

Performance

Key performance measures

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

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

- protecting personal safety and preventing and detecting related offences including homicide, assault, sexual assault and robbery
- protecting property and preventing and detecting related offences, including unlawful entry, other property damage, motor vehicle theft, and other theft
- maintaining public order and safety, including during major events and disasters; addressing public space enjoyment, street and nuisance offences; liquor licensing issues; and environmental design to reduce crime including alcohol-fuelled violence.

The objective of Road Safety is to contribute to stopping crime and keeping communities safe through road safety relationships, reducing road trauma and evidence-based enforcement anywhere, anytime. This includes targeting the prevention and detection of speeding; red light offences; driving while distracted; driving under the influence of alcohol or drugs; driving while fatigued; and not wearing seatbelts.

The delivery of Crime and Public Order and Road Safety policing services to Queenslanders is supported by a range of activities designed to promote ethical behaviour, discipline and professional practice.

The impact of the COVID-19 health pandemic had a significant impact on Queenslanders and the delivery of some policing services. At least part of the variance between the 2019-20 target/estimate and the 2019-20 actual result may be attributed to the impact of, and QPS's response to, the COVID-19 health pandemic, including the allocation of resources to the SPOC, SDCC and increased patrols at Queensland's border, domestic and international airports and other identified COVID hotspots.

The following tables provide an overview of the key performance measures for the QPS for 2019-20. Data for 2018-19 is sourced from the Queensland Police Service 2018-19 Annual Report unless otherwise stated in the Notes.

Service Area: Crime and Public Order							
Performance measures	Notes	Strategic Plan	2019-20 SDS	RoGS	2018-19 Actual	2019-20 Target /Estimate	2019-20 Actual
Percentage of personal safety offences cleared within 30 days:	1,4	✓	✓				
• Homicide					78%	70-83%	71%
• Assault					55%	54-63%	57%
• Sexual assault					48%	48-57%	50%
• Robbery					67%	57-62%	66%
• Total personal safety					54%	54-61%	55%

Service Area: Crime and Public Order (cont'd)							
Performance measures	Notes	Strategic Plan	2019-20 SDS	RoGS	2018-19 Actual	2019-20 Target /Estimate	2019-20 Actual
Percentage of property security offences cleared within 30 days:	2, 4	✓	✓				
• Unlawful entry					20%	18-21%	22%
• Other property damage					25%	25-27%	27%
• Motor vehicle theft					37%	36-39%	43%
• Other theft (excluding unlawful entry)					26%	26-28%	29%
• Total property security					28%	28-30%	30%
Percentage of good order offences cleared within 30 days	3, 4	✓	✓		81%	80-85%	78%
Rate of complaints against police per 100 sworn (operational) staff	5	✓	✓	✓	9.5	<9.8	9.4
Public perception of police integrity	6						
• Police perform their job professionally		✓	✓	✓	87.1%	≥85%	86.0%
• Police treat people fairly and equally		✓	✓	✓	74.4%	≥75%	71.8%
• Police are honest		✓	✓	✓	73.9%	≥75%	73.0%
• I do have confidence in the police		✓	✓		84.8%	≥85%	83.9%
Satisfaction of members of the public who had contact with police in the last twelve months	6	✓	✓	✓	84.5%	≥85%	81.7%
Public satisfaction with police dealing with public order problems	6	✓	✓		73.8%	≥70%	72.0%
Public satisfaction with police dealing with emergencies and disasters	6	✓	✓	✓	83.5%	≥85%	85.5%
Percentage of code 1 and code 2 incidents attended within 12 minutes	7	✓	✓		86%	>80%	87%
Youth diversions as a proportion of all youth offenders proceeded against by police	8		✓	✓	57.3%	>60%	62.5%

