund supports partnerships between the QPS and community groups to reduce and/or prevent crime and improve community safety by developing local responses to local problems. The committee supports initiatives, research, resources and workforce development which will assist police in responding to and addressing alcohol and other drug-related harms that impact on the community and policing in line with the objectives of the National Drug Strategy.

### ***Safe Night Out Strategy***

The Queensland Government's *Safe Night Out Strategy*, to be rolled out in 2014-15, aims to restore responsible behaviour and respect, stamp out alcohol and drug-related violence and ensure Queensland's nightlife is safe for all. The strategy includes more than 60 initiatives, underpinned by three core principles:

- Changing the culture – everyone is responsible
- Bad behaviour won't be tolerated
- Safe and supportive environments.

The QPS has been a key stakeholder in the development of the *Safe Night Out Strategy* and will continue to work with government, venues, patrons and the community in supporting its implementation.

### **Out-of-control events**

Out-of-control event legislation under the *Police Powers and Responsibilities Act 2000* commenced on 19 February 2014. The legislation provides police with additional powers to assist in the management of out-of-control parties and events and punishes organisers of out-of-control parties, or persons who cause these events to become out-of-control.

Since its implementation on 19 February 2014 to 30 June 2014, there were 25 events for which out-of-control event powers have been authorised by police.

People looking to hold responsible parties and events can register them at [www.police.qld.gov.au/online/event/](http://www.police.qld.gov.au/online/event/) or by telephoning Policelink. Party Safe and Event Safe also provide organisers, guests and parents with resources and information on holding an enjoyable, safe and lawful party or event (refer [www.police.qld.gov.au/programs/drugs/](http://www.police.qld.gov.au/programs/drugs/)). In 2013-14, there were 5,275 parties and 193 events registered online with police through Party Safe and Event Safe.

In 2014, Policelink released a noisy party online complaint form for the reporting of noise complaints and out-of-control parties or events which can be accessed from smartphones. The form is accessible at [www.police.qld.gov.au/apps/reports/noiseComplaint/](http://www.police.qld.gov.au/apps/reports/noiseComplaint/). Police also continue to monitor social media to help identify parties that may become out-of-control.

### **Counter-terrorism**

During the reporting period, the Intelligence, Counter-Terrorism and Major Events Command was established to improve the QPS' approach to intelligence and ensure it is a priority activity across the Service.

The QPS participated in the Australia and New Zealand Counter-Terrorism Committee to enhance Australia's capacity to prevent, prepare for, respond to and recover from threats or acts of terrorism. During 2013-14, Queensland conducted 22 exercises to maintain and develop key counter-terrorism capabilities. These exercises involved approximately 955 representatives from key stakeholder agencies including the federal and state governments and private industry groups. In addition to these exercises, the Security and Capability Development Unit has been heavily involved in supporting the development of G20 exercises with both the QPS G20 Group and the federal government's Attorney-General's Department. This resulted in five exercises being conducted involving several hundred participants from across all levels of federal and state government and other key stakeholders.

QPS representatives were also appointed to national working committees to develop and deliver a new national exercise management course. The QPS hosted two courses with attendees from federal and state government agencies.

### **Queensland Fixated Threat Assessment Centre**

The Queensland Fixated Threat Assessment Centre (QFTAC) was initiated on 1 July 2013 and is jointly staffed by officers from the QPS Security and Counter-Terrorism Group and the Queensland Forensic Mental Health Service, including a clinical nurse consultant, Forensic Psychologist and a Senior Forensic Psychologist.

The QFTAC receives referrals regarding fixated persons within Queensland, many of whom have an untreated mental illness, and undertakes assessment of the risk these individuals pose towards Public Office Holders. The QFTAC facilitates interventions for these fixated persons with a view to reducing the risk these persons pose towards Public Office Holders, the places in which they work and the prominent organisations and events in which they are involved. QFTAC is the second of its kind in the world.

During 2013-14, members of the QFTAC delivered information sessions to QPS, Department of Health personnel and State Electoral and ministerial offices. Members of QFTAC also travelled to the United Kingdom in December 2013 and Lithuania in June 2014 to visit the United Kingdom Fixated Threat Assessment Centre to benchmark the performance of the QFTAC.

### **Indigenous programs**

In September 2012, the former Crime and Misconduct Commission (now known as the Crime and Corruption Commission) released the *Indigenous people in policing roles: A follow-up review to the Restoring order report*. The report recommended the QPS increase the involvement of Indigenous people in policing roles.

During 2013-14:

- 31 Torres Strait Island Police Support Officers (TSIPSO) were appointed to support state police in the delivery of a range of policing activities aimed at stopping crime and enhancing safety in the Torres Strait
- QPS held the first Indigenous Cadetship Program at the QPS Academy with 14 people completing the course. The program will assist Indigenous people to gain entry to the police recruit training program
- Police Liaison Officer positions were created in Aurukun, Bamaga, Hopevale, Innisfail, Kowanyama, Lockhart River and Wujal Wujal to provide further policing resources in Indigenous communities.

An additional three TSIPSO positions will be created by October 2014. At the same time, five Queensland and Torres Strait Island Police Officers employed by the QPS on Badu Island will transition into the TSIPSO program, totalling 37 TSIPSOs servicing the Torres Strait.

### **Inter-agency partnerships**

A three month trial of the Watchhouse Emergency Nurse (WHEN) model commenced at the Southport Watchhouse in April 2013 as a partnership between the QPS and the Department of Health. The WHEN model project trial produced a number of positive outcomes for the QPS, including a reduction in prisoners requiring transportation to hospital for medical treatment. As a result, the model has been incorporated as part of a new Service Agreement delivering nursing services to the Southport Watchhouse.

### **Transporting mental health patients**

The QPS, the Department of Health, including the QAS, and Queensland Hospital and Health Services, signed an agreement in June 2014 outlining the new processes that each agency will undertake when transporting mental health patients.

The agreement:

- defines a state-wide interagency approach to the safe transport of people with a known or suspected mental illness who require, or may require, mental health assessment, treatment or care
- clarifies the roles and responsibilities of each agency involved
- provides a broad framework to guide the development of local interagency agreements
- facilitates collaboration and coordination between key agencies in providing transport and treatment/care that address the safety of individuals, service providers and the community.

### **Interagency information sharing: mental health consumers, victims of crime and connection with support**

In June 2014, a Memorandum of Understanding was signed by QPS, the Department of Health and the Metro North Hospital and Health Service to provide support to victims of crime and their families. On advice from the Department of Health, QPS engages with victims of crimes committed by clients of mental health services, with a view to linking these victims with support services.

### **Crime scene mapping**

The Zebedee scanner, developed by the Commonwealth Scientific and Industrial Research Organisation (CSIRO), is a hand held laser device that allows an operator to walk through a crime scene and capture data to generate 2D maps and 3D models. The QPS is the first organisation in the world to use the technology in law enforcement after it was originally designed for caving and mine mapping.

The benefits of this technology include the reduction of interference at crime scenes and the reduction of time taken to scan a scene from several hours to under 20 minutes. The portability of the device allows access to previously hard to reach areas such as declines and bushland. The scanner is primarily being used by the Forensic Services Group and has the potential to be used by the Forensic Crash Unit. As at 30 June 2014, there are two devices in service which have recorded 29 scenes. These devices are located at the Photographics Section from which an efficient service is being provided to record major crime scenes state-wide.

### **Water police catamarans**

The \$12.7 million Water Police Catamaran Project will replace the existing vessels with new 24 metre catamarans at Cairns, Townsville and Whitsunday. The first catamaran was received in Brisbane in June 2014 and is undergoing testing and sea trials before being placed into service in Cairns on 27 August 2014. The remaining two new catamarans are expected to be delivered to Brisbane to undergo testing, sea trials and training in October 2014 and December 2014 respectively before being placed into service in Townsville and the Whitsundays.

