

About the QPS

The Queensland Police Service (QPS) is the primary law enforcement agency for Queensland. It fulfils this role throughout the state, 24 hours a day, seven days a week, 365 days a year, upholding the law and providing assistance to the community, particularly in times of emergency, disaster and crisis.

Our Vision: *Queensland – the safest State.*

Our Purpose: *Together, we prevent, disrupt, respond and investigate.*

Our Accountabilities

Under the *Police Service Administration Act 1990*, the QPS is responsible for:

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

Our Values

Consistent with the QPS Strategic Plan 2021-2025, QPS members value:

- **Integrity:** Is in everything we do. We are honest, trustworthy and hold each other to a high standard.
- **Professionalism:** Times are challenging but if we are professional in everything we do, our communities will continue to support us.
- **Community:** We support each other and lend a hand to ensure we can respond to community needs as well as the needs of our policing community.
- **Respect and Fairness:** We treat each other and our communities as we would like to be treated ourselves – with fairness, dignity and respect.

The QPS also shares the Queensland Public Service Values of:



Customers first

- Know your customers
- Deliver what matters
- Make decisions with empathy



Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries



Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback



Be courageous

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency



Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

Our Objectives

The QPS contributed to the government's objectives for the community by delivering quality frontline services that supported safe, caring and connected communities, to ultimately make Queensland the safest state. The QPS did this through our focus on:

- **Our people** to build a connected, engaged and job-ready workforce, with the health, wellbeing, and safety of our people a priority
- **Our community** to build a safer Queensland
- **Our relationships** to create a safer community and provide better services through connected and engaged relationships
- **Our commitment** to embrace new ideas and innovation to strengthen our capability to prevent, disrupt, respond to and investigate crime and deliver safe and secure communities

Strategies

The QPS achieves its objectives through a range of strategies:

To **build a connected, engaged and job-ready workforce, with the health, wellbeing, and safety of our people a priority**, the QPS:

- delivered leadership that was agile, authentic, supportive, courageous, innovative, and visible
- established and maintained strong partnerships, openness, awareness, and accessibility
- delivered healthy, safe, positive, and inclusive workplaces with a diverse workforce that reflected the community we serve
- prioritised physical, mental and social wellbeing
- provided fit for purpose resources to support all our staff.

To **build a safer Queensland together with our community**, the QPS:

- delivered timely and professional responses to calls for service to maintain and strengthen community confidence through a community-centred approach to policing and crime prevention
- partnered with the community and other agencies to respond to overrepresentation in the criminal justice system, of victims and offenders, including vulnerable persons, young people, and victims of domestic and family violence.

To **create a safer community and provide better services through connected and engaged relationships**, the QPS:

- maximised opportunities to prevent crime and enhance community safety through collaborative partnerships with government agencies, non-government organisations and community groups
- strengthened relationships with our people to better support us into the future
- protected the legitimacy of policing through fair and ethical service delivery.

To **embrace new ideas and innovation to strengthen our capability to prevent, disrupt, respond, and investigate crime and deliver safe and secure communities**, the QPS:

- delivered sustainable, effective, innovative, and efficient approaches to preventing, disrupting, responding, and investigating crime and delivering safe and secure communities
- prevented crime together by connecting our people, community, and relationships to collectively build a community culture of prevention and harm minimisation
- disrupted crime together by educating our people, community, and relationships in strategies to identify and disrupt local, state, national and global crimes
- responded to crime together by improving our response capability through streamlining, technology, improved models of service delivery, continuous learning, business optimisation and digital transformation
- investigated crime together by developing our people, community, and relationships to investigate crime in a global environment of complexity and ambiguity.

The QPS also contributed to a range of local, state and national strategies on matters, including youth justice, domestic and family violence and vulnerable people, mental health, road safety, child safety, drugs and alcohol, counter-terrorism and organised crime.

Queensland Government objectives

The QPS supports the government's objectives for the community which are built around Unite and Recover – Queensland's Economic Recovery Plan.

- **Safeguarding our health:** Safeguard people's health and jobs by keeping Queensland pandemic-ready.
- **Supporting jobs:** Support increased jobs in more industries to diversify the Queensland economy and build on existing strengths in agriculture, resources and tourism.
- **Backing small business:** Help small business, the backbone of the state's economy, thrive in a changing environment.
- **Making it for Queensland:** Grow manufacturing across traditional and new industries, making new products in new ways and creating new jobs.
- **Building Queensland:** Drive investment in the infrastructure that supports our recovery, resilience and future prosperity.
- **Growing our regions:** Help Queensland's regions grow by attracting people, talent and investment, and driving sustainable economic prosperity.
- **Investing in skills:** Ensure Queenslanders have the skills they need to find meaningful jobs and set up pathways for the future.
- **Backing our frontline services:** Deliver world-class frontline services in key areas such as health, education and community safety.
- **Protecting the environment:** Protect and enhance our natural environment and heritage for future generations and achieve a 50 per cent renewable energy target by 2030.