Service Area: Crime and Public Order (cont'd)							
Performance measures	Notes	Strategic Plan	2019-20 SDS	RoGS	2018-19 Actual	2019-20 Target /Estimate	2019-20 Actual
Cost of crime and public order per person	9	✓	✓		\$380	\$389	\$392
Rate of victimisation	10, 11	✓					
• Offences against the person					6.8	<6.5	7.0
• Offences against property					47.5	<43.3	49.7
Youth reoffending	12, 13, 14	✓			73%	73.6%	71%
Offender Diversions as a proportion of all offenders proceeded against by police	15	✓			N/A	>10%	10.7%
Public perception of safety	6, 16, 17	✓		✓			
• Feelings of safety walking alone in neighbourhood during the night					53.4%	>50%	52.6%
• Feelings of safety travelling alone on public transport during the night					32.3%	>25%	33.0%
Agency engagement	18, 19	✓			53%	>53%	53%
Workforce diversity	20, 21, 22	✓					
• Women in SO, SES and above					13.8%	16.7%	14.0%
• Aboriginal and Torres Strait Islander peoples					2.4%	3.0%	2.4%
• People with Disability					2.9%	5.0%	2.8%
• People from non-English speaking background					7.0%	9.0%	6.7%

Notes

1. 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.
2. The offence categories reported separately are considered high volume property security offences. The total property security offences figure also includes arson, fraud and handling stolen goods.
3. Good order offences include offences relating to public nuisance, obstructing police and other offences against good order. An increase in good order offences generally indicates an increase in policing activity around public spaces and major events, and a range of related proactive policing strategies often focusing on liquor-related enforcement.

4. Performance is reported against a range rather than a single figure. The target ranges for 2019-20 consider recent results and any known factors that are likely to have an impact in the reporting period. Upper and lower values account for past variation from the recent historical average.
5. '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 dealings with the police. Sworn (operational) staff refers to a police officer employed by the QPS who has sworn the Oath of Office under the *Police Service Administration Act 1990*, delivering a police or police-related service to an external customer.
6. Public satisfaction with police and perceptions of police are sourced from the results of the National Survey of Community Satisfaction with Policing. The National Survey of Community Satisfaction with Policing is a general community survey. Respondents to these questions may or may not have had contact with police in the last 12 months.
7. Code 1 and 2 incidents include very urgent matters when danger to human life is imminent and urgent matters involving injury or present threat of injury to person or property. The benchmark of 12 minutes was chosen for comparability with New South Wales police who use similar methodology, business rules and systems.
8. The wording of the measure has been amended to refer to 'young offenders' in place of the term 'juvenile', reflecting the current Queensland Youth Justice Strategy and the nationally agreed terminology for the RoGS measure. The existing data definition (current as at 1 July 2019 and on the basis of which the 2019-20 target was set) is to be amended for the 2021 edition of the RoGS. It has been determined by agreement of all Australian policing jurisdictions that the revised definition will apply to 2019-20 figures. The 2021 RoGS will re-publish figures for youth diversions using the revised data definition for the 10 years to 2019-20. Therefore, the above-quoted figure will differ from that reported in the 2021 RoGS and will be revised for the 2020-21 QPS Annual Report.
9. Cost of crime and public order per person is the total cost of delivering crime and public order-related policing activities divided by the estimated population of Queensland. This measure is reported in line with RoGS methodology. Total cost is calculated based on the estimated percentage of police activity applied to crime and public order related activities. This includes operating expenditure plus a calculated user cost of capital for property, plant and equipment assets excluding land assets. This measure is acknowledged as a high-level estimate only owing to current limitations of aligning budget allocation to specific service areas.
10. The measure counts the number of people or addresses classed as a 'victim' of a personal or property offence in the preceding 12-month period and represents this as a rate per 1000 population. The measure is used as a headline measure for the Queensland Government's Keep Communities Safe objective in *Our Future State: Advancing Queensland's Priorities* and employs the same definition and methodology. The figure is separate and distinct from the rates of offending. It is possible to have a reduction of the number of victims without a reduction in offences.
11. The Queensland Government has set a target that the rate of victimisation should reduce by 10% over 10 years to 2028, based on baseline figures for 2017-18. The 2019-20 target is calculated on that basis.
12. Also known as 'Proportion of young offenders with another charged offence within 12 months of initial finalisation for a proven offence', the measure is currently used as a headline measure for the Keep Communities Safe objective in *Our Future State: Advancing Queensland's Priorities*.
13. As part of the 'Keep Communities Safe' Advancing Queensland Priority the Queensland Government has set a target for a 5% reduction (against a 2015-16 baseline) by 2020/21.
14. Measuring recidivism is complex due to the varying nature, detection and processing of offending and offenders, and the variety of ways to measure re-offending. This measure reflects the offending of all young people in Queensland who have had a proven charge, regardless of

whether they had prior contact with the youth justice system or had received youth justice services.

15. Offender Diversions refers to the number of all offenders who are diverted as a proportion of all offenders proceeded against by police. The term 'diverted' includes diversions of offenders away from the courts by way of: community conference, cautioning by police, intoxication diversion, drug diversion or graffiti diversion and infringement notices (excluding traffic infringement notices).
16. The figure refers to the percentage of Queensland survey respondents who selected "very safe" or "safe" for each of the following activities:
 - Walking alone in your neighbourhood during the night
 - Travelling alone on public transport during the night.
17. The measures for feelings of safety on public transport are based on the entire survey population and includes those participants who have not used public transport. The figure is reported to match the existing RoGS standard.
18. Data for this measure is taken from responses of QPS employees to the whole-of-Government Working for Queensland survey, conducted annually. The measure describes employees' level of engagement with the organisation in relation to motivation, inspiration and pride.
19. The target is based on continual improvement from the baseline figure of 2016 (53%) or the most recent figure (whichever is the higher).
20. In early 2016, the Leadership Board of Directors-General introduced and committed to sector-wide diversity targets, working from the principle that our workforce should closely represent the community we serve.
21. Data is based on substantive placements and includes paid and unpaid employees, excluding staff members engaged on a casual relief basis. Figures are based on self-reported data that is not mandatory which may result in under-reporting on at least some of the diversity categories included. QPS has an operational workforce with 96.5% of police officers employed in operational roles. Due to the operational requirements of police, the "People with disability" target is based on non-operational staff members only.
22. The targets listed for each group represent the target percentage representation for the year 2022. It is not considered appropriate to set an annual target in the context of police officers. The QPS workforce generally changes at a slower rate compared to other agencies as it has a lower attrition rate, and regarding police officers, generally fills positions internally only. Consequently, it is challenging to achieve changes to the workforce except over an extended period.

Key

RoGS – Report on Government Services

SDS – Service Delivery Statement

Strategic Plan – Queensland Police Service Strategic Plan 2019-2023

Service Area: Road Safety							
Performance measures	Notes	Strategic Plan	2018-19 SDS	RoGS	2018-19 Actual	2019-20 Target /Estimate	2019-20 Actual
Rate (per 100,000 people) of road crash fatalities	1, 2, 3	✓	✓		4.47	4.4	4.64
Rate (per 100,000 people) of people hospitalised following a road crash	1, 2, 3	✓	✓		134.0	110	TBC
Cost of Road Safety per person	4		✓		\$88	\$90	\$90

Notes:

1. Road safety in Queensland is a collaborative approach and enforcement strategies are one aspect of overall road safety efforts. The QPS collaborates with key industry and community organisations, research institutions, government agencies and peak bodies representing road user groups.
2. The 2019-20 Target/Estimate is consistent with the targets outlined in Safer Roads, Safer Queensland: Queensland's Road Safety Strategy 2015-21 (the Road Safety Strategy) as well as taking into account historic trends and the economic outlook. The 2019-20 Target/Estimates have been amended to be consistent with targets set by the Department of Transport and Main Roads (DTMR).
3. Population data is sourced from Australian Bureau of Statistics Australian Demographic Statistics Catalogue No. 3101.0.
4. Cost of road safety per person is the total cost of delivering traffic-related policing activities divided by the estimated population of Queensland. This measure is reported in line with Report on Government Services methodology. Total cost is calculated based on the estimated percentage of police activity applied to road safety related activities. This includes operating expenditure plus a calculated user cost of capital for property, plant and equipment assets excluding land assets. This measure is acknowledged as a high-level estimate only.

Key

RoGS – Report on Government Services

SDS – Service Delivery Statement

Strategic Plan – Queensland Police Service Strategic Plan 2019-2023

2019-20 Highlights

This section reports on the objectives of the QPS Strategic Plan 2019-2023. To drive delivery of its objectives, the QPS focuses on four main strategies:

1. **Stop crime:** the QPS is committed to preventing, investigating and disrupting crime to ensure the safety of all Queenslanders
2. **Make the community safer:** the QPS is committed to the safety of all Queenslanders and delivers this through policing operations conducted on the road, in the sky and on the water
3. **Strengthen relationships with the community:** the QPS values the assistance provided by the public in reporting crimes, sharing social media posts to help locate missing persons and locate offenders, and participating in QPS-led events
4. **Equip our workforce for the future:** the QPS is committed to ensuring its officers are equipped to deal with emerging issues and trends, now and into the future.