The catamarans will provide an enhanced technical and operational capacity for the Water Police across the state. The vessels will be used as mobile command posts, long range search and rescue operations, extended patrol and tasked policing activities and cross decking operations with partner agencies.

### **Police Dive Unit truck**

The Dive Unit truck is the latest specialist vehicle to join the QPS fleet in 2013-14. The vehicle provides the QPS with a dive response capability comparable to any other law enforcement agency. The vehicle is capable of deploying up to five divers and their equipment anywhere within the state to assist frontline investigations.

## **Road Safety**

QPS road safety initiatives and road enforcement activities aim to reduce trauma on Queensland roads and create a safer environment through the prevention and detection of risky behaviour including speeding, red light offences, driving under the influence of alcohol or drugs, driving while fatigued and not wearing seatbelts. Initiatives include tougher vehicle impoundment laws, roadside drug driving detection, new technologies, congestion and speed management and media campaigns.

A dedicated Road Policing Command was established following the QPS restructure in 2013. The Road Policing Command is working to promote road safety by more effectively addressing all forms of criminal activity on the road network.

### **Road toll**

The road toll for 2013 was 271, with 5.82 fatalities per 100,000 people. This is the second lowest fatality rate recorded in Queensland for a calendar year since accurate records began in July 1952.

The number of road fatalities reduced significantly in 2013-14 with 229 compared to 297 in 2012-13 and 60 fatalities less than the previous five-year average. The Queensland preliminary road fatality rate for 2013-14 is 4.88 fatalities per 100,000 population, lower than the 2012-13 road fatality rate of 6.44. This is the lowest road fatality rate recorded for a financial year since accurate records began in 1962-63.

In December 2012, the road safety education emphasis on the 'Fatal Four' was expanded and is now referred to as the 'Fatal Five'. The Fatal Five are: speeding, drink/drug driving, seatbelts, fatigue and driver distraction and inattention.

The QPS supported 'Fatality Free Friday' on 30 May 2014 for a second year, in a bid to further drive down the road toll.

### **Hoon hotline and anti-hooning legislation**

The QPS' hoon hotline provides Queenslanders with an easy to remember central contact point to report drivers behaving in dangerous, reckless or anti-social ways on Queensland roads. Calls to 13HOON are answered at the Policelink Contact Centre. During 2013-14, 12,857 calls from the public were answered on this service. In 2012-13, an online option for hoon reporting began which resulted in 5,192 further reports from the public in 2013-14.

The *Police Powers and Responsibilities (Motor Vehicle Impoundment) and Other Legislation Amendment Act 2013* commenced on 1 November 2013. The Act amended Chapter 4 of the *Police Powers and Responsibilities Act 2000* and includes tougher penalties for people committing hooning offences in Queensland. Offenders who commit two Type 1 hooning offences in five years are now eligible to have their vehicle forfeited to the state. This two strikes approach applies to those committing Type 1 offences which include the following offences committed in circumstances that involve a speed trial, a race between motor vehicles or a burnout; dangerous operation of a motor vehicle, careless driving, organising, promoting or taking part in racing and speed trials on roads and wilfully starting or driving a motor vehicle in a way that makes unnecessary noise or smoke. Evade police is now also classified as a Type 1 offence.

Offenders that commit four or more Type 2 offences within five years are also eligible for vehicle forfeiture. These offences include driving a motor vehicle whilst it is uninsured and unregistered, unlicensed driving, high-range drink driving (0.15% and over), exceeding the speed limit by more than 40km/h, driving an illegally modified vehicle, failure to supply a specimen of breath or blood, and driving while under a 24 hour suspension. The impoundment periods for Type 2 offences have also increased from 48 hours to seven days for the second offence and 90 days for the third offence.

