

About the Queensland Police Service

Vision

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

Purpose

To deliver quality policing services 24 hours a day.

Role

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

Responsibilities

The QPS is responsible for:

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

Values

Professionalism

Performance

People

Partnerships

Strategic direction

Under the QPS Strategic Plan 2011-2015, our strategic objectives are to:

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

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

Legislation administered

The following legislation was administered by the QPS in 2011-12:

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

The QPS did not undergo any machinery-of-government changes during the 2011–12 financial year.

Services

The QPS provides the following services to the community:

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

Key challenges and risks

- An increase in complaints and decline in community confidence in, and perceptions of police
- Continued over-representation of vulnerable persons in the criminal justice system
- Rise in risky drinking, anti-social behaviour and violence by young people
- Continued increase in the number of victims of domestic violence
- Globalisation, and increased use and accessibility of technology, which are facilitating serious and organised crime
- Legislative change and an increase in the severity of natural disasters and human and animal contagions arising from climate change
- Increase in the use of the Queensland road network, which brings the risk of more road crashes
- Demographic changes, rising demands for service, limited police numbers and higher labour costs
- Increase in the environmental and financial cost of natural resources
- Planned major projects and known funding constraints.

Strategic priorities

- Deliver high quality client service and encourage staff to own and display the Queensland Police Service values
- Work with government, non-government, private sector agencies and the community, to prevent crime
- Reduce anti-social behaviour and youth violence
- Reduce the community impact of domestic and family violence
- Target major and organised crime, particularly fraud and outlaw motorcycle gangs, by enhancing inter-jurisdictional cooperation and seizing the proceeds of crime
- Promote a coordinated, 'all hazards', all agency approach to managing disasters, major events and other incidents
- Develop effective, evidence-based traffic policing strategies
- Ensure operational police time is used efficiently and effectively to service demand across the state
- Improve QPS waste, water and energy management
- Deliver major projects on time and within scope and budget.

Key performance indicators

The table below provides an overview of the QPS's performance against service standards from the 2011-2015 Strategic Plan and 2011-12 Service Delivery Statement.

Service area	Notes	2009-10 Actual	2010-11 Actual	2011-12 Target/Est.	2011-12 Actual
Rate (per 100 000 population) of personal safety offences reported:	1,2				
- Homicide		3	3	2-4	2
- Assault		458	429	420-460	449
- Sexual assault		125	115	110-160	105
- Robbery		41	40	30-50	40
- Total personal safety		711	665	720-820	680
Number of personal safety offences cleared:	2,3				
- Homicide		165	113	> 116	113
- Assault		18 068	17 141	> 16 935	17 844
- Sexual assault	4	4 984	4 738	> 4 784	4 367
- Robbery		1 148	1 098	> 1 055	1 189
- Total personal safety		27 246	25 670	> 25 459	26 295
Rate (per 100 000 population) of property security offences reported:	1,5,6				
- Unlawful entry		983	960	900-1 150	1 010
- Other property damage		911	943	900-1 100	948
- Motor vehicle theft	7	202	217	200-240	265
- Other theft (excl unlawful entry)		1 942	2 193	1 950-2 250	2 398
- Total property security		4 592	4 816	4 600-5 600	5 101
Number of property security offences cleared:	3,5,6				
- Unlawful entry		10 456	9 542	> 9 139	10 885
- Other property damage		12 995	13 698	> 13 276	15 195
- Motor vehicle theft	7	3 166	3 490	> 3 359	4 541
- Other theft (excl unlawful entry)		28 638	29 299	> 28 397	32 791
- Total property security		75 116	74 072	> 73 173	79 577
Public satisfaction with police dealing with disasters and major events	8	81.1	87.2	≥ 85%	89.2
Rate (per 100 000 population) of road crash fatalities	1	6.12	5.64	≤ 6.25	6.16
Level of community confidence in police		80.1%	85.6%	≥ 85%	86.3%
Level of satisfaction with police services generally	9	64.5%	75.6%	N/A	78.5%
Rate of complaints against police per 100 sworn (operational) staff		24.5	22.3	< 20.3	20.6

Notes:

- 2009-10 and 2010-11 Actual figures may differ from those reported in the QPS Annual Report 2010-11 due to settlement of data and revised Queensland population figures. The ABS has reviewed all population figures for Australia based on the 2011 census.
- 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.
- The number of offences cleared relates to the total number of offences cleared in the period regardless of when they were reported.
- 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. Consequently, the number of cleared sexual assault offences can vary from year to year.
- The offence categories reported separately are classified as high volume property security offences.
- The total property security offences figures also include the offence categories of arson, fraud and handling stolen goods.
- This offence category relates to unlawful use of a motor vehicle.
- Derived from the *National Survey of Community Satisfaction with Policing*.
- This became a discontinued measure with no Target/estimate set for the 2011-12 financial year. Client satisfaction performance information is now reviewed against the service to which it relates.