This is just a snapshot of the performance highlights from 2019-20 and is not representative of all work undertaken during the reporting period.

YOUNG PEOPLE – YOUTH JUSTICE STRATEGY

The QPS continues to work collaboratively across the state to implement the Queensland Government *Youth Justice Strategy – Working Together Changing the Story 2019-2023 Action Plan*. The QPS is the lead agency for two ongoing actions in the Action Plan:

Increasing Police Diversions

The QPS continues to enhance policing practices for dealing with young offenders with an emphasis on building more robust processes to divert young people away from the youth justice system in appropriate circumstances. During 2019-20, the QPS continued to work with the Department of Youth Justice (DYJ) and Department of Child Safety, Youth and Women (DCSYW) to facilitate, where appropriate, the diversion of young offenders, who commit relatively minor offences, from the criminal justice system to a range of support services where they can address factors that may be contributing to their offending behaviour and to curb future recidivist behaviour. As at 30 June 2020, the QPS dealt with 11,113 unique young offenders and achieved a diversion rate of 62.5% or 6,943 unique young offenders were diverted from the court system.

On 5 July 2019, the QPS developed the *protected admissions scheme* which addressed legal limitations requiring a young person to make an admission to the offence to police, prior to diverting the young offender to appropriate support services. As at 30 June 2020, 211 youths accepted protected admissions and were cautioned.

Framing the Future

Following the success of Project Booyah, the QPS initiated Framing the Future (FtF) – a dedicated mentoring and support program for graduates of Project Booyah and the new Booyah Respect program. The aim of FtF is to maintain a relationship with the graduates to prevent regression into anti-social and criminal behaviour by facilitating their continued engagement with education and/or employment and implementing tailored interventions for those that do regress.

During 2019-20 as part of Project Booyah, the FtF program continued to operate across nine areas in Queensland including Cairns, Townsville, Rockhampton, Pine Rivers, Redlands, Logan, Ipswich, Sunshine Coast and Gold Coast. As at 30 June 2020, 309 young people were being supported through the Project Booyah FtF across these nine locations, including participants from both the Booyah and Respect programs.

Co-Responder approach to Youth Justice

In December 2019, the Logan District Child Protection and Investigation Unit (CPIU) commenced trialling a joint initiative with the Department of Youth Justice (DYJ) called the Community Youth Response (CYR).

The CYR is a co-responder model designed to provide support to frontline police in matters involving young people. The model aims to support police and young people by creating links to stakeholder services, explore opportunities for diversion and assist with alternatives to remanding youth in custody, where appropriate. Police and Youth Justice employees are currently staffing the program three nights a week. The primary aim of the trial is to reduce recidivism and the number of youths in custody.

Youth Justice Five-Point Action Plan

On 10 March 2020, the Queensland Government released the new Five-Point Action Plan to reinforce and strengthen the existing strategies and initiatives already in place to address youth crime. The QPS is committed to **stopping crime** and **making the community safer** and will continue to work collaboratively with the DYJ and other key stakeholders to implement the actions in the Five-Point Action Plan.

The Five-Point Action Plan includes:

1. Tougher action on bail. Offenders posing a risk to the community should not get bail;
2. Police blitz on bail, appealing children's court decisions where appropriate;
3. 24/7 Co-responder Team, a police/youth justice worker partnership targeting high-risk offenders;
4. Culture-based rehabilitation for indigenous offenders through new On Country initiatives;
5. Empowering local communities in the war on crime with \$2 million for community-based organisations for local community-based solutions.

As part of the Five-Point Action Plan, the QPS and DYJ have established co-responder teams in five locations across Queensland (North Brisbane, Rockhampton, Townsville, Cairns and Logan) to increase community safety and engage at-risk young people to reduce youth offending.

Blitz on Bail

Since the announcement of the Five-Point Action Plan, the QPS Youth Justice Prosecution Team have been carrying out the "Blitz on Bail" by reviewing bail decisions made by both police and the Court. Matters where it is believed that the young person would pose an unacceptable risk to community safety are identified, and if bail is granted by the Courts, appropriate steps are being taken to seek review of those decisions in the Supreme Court. Since March 2020 to 30 June 2020, the QPS achieved a 100% success rate in appeals that resulted in bail being revoked, which highlights our commitment to **making the community safer**.

The achievements of the QPS with respect to youth justice represents our commitment to **stopping crime, making the community safer** and **strengthening relationships with the community** as well as our partner agencies. The QPS will continue to work with other government agencies and the community to address youth crime and, where possible, divert youths from the criminal justice system to support services.

WHAT'S BEEN HAPPENING ACROSS THE SERVICE

The QPS has five regions and various specialist policing commands that are dedicated to serving and protecting the Queensland community.

Refer to the pages 17-20 for more information on the QPS's Organisational Structure and map of the QPS regions.

Road Policing and the Fatal Five

The Queensland road toll for the 2019-20 financial year was 238 road fatalities, which equates to 4.64 fatalities per 100,000 population. This represents 10 more fatalities than the previous financial year, when 228 fatalities were recorded (4.51 fatalities per 100,000 population).

Many road crashes involve at least one of the 'Fatal Five' high-risk road user behaviours which include speeding, drink and drug driving, not wearing a seat belt, driving while fatigued, and driver distraction and inattention. The QPS is committed to **making the community safer** by conducting multiple statewide road policing enforcement campaigns to influence driver behaviour and target criminal offending on Queensland roads. In 2019-20, the QPS delivered various high visibility road safety operations to target the Fatal Five high-risk road user behaviours and reduce lives lost on the roads which resulted in:

- more than 146,000 speeding infringement notices issued (excluding camera detected offences)
- approximately 7,940 infringement notices issued for not wearing seat belts
- more than 8,700 infringement notices issued for using mobile phones
- over 2.03 million random breath tests which detected approximately 15,190 drink driving offences.

Remote Piloted Aircraft to ease delays caused by major traffic accidents

The QPS is utilising the latest drone technology to reduce the impact of road closures and traffic congestion on main roads and freeways caused by major traffic accidents, cutting crash scene mapping times in half and improving the quality and accuracy of evidence captured at the scene. As we move into a digital era, the QPS looks to technology for opportunities to better **equip our workforce for the future** and to provide better outcomes for the community. The implementation of this innovative drone technology demonstrates QPS's commitment to achieving these objectives.

Never too old to be solved

The Homicide Cold Case Investigation Team is committed to **stopping crime** and **making the community safer** by examining unsolved homicide and suspicious long-term missing persons investigations utilising advancements in technology and forensic and criminal investigation techniques.

In August 2019, the team solved one of the oldest cold case murder investigations that dated back 55 years ago to April 1964 and resulted in an offender being charged with murder. Further investigations by the team revealed the offender was also responsible for a triple homicide that occurred in 1974.

The dedication and commitment of the Homicide Cold Case Investigation Team demonstrates QPS's ongoing commitment to stopping crime, holding offenders accountable and providing some closure for the families and friends of the victims of these crimes.

Cracking down on Outlaw Motorcycle Gangs

The Organised Crime Gangs Group (OCGG) works in partnership with police districts and various government departments to target crime linked to organised crime gangs including Outlaw Motorcycle Gangs to **stop crime** and **make the community safer**.

During 2019-20, the OCGG worked in partnership with the National Anti-Gang Squad Strike Team, Australian Federal Police and Australian Taxation Office to prevent, disrupt and investigate cross-jurisdictional gang related crime which resulted in:

- 302 OMCG participants arrested on 1,218 charges
- 319 official consorting notices issued, deterring recognised offenders from establishing, maintaining and expanding criminal networks
- 40 persons charged with wearing gang related prohibited items
- since 2013, in partnership with the Crime and Corruption Commission, 59 restraining orders have been obtained over property to the value of \$16.7 million, in addition to various ATO tax assessments being levied from operations identifying unexplained income.

Keeping our Queensland waterways safe

The QPS is dedicated to **keeping the Queensland community safe**, not only on our roads and in the sky, but also on our waterways too. The Queensland Water Police provides specialist support focussing on maritime incidents and operations including:

- maritime safety and enforcement activity on our coastal and inland waterways to a distance of 200 nautical miles offshore;
- drug and alcohol enforcement activity and intelligence gathering;
- search and rescue with approximately 750 operations undertaken annually;
- a statewide Dive Unit response with approximately 150 deployments each year.

The Water Police operates from 11 main water police bases across Queensland 24/7 and has a fleet of 65 vessels to ensure the safety of the marine community.

In March 2020, a commissioning ceremony was held for two new Queensland Police Vessels (QPV) for Sunshine Coast and Hervey Bay. The vessels are named after two police officers who sadly lost their lives in the line of duty. QPV *Norm Watt* is named after Senior Constable Norm Watt who died while responding to an incident near Rockhampton on 21 July 2000, and QPV *Shayne Gill* is named after Constable Shayne Gill who died instantly when he was struck by a passing truck while writing a traffic ticket on the Bruce Highway on 21 May 1996. These vessels honour the memory of these two officers and their efforts to serve Queensland.

In delivering on our commitment to **equipping the workforce for the future**, the Gold Coast Water Police Unit received a new purpose-built 12 metre monohull speed patrol boat with enhanced operational capability in May 2020. This new vessel, which is yet to be commissioned, will complement the two rigid-hull inflatable boats and two jet skis currently utilised by the Gold Coast Water Police.

Bail Application

The Mobile Capability Centre has produced a new and innovative Bail Application across the QPS desktop and Apple Ipad QLITE devices. The application digitises bail reporting, automated several manual processes and provided a standardised reporting and search solution for all persons reporting on bail across Queensland. This application is another example of QPS utilising technological advancements to make the community safer and better **equip the workforce for the future**.

The Bail Application has been integrated into the Queensland Police Records Information Management Exchange (QPRIME) database which enables the timely addition of warnings and flags, thereby increasing the safety of officers and Station Client Service Officers. The Application also facilitates easy auditing of bailee activity and efficient use of information to report breaches of bail.

The Bail Application has improved efficiency and saved officer time in bail administration and auditing for the over 4,200 bailees actively managed by the QPS, at any one time. Further developments to the Bail Application enable frontline officers to conduct field recording of bail compliance and curfew checks for adult and youth offenders which also supports the Queensland Government's Five-Point Action Plan to reduce youth crime.

New Evidence Management Facility in Brisbane

In February 2020, the QPS opened the new purpose-designed evidence management facility in Brisbane to ensure our police officers are equipped to respond to the challenges of the future. The size of the new facility can house over 37,000 exhibits, 50 motor vehicles, 600 pallets of interview tapes and the police armoury.

The new state-of-the-art facility contains specialised examination spaces, a vehicle examination garage, climate-controlled storage for cold case evidence and delivers a significant increase in the capacity for the storage of general exhibits. It also incorporates the latest technology and security features and gives officers access to the latest forensic methods.

Counter-Terrorism

The new world-class use of force, weapons and counter-terrorism training facility currently under construction at Wacol is just one example of QPS's commitment to ensuring its officers are equipped with the state-of-the-art equipment and technology now and into the future. The facility will include two indoor firearms ranges, a scenario village and specialist training areas to increase capability in managing terrorism and critical incidents.

Authorisations made relating to a terrorist act or threat

In terms of the *Police Service Administration Act 1990* section 5.17(15) Authorisation of non-State police officers, no authorisations were made relating to a terrorist act or threat during 2019-20.

Amber Alert

The QPS values the information and assistance received from members of the public and strives to **strengthen relationships with the community** to generate better outcomes for police and the people of Queensland. Amber Alerts are issued by police when they need urgent public assistance from the Queensland community to help locate abducted or high-risk missing children who are at imminent risk of death or serious harm. The alerts are broadcast to the public through secondary alerting partners including the media, commercial billboard companies, community groups and other government agency shared messaging, public transport messaging systems, a national emergency alerting company and on various social media platforms. The Amber Alert branding is now widely recognised by the community as an urgent 'call to action'.

In 2019-20, seven Amber Alerts were issued with all children safely located, with evidence showing the Amber Alerts played a significant role in the safe recovery of these children.

