

Commissioner's message

In my first year as Queensland's Police Commissioner, I feel immensely proud of how the QPS has responded to a constantly evolving policing environment.

In 2019-20, the QPS faced many challenges, including the impact of the COVID-19 health pandemic which saw the QPS significantly refocus its services in the second half of the 2019-20 year. The QPS played a critical role in responding to this pandemic and to flattening the curve here in Queensland. This involved:

- closing the Queensland borders for the first time in 100 years in the interests of safety which resulted in state border controls at airports and state roads and enforcing entry restrictions;
- standing up the State Police Operations Centre (SPOC) and activation of the State Disaster Coordination Centre (SDCC) to prepare, plan and coordinate the QPS's and whole-of-Government response to COVID-19;
- conducting border patrols and vehicle checkpoints, quarantine compliance visits, social distancing enforcement and deployment of officers and staff members to the SPOC and SDCC, while maintaining business as usual policing activities;
- conducting various policing operations and changing how we deliver frontline policing services to reduce the potential transmission of COVID-19.

Despite these challenges, the QPS continued to deliver outstanding frontline policing services and accomplished significant achievements that showcased the exceptional work and dedication of our members. Achievements for 2019-20 included:

- the commencement of the Service Alignment Program to improve how we deliver frontline services. Business improvements delivered during the reporting period include the:
 - service delivery re-design trial in Moreton District, which is aimed at establishing connectivity between different teams and functions across the district. The new service delivery model will align functionality and create further efficiencies in our business processes and practices;
 - transition to a four Deputy Commissioner model, with the creation of a new Regional Queensland Deputy Commissioner (located in Townsville) to oversee the policing operations across the central and northern police regions. The Southern Queensland Deputy Commissioner oversees the policing operations across the Southern, South Eastern and Brisbane Regions. The introduction of the Southern and Regional Deputy Commissioners assists the Service in strengthening important partnerships with government agencies, non-government organisations and community groups, to maximise opportunities and ultimately prevent crime and enhance community safety. It also provides greater support and better understanding of our frontline service delivery;
 - introduction of Workplace – a dedicated and secure internal communications platform.
- the commencement of the *Human Rights Act 2019* in January 2020 and the QPS's commitment to respect, protect and promote human rights in our decision-making and actions;
- the implementation of the Youth Justice Five-Point Action Plan to ensure that youth offenders are both held liable for their actions but also can be appropriately diverted to support services to curb future recidivist behaviour;
- contributing to the Domestic and Family Violence Third Action Plan 2019-20 to 2021-22;
- conducting various road policing operations to reduce the road toll and curb negative road user behaviour;
- the QPS acknowledged the 30-year anniversary of the Fitzgerald Inquiry which provided an unprecedented platform for long lasting reform. The legacy of this reform is still felt in the QPS 30 years later;

- advancements in investigative techniques, including solving one of the oldest cold case murder investigations dating back 55 years;
- leveraging technological advancements to improve the way we deliver policing services including remote piloted aircraft to reduce delays on main roads and freeways caused by major traffic accidents and a new evidence management facility in Brisbane;
- continuing to improve communications with the community through various social media platforms;
- development of a new Safety and Wellbeing Strategy and commencement of an external review of our current injury management processes which will guide the Service as we create a healthy, connected and supported workforce.

We also farewelled former Assistant Commissioners Tony Wright, Alan McCarthy and Alistair Dawson in 2019-20. They had long-standing careers with the QPS spanning over 30 years each. They collectively delivered invaluable services to the community of Queensland and I wish them well in their future endeavours.

I am incredibly passionate about providing the best possible service to the community of Queensland with the new values I released in January 2020, including integrity, professionalism, community, fairness and respect which represent who we are at the core of ourselves, our organisation and our community. These new values will position the service to achieve greater outcomes for our organisation and our communities as we continue to move towards a policing model that is focused on prevention, disruption, investigation and response.

I am honoured to have led the QPS in my first year as Commissioner and I would like to thank the QPS Executive Leadership Team and our 15,000 members, police and staff alike, for their exceptional service, extraordinary dedication and commitment to keeping our community safe and making Queensland the safest State.



Katarina Carroll APM
Commissioner