Between 1 November 2013 and 30 June 2014, there were 3,363 vehicles impounded, 4,581 vehicles immobilised and 926 vehicles eligible for forfeiture.

### **Drug and drink driving**

During 2013-14, 23,740 roadside blood or saliva tests were conducted resulting in 1,873 drivers testing positive for a relevant drug. This is a detection rate of one offender per 13 tests. In addition, 143 repeat offenders were detected. The most commonly detected drug was methylamphetamine. Drivers who test positive have their licence suspended for 24 hours to allow drugs to dissipate from their system. Offenders face similar penalties in court to drink drivers.

Random breath testing is the primary high visibility community engagement strategy used by the Road Policing Command. Over 3.9 million random breath tests were conducted by the QPS during 2013-14 resulting in the detection of approximately 24,800 drink driving offences.

### **Operation Austrans**

The QPS participated in an Australia and New Zealand annual initiative targeting heavy vehicle road safety issues including fatigue, speed and drug use. The operation began on 12 May 2014 and finished on 8 June 2014. During this time, the QPS intercepted more than 12,500 heavy vehicles resulting in:

- 216 speeding infringement notices
- 127 fines for driving without a seatbelt
- 794 fatigue related offences. A total of 280 drivers were found to have exceeded their work hours and failed to take a required rest break
- 1,083 roadside drugs test with 21 drivers returning alleged positive readings
- 11,448 roadside breath tests with 11 drink drivers detected.

### **High visibility policing operations**

The Road Policing Command initiated several high visibility road policing operations during 2013-14, including Operations Menzel, Plow and Barrier.

Operation Menzel focussed on roadside breath testing at static sites. All police regions participated in this operation over 37 randomly allocated days in 2013-14. During the Operation, there were 146,752 random breath tests conducted resulting in the detection of 539 drink drivers. A total of 11,217 traffic infringement notices were also issued with 52.6% for speeding (excluding camera detected offences).

Operation Plow specifically targeted drivers putting themselves and others at risk by speeding, drink driving or being distracted while driving. During 2013-14, seven days were allocated to Operation Plow, resulting in 2,166 traffic infringement notices being issued. Of these, 245 were for mobile phone offences, 72 were for seat belt offences and 1,205 were for speeding (excluding camera detected offences).

Operation Barrier was designed to reduce road trauma and improve road safety on the Bruce Highway. During 2013-14, 49 days were allocated to the Operation resulting in 44,311 random breath tests with 486 drink drivers detected. There were 8,403 traffic infringement notices issued with 5,571 for speeding (excluding camera detected offences), 272 for mobile phone offences and 178 for seat belt offences. In 2013-14, there were 21 fatalities on the Bruce Highway compared to 54 in 2012-13 and 38 in 2011-12.

The QPS will continue to plan and deliver high visibility operations to effectively police the road network with the aim of reducing road trauma.

### **Congestion management**

During the year, congestion on South East Queensland roads continued to be managed through the deployment of police officers to the Brisbane Metropolitan Transport Management Centre during peak travel times. Dedicated congestion management motorcycle patrols performed approximately 5,440 hours, travelling on major arterial roads in South East Queensland during peak travel periods.

Outside Brisbane, police continued to work in conjunction with regional Traffic Management Centres to help manage and divert traffic as required.

### **Speed and red light cameras**

As at 30 June 2014, there are up to 60 operational digital red light cameras rotated state-wide through 132 approved red light camera sites.

The number of offences per 1,000 vehicles has been reduced by 65% from 0.46 in 2004-05 to 0.16 in 2013-14, which reflects the deterrence value of road safety cameras at intersections. Additionally, there are seven approved combined speed and red light camera sites. The Ashgrove and Calamvale sites commenced operations during August 2011, while the remaining five sites commenced operations in July 2013 at Clear Island Waters (Gold Coast), Berserker (Rockhampton), Mount Pleasant (Mackay), Aitkenvale (Townsville) and Moorooloolool (Cairns). The seven sites averaged 1.03 offences per 1,000 vehicles in 2013-14.