QPS's eye in the sky

The two POLAIR helicopters, based in Brisbane and Gold Coast, provide tactical aerial support to police operations to help **stop crime** and improve officer and community safety and situational awareness of major events and critical incidents. From tracking offenders, to search and rescue, and providing real time situational awareness of major incidents, police helicopters help keep the community safe by providing quality support to frontline police. During 2019-20, the two helicopters:

- were the first police resource on scene for 922 reported incidents;
- proactively identified 400 traffic-related matters with its contemporary equipment;
- located 86 missing persons with its state-of-the-art night vision and infra-red technology;
- located 1,141 offenders;
- participated in 182 counter terrorism and covert surveillance operations.

Fitzgerald Inquiry 30-year anniversary

In July 2019, the QPS acknowledged the 30-year anniversary of the Fitzgerald Inquiry into policing in Queensland which provided an unprecedented platform for lasting reform. The inquiry presented an opportunity for the QPS to embark on a journey of transparency and accountability and 30 years on, the QPS is recognised as one of the most professional and world-class law enforcement agencies.

Over the years, the QPS had implemented several initiatives/reforms which continue the Fitzgerald legacy including:

- the continued rollout of body worn cameras which provides a new level of accountability during interactions between police and the public;
- a new police discipline system to streamline disciplinary investigations, delivering faster and more consistent outcomes and modernised sanctions with oversight from the Crime and Corruption Commission;
- informing the public when an officer faces serious allegations of misconduct through the MyPolice Blog and publishing deidentified disciplinary outcomes in the QPS Police Bulletin to increase transparency and accountability;
- establishment of the Inclusion and Diversity Restorative Engagement and Cultural Reform Program, known as Juniper – a program that gives current and former QPS employees the confidence and confidentiality to report issues of workplace bullying, unlawful discrimination and sexual harassment.

NAIDOC Week 2019

The National Aboriginal and Islander Day Observance Committee (NAIDOC) Week 2019 was held nationally in July to celebrate the history, culture and achievements of Aboriginal peoples and Torres Strait Islander peoples. The national theme for 2019 was Voice, Treaty, Truth.

The QPS acknowledged this important occasion with flag raising ceremonies at police establishments throughout Queensland followed by a breakfast hosted by the Commissioner. This ceremony, which has been an annual event since 2011 and is attended by over 100 members, strengthens our relationship with the community, and brings together representatives across government and Aboriginal and Torres Strait Islander communities and QPS senior executives.

Improving communications with the community

The QPS is committed to working with and ***strengthening relationships with the community*** using social media as a community engagement strategy and platform to share critical information during crisis situations (including disaster management), to help locate missing persons and issue Amber Alerts and to provide property and personal safety tips.

The QPS Media Unit continues to provide operational support and advice 24/7. During the reporting period, the unit:

- launched or managed various media and social media campaigns including Queensland Road Safety Week 2019, rollout of the regional Facebook pages and Operation 'Wake Up' road safety campaign in South Brisbane
- received more than 57,900 calls
- issued more than 2,500 media releases
- issued approximately 650 written media responses
- held more than 440 press conferences.

PROTECTING OUR VULNERABLE PEOPLE IN THE COMMUNITY

The QPS is committed to protecting the most vulnerable in our community including those affected by domestic and family violence, older people, children, people with disability, and those struggling with mental health. The QPS has delivered significant bodies of work to **stop crime** and **make the community safer** for our most vulnerable and their families.

The QPS has a dedicated State Domestic, Family Violence and Vulnerable Persons Unit (SDFV&VPU) which provides strategic direction and operational advice, as well as delivering statewide reforms to enhance the policing response to vulnerable persons. During the reporting period, the SDFV&VPU with the support of our frontline police has:

- enhanced the Vulnerable Persons Framework
- contributed to the Queensland Government's Domestic and Family Violence Third Action Plan 2019-20 to 2021-22 which included:
 - delivery of the inaugural coaching program to selected Culture Change Champions. The Champions will now lead a state-wide rollout of the program to highlight the influence police have in their everyday roles in responding to domestic and family violence;
 - progressing the Domestic and Family Violence Process Improvement Initiative in consultation with partner agencies. The initiative seeks to enhance the Service's effectiveness in responding to domestic and family violence through the refinement of processes, policies, and legislation that maintain the focus on victim safety and perpetrator accountability;
 - the continued rollout of specialist Domestic and Family Violence Coordinators;
 - creation of two new High-Risk Teams at Mackay and Moreton which brings the total number of high-risk teams across the state to eight;
 - participating in the State Domestic and Family Violence COVID-19 Summit in May 2020. The summit focussed on the impact of the coronavirus pandemic on the domestic and family violence service system.