Our environment

The policing environment in Queensland continues to be characterised by rapid change and increasing complexity. As a result, our services are being challenged to meet evolving demands. The change in our environment is driven by shifting community expectations and rapid technological innovation, influencing our service delivery in a broader context. To keep pace with the rapidly evolving environment, police will continue to explore opportunities to develop and maintain strong community relationships, harness advances in technology to deliver high quality efficient policing services and develop collaborative approaches to increase community safety. Further, as a service we will continue to remain agile with our response to severe weather events, climate change and emerging technologies impacting the criminal environment.

In response, the QPS will:

- maintain an agile partnership-oriented disaster management capability to plan for and respond to extreme weather events
- establish a specialist capability to enhance the QPS response to proactively target Money Laundering
- continue to support the implementation and monitoring of the Third Action Plan of the *Domestic and Family Violence Prevention Strategy 2016-2026* and contribute to the response to the Women's Safety and Justice Taskforce First Report – *Hear her voice*
- promote multi-agency initiatives and partnerships to address and manage youth crime and recidivism including the Youth Justice Five Point Plan and regional initiatives in collaboration with the Department of Children, Youth Justice and Multicultural Affairs (DCYJMA)
- develop an Organised Crime Strategy 2022-26 to coordinate prevention, disruption, investigation and other responses to organised crime and associated harms impacting Queensland
- conduct research into victimology of persons who are victims of cybercrime to drive prevention and community resilience opportunities
- support inter-agency relationships to increase the proportion of offenders, particularly young people and vulnerable persons, diverted from the criminal justice system
- utilise and identify emerging technologies to benefit police, by improving interoperability between public safety agencies and enhancing operational effectiveness
- deliver modern, mobile and flexible policing through the introduction of mobile police beat vans and a range of other police resources.

Our challenges and opportunities in 2021-22

The QPS acknowledges the importance of addressing a range of potential strategic challenges to ensure we keep Queenslanders safe. The Service identified these challenges and opportunities to respond to in 2021-22, linking them to the strategic objectives.

Key challenges for the QPS during 2021-22 included:

- delivering an effective policing response to the ongoing COVID-19 pandemic that upholds public health directives while maintaining strong community relationships
- maintaining an agile disaster management capability to plan for and respond to an increase in the frequency and/or severity of extreme weather events and natural disasters
- adapting to economic conditions while continuing to deliver high quality and efficient policing services
- adapting to keep pace with challenges presented by new and emerging technologies and their impact on the criminal environment and regulation of online information
- strengthening the integrity and professionalism of police to enhance community satisfaction, trust and confidence in the QPS, in an environment of evolving community expectations.

To address these challenges, the QPS identified the following opportunities to best position the QPS to make Queensland the safest State:

- leading the QPS service delivery model through a period of significant disruption by remaining agile to shifting demands and community safety needs
- championing collaborative approaches to promote outcomes for vulnerable people, and enhance social cohesion and community safety
- building upon organisational learning and experience from the COVID-19 pandemic response to improve business continuity during future significant events
- promoting a workforce which is flexible, inclusive and diverse, to enhance engagement and performance
- empowering the workforce by investing in their safety, mental health and wellbeing, and by proactively developing organisational capabilities to keep pace with future challenges.

2022-23 Outlook

The QPS in 2022-23 will work towards:

- adapting to keep pace with challenges presented by new and emerging technologies and their impact on the criminal environment and regulation of online information
- strengthening the integrity and professionalism of police to enhance community satisfaction, trust and confidence in the QPS, in an environment of evolving community expectations
- delivering an effective policing response to COVID-19 that upholds public health directives while maintaining strong community relationships
- maintaining an agile disaster management capability to plan for and respond to an increase in the frequency and/or severity of extreme weather events and natural disasters
- advancing the use of evidence-based policing strategies to deliver victim-centric, trauma-informed responses to victims and design strategic prevention activities
- continuing to support implementation of the Domestic and Family Violence Prevention Strategy 2016-2026 and contribute to the response to the first report of the Queensland Women's Safety and Justice Taskforce, *Hear her voice – Report one – Addressing coercive control and domestic and family violence in Queensland*
- continuing to support the Queensland Government's *Youth Justice Strategy 2019-23 – Working Together, Changing the Story*, to assist young Queenslanders to make positive life choices through crime prevention and early intervention
- continuing to implement recommendations from *the Royal Commission into Institutional Responses to Child Sexual Abuse*
- continuing to support the *Queensland Road Safety Strategy 2022-31* through proven road safety interventions.

For 2022-23, the QPS identified the following opportunities, including:

- championing collaborative approaches to promote outcomes which are victim-centric and trauma-informed for vulnerable people, and enhance social cohesion and community safety
- promoting a workforce which is flexible, inclusive and diverse, to enhance engagement and performance
- empowering the workforce by investing in their safety, mental health and wellbeing, and by proactively developing organisational capabilities to keep pace with future challenges
- leading the QPS service delivery model through a period of significant disruption by remaining agile to shifting demands and community safety needs
- identifying innovative applications for new and emerging technologies in policing, while upholding community expectations around transparency, privacy and ethics.