Fixed speed cameras operated for approximately 129,000 hours in 2013-14, with an average of 1.09 offences per 1,000 vehicles. With the installation of a fixed camera, average vehicle speeds at camera sites reduce and compliance with posted speed limits increases, improving the safety of road users. Nine digital fixed speed cameras were purchased in 2013-14 to replace the remaining analogue (film-based) fixed speed cameras in Queensland. The upgrade of these sites to digital technology will be completed during 2014-15.

An average speed camera system monitors vehicles travelling north on the Bruce Highway between the Glass House Mountains and Landsborough. In 2013-14, the system averaged 0.42 offences per 1,000 vehicles.

The Mobile Speed Camera Program includes marked and covert speed camera vehicles and portable devices. This combination helps reduce speeding and improve community safety. The QPS deployed mobile speed cameras on 29,071 occasions for 98,198 hours in 2013-14, with an average of 6.42 offences detected per hour of operation.



During 2013-14, 13 digital mobile speed camera systems were procured for roll out during 2014-15, along with six additional TruCAM portable mobile speed camera devices. These TruCAM devices offer greater flexibility than the current mobile speed camera devices, allowing them to be used in a number of differing environments where other speed detection methods are not suitable. The introduction of digital mobile speed camera systems will support operations across the state, contributing to reducing the road toll on Queensland roads.

Speeding is a major contributor to the road toll and is a factor in about one in every five road deaths. From 1 July 2013, speed tolerances were reduced across all speed zones. Changes to speed tolerances are guided by evidence such as the road toll and public compliance with the speed limits. The level of speed tolerances will not be revealed to avoid creating a defacto speed limit. The speed limit is the maximum - it is not a guide or recommendation.

A speed camera is being planned for installation during 2014-15 in the Legacy Way road corridor to reduce road trauma and improve road safety.

Speed and red light camera locations throughout Queensland are available at [www.police.qld.gov.au](http://www.police.qld.gov.au).

### **Automatic number plate recognition**

The QPS commenced a trial of mobile ANPR devices in March 2012. Eleven devices are being used across the state for road policing enforcement purposes with an additional two units to be rolled out in the second quarter of 2014-15.

Two additional devices are being used under a trial for broader law enforcement purposes, with an additional eight devices scheduled for operational deployment by October 2014.

When the devices detect certain vehicles of interest they provide alerts (ANPR alert) to police. Police intercept vehicles identified by an ANPR alert and take any necessary enforcement action or capture relevant information to be used in the investigation of other unlawful activity.

The number plate recognition technology helps police:

- identify drivers who are committing offences
- identify unregistered and uninsured vehicles
- reduce injuries and deaths on Queensland's roads.

This has resulted in:

- 465,471 alerts to police of potential offences
- 4,312 notices to appear
- 16,649 traffic infringement notices
- 599 vehicles impounded under 'hoon' legislation.

This commitment to fighting crime and gathering intelligence using ANPR devices as a new policing capability was recognised and supported in PACSR. The PACSR report recommended that QPS incorporates effective targeting and alternative ANPR models in the design architecture as QPS moves towards a digital platform. The report also recommended that QPS considers adopting the broader use of ANPR in line with other Australian jurisdictions in consultation with the Privacy Commissioner.

### **Camera detected offence program**

A project has been established within Projects Queensland, QTT, to progress the assessment of alternative delivery models for camera operations, including infringement processing.

An Interdepartmental Steering Committee, chaired by DTMR, is guiding the project. The committee includes representatives from QPS, DPC, DJAG, and QTT. A review and assessment of the program is being undertaken through a Value for Money Framework to ensure efficiency gains are achieved.