Elder Abuse

The QPS is committed to working with older people and the community to reduce elder abuse. Elder abuse takes many forms including assault, financial exploitation, intimidation, isolation and neglect. During the reporting period, the SDFV&VPU developed elder abuse prevention and education resources including the release of the *Reportable Assaults in Aged Care Facilities Investigation Guidelines* and supporting material; *Elder Abuse Investigation Aide-Memoire* to assist officers investigating incidents of elder abuse; and revised the elder abuse community presentation designed to help educate the community about the signs of elder abuse and the policing response.

Police Referrals Program

The Police Referrals Program allows officers to connect at-risk vulnerable Queenslanders directly to over 510 service providers, covering 67 different issues which are broadly grouped into 22 referral categories. In 2019-20, the referral program resulted in more than 116,530 referrals, of which:

- approximately 8,620 referrals were for people over 18 years;
- more than 29,490 domestic violence aggrieved referrals;
- more than 14,720 respondent referrals.

The QPS worked with these service providers to enhance support to people experiencing homelessness during the COVID-19 pandemic.

QPS the Big Issue Challenge

In July 2019, the SDFV&VPU took to the streets and participated in The Big Issue Challenge to get a realistic understanding of homelessness and the struggles individuals face on a daily basis as a key vulnerable group. The Big Issue is a not-for-profit work opportunity for homeless, marginalised and disadvantaged people, and supports the sale of about 3,000 issues per fortnight. A portion of

the sale from each magazine goes back to the vendor, which in some cases, is their only source of income.

The Big Issue Challenge saw officers wear bright vests and stand on corners alongside 'Big Issue' vendors to sell the magazines. The challenge tested unconscious bias, educated officers about marginalisation and strengthened the relationship between police and homeless and marginalised community members.

The outcomes from this challenge will assist the SDFV&VPU develop strategies and initiatives to assist the homeless and marginalised community as vulnerable persons.

Helping people with disability

As part of QPS's commitment to **strengthening relationships with the community**, the QPS continued to improve the response to people with a disability. In 2019-20, the QPS enhanced the Police Referrals system to improve the identification and provision of support to people with disability (impacted by domestic and family violence) and developed a new online education product to help officers improve their engagement with people with a disability.

Improving responses to people with mental health issues

The QPS continued to improve how police interact with people living with mental health illness. During the reporting period, the QPS:

- completed the Mental Health Intervention Program (MHIP) Review. The Outcomes Report and proposed recommendations were considered by the Tri-Agency Mental Health Steering Committee in early 2020, with work planned to commence in 2020-21 on how best to operationalise the MHIP Review report recommendations;
- commenced monitoring the impact of COVID-19 on mental health in Queensland to help guide our policing response;
- contributed to the development of a Queensland response to the Federal Government's Fifth National Mental Health and Suicide Prevention Plan;
- trialled a Mental Health Co-Responder Model in South Brisbane District in partnership with the Metro South Addiction and Mental Health Service. This initiative facilitates a safer and more cost-effective response to the management and resolution of mental health crises in the community. It also helps to reduce the risk of behavioral escalation in the community and ensures timelier mental health assessments and early intervention.

Protecting our children

The Argos Unit is principally responsible for the investigation of organised child exploitation, including computer-facilitated offences to **stop crime, make the community safer and to keep children safe and free from harm**. Investigators proactively and reactively target a broad range of websites and mobile applications used by child sex offenders to prey on children. Argos staff also identify and implement new strategies to combat computer-facilitated crimes against children.

During the reporting period, Argos investigators:

- contributed to the identification of 250 children in circumstances of sexual harm nationally and internationally
- arrested 103 child sex offenders on 674 criminal charges
- referred 1,085 cases to law enforcement agencies nationally and internationally.

The QPS has, and will continue to, foster collaborative partnerships with national and international police jurisdictions to develop innovative and efficient approaches to preventing, disrupting and investigating crime.