Human Rights Act 2019

On 1 January 2020, the *Human Rights Act 2019* (Qld) (the Act) came into effect, creating obligations for public entities to act and make decisions in a way that is compatible with human rights, and to give proper consideration to human rights when making a decision. The QPS has made a commitment to respect, protect and promote human rights in our decision-making and actions.

The QPS works tirelessly to ensure Queensland is the safest state, including exercising police powers embedded in legislation such as diversion, move on directions, detention and or arrest, in a way that least impacts on people's rights while protecting the safety and security of the Queensland community.

As part of this commitment, the QPS has taken steps to further the objectives of the Act including:

- developing training products by Ethical Standards Command relating to the discipline process including instruction on human rights to reinforce the objectives of the *Human Rights Act 2019*
- incorporating human rights in the draft Police Recruiting Management Manual, staff orientation packages and various recruit training curriculum materials
- embedding human rights in regular reporting and decision making through education, training and awareness.

Human Rights complaints

Since the commencement of the Act, the QPS had updated its complaints and grievance policies, procedures and mechanisms to ensure human rights complaints can be recorded, assessed and responded to appropriately. The QPS examines all complaints received by the QPS to ensure decisions made by the Service and its employees were compatible with the Act.

In 2021-22, the QPS recorded:

- 1,184 complaints where it was identified that one or more human rights may have been unreasonably limited
- 1,552 possible human rights limitations (one complaint can include more than one human rights limitation)
- 48 instances where human rights were unreasonably limited resulting in:
 - 12 apologies
 - 1 managerial resolution
 - 19 explanations
 - 16 disciplinary actions
 - However, in most cases, there was no further action taken as no human rights limitations were detected, or an explanation was provided to the complainant as the officers' actions were identified as being lawful and reasonable.
- 757 (of the 1,184) complaints were finalised as at 30 June 2022.

Each time the QPS received a complaint, human rights limitations were assessed to determine if any rights were unreasonably limited. The human rights aspect of each complaint was investigated along with the allegation/s, which assisted in determining the appropriate resolution.

Notes:

- i. A human rights complaint is a complaint about an alleged contravention of Section 58(1) of the Act by a public entity in relation to an act or decision of the public entity (i.e. that an act or decision is not compatible with human rights and/or that a decision did not properly consider relevant human rights).
- ii. It is expected that sometimes a complainant will not identify human rights matters within a complaint they make to the QPS. Where the QPS identifies that the complaint may include a contravention of Section 58 of the Act the QPS is expected to record this and respond appropriately.

- iii. The total number of human rights complaints includes all those identified by a complainant and the QPS. A human rights complaint is counted as one regardless of the number of alleged acts, decisions or human rights limited within a complaint made to the QPS.
- iv. The total number of complaints where one or more human rights were allegedly unreasonably limited relates to all complaints made to the QPS by both internal and external complainants (refer page 51).
- v. As a result of the QPS refining the process and methodology for identifying and recording complaints involving a human rights component, the 2021-22 data cannot be compared with the previous financial year.

Information security attestation

During the mandatory annual Information Security reporting process, the Commissioner attested to the appropriateness of the information security risk management within the QPS to the Queensland Government Chief Information Security Officer, noting that appropriate assurance activities have been undertaken to inform this opinion and the Service information security risk position.

Machinery of government changes

Pursuant to the *Public Service Departmental Arrangements Notice (No. 1) 2022*, the responsibility and functions of the Road Safety Camera Office (CDOP) was transferred from the QPS to Queensland Treasury in February 2022.

Our partners

The QPS continued to foster strong relationships with its partners in the community, including the Queensland Police-Citizen Youth Welfare Association, Neighbourhood Watch Queensland and Crime Stoppers Queensland.

- **Queensland Police-Citizens Youth Welfare Association (QPCYWA)**

The QPCYWA, commonly known as Police-Citizens Youth Club (PCYC), is a non-government, not-for-profit organisation that provides appropriate, affordable and accessible youth development programs and services to support young people in making positive life choices.

PCYC Queensland delivers services through Police-Citizen Youth Clubs located in various urban, rural and remote communities across the state. Each club is managed by a QPS Sergeant. This encourages positive relationships in the community and fosters unique interactions and experiences between QPS officers and young Queenslanders. First established in 1948, there are now 54 PCYC clubs with 75 sworn officers and four staff members supporting operations. For more information or to find a club near you, visit the PCYC website at www.pcyq.org.au.

- **Neighbourhood Watch Queensland (NHWQ)**

NHWQ is a partnership between the QPS and the Queensland community to enhance community safety. It encourages communities to join together in small informal groups to improve the safety of their families and other people who live, visit and do business in their neighbourhood. NHWQ is focused on enhancing home security, reducing the fear of crime and reporting suspicious activity to police. There are approximately 331 NHWQ groups located throughout Queensland.

The NHWQ blog provides daily NHWQ information from around the state. For more information or to find your local NHW group, visit the NHWQ website at www.nhwq.org.

- **Crime Stoppers Queensland**

Crime Stoppers Queensