

## Professional standards and ethical practice

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*.

Professional standards and ethical practice	Notes	2010-11 Actual	2011-12 Target/Est.	2011-12 Actual	2011-12 National average
Rate of complaints against police per 100 sworn (operational) staff	1	22.3	< 20.3	20.6	N/A
Public perception of police professionalism and image:	2				
- Police perform job professionally		85.7%	≥ 85%	86.1%	85.1%
- Police treat people fairly and equally		74.2%	≥ 75%	76.8%	74.6%
- Police are honest		72.5%	≥ 75%	74.9%	74.1%
- I do have confidence in the police		85.6%	≥ 85%	86.3%	85.0%
Satisfaction of members of the public who had contact with police in the last twelve months	2	85.2%	≥ 85%	85.1%	84.1%

### Notes:

1. Complaints are reported as per the current Report on Government Services definition.
2. Data is derived from the *National Survey of Community Satisfaction with Policing*.

Ethical decisions and action underpin the delivery of professional policing services. The QPS has a range of programs and initiatives to help support professional and ethical practice including: an internal complaint system, a corruption prevention plan, policies on gifts and benefits, an internal audit function, and discipline and ethical awareness training. The *Statement of Values* and *Standard of Practice* supplement the Code of Conduct and outline appropriate behaviour for QPS staff.

## **Achievement highlights**

A new Code of Conduct for the Queensland Public Service came into effect from 1 January 2011. It is supplemented by a *Standard of Practice*, which outlines the specific responsibilities and accountabilities of QPS members. The Standard has been included in the Human Resource Management Manual.

Discipline and ethical awareness training has been provided on a state-wide basis. This proactive education and training emphasises self-regulation and ethical decision-making. During the year, 118 courses and sessions were delivered to 2 119 participants.

In 2011-12, the QPS received 2 056 complaints by members of the public against officers on or off duty. The number of complaints reported needs to be seen in context. The QPS records over 5 million interactions with the public each year. This means only one in around 2 400 of our interactions with the public result in a complaint about police conduct.

The QPS constantly monitors and reviews reported complaints to identify the primary contributing factors. Every complaint is taken seriously, and is investigated.

The QPS worked with the CMC and Department of Justice and Attorney-General to streamline its discipline and complaints system.

The QPS has improved real-time access by the CMC to QPS complaints management data, and agreed on widening the category of matters reported to the CMC under section 40 of the *Crime and Misconduct Act 2001*. The CMC and QPS have also agreed on state-wide roll out of the Administrative Consensual Discipline Process – an accelerated discipline process that will provide for speedier and more transparent outcomes for discipline matters.

The QPS Corruption Prevention Plan helps ensure the QPS remains a corruption resistant organisation by establishing a framework that promotes professionalism and integrity.

The QPS policy on gifts and benefits came into effect on 1 January 2012. The policy framework is aligned with the Public Service Commission Guidelines and the *Financial and Performance Management Standard 2009* and is consistent with the Public Service Code of Conduct and the QPS *Standard of Practice*. The policy applies to all members of the QPS.

The QPS has also developed a 'Declarable Associations' policy, to minimise inappropriate associations by members of the Service. The policy was initially trialled for six months until 31 November 2011, followed by a wider trial for a further 6 months.

On 19 December 2011, a revised Safe Driving Policy was implemented across the QPS. It is a more restrictive policy that limits pursuits to those offences involving homicide, threats of serious personal harm, or indictable offences. The policy requires officers to determine whether or not to pursue and to conduct continual risk assessments.

In 2011-12, Internal Audit continued reviewing organisational activities and made recommendations for improvement in corporate governance and the management of physical, intellectual, financial and human resources.

Internal Audit is an independent function established within the QPS to assist the Commissioner discharge his responsibilities under the *Financial Accountability Act 2009*. Internal Audit has due regard to Queensland Treasury's *Audit Committee Guidelines*.

The Service's Ethical Standards Command conducts inspections and evaluations of a range of operational functions, duties and establishments. During 2011-12, it performed 13 district/establishment audits. It also undertook inspections focusing on issues of Service-wide significance, including rostering practices, property handling and management, registration of enforcement acts, and oleoresin capsicum spray management.

## Future initiatives

A major focus of Ethical Standards Command will be the development of a *Professional Standards Training Continuum* consisting of the following modules: Foundations; Leadership; Investigations; Resolution Strategies; and Professional Practice Management.

The QPS draft 'Declarable Associations' policy is being trialled, and will be evaluated to assess its suitability for state-wide implementation.

The QPS will continue to examine the current complaint management and discipline policies with a view to early intervention, individual and organisational improvement, and timely resolution.

Collaborative research will be undertaken with the CMC and Centre for Excellence in Policing and Security regarding emerging trends, police legitimacy and use of force.

The QPS is currently reviewing the appropriateness of the existing civil liability protections afforded to police officers under the *Police Service Administration Act 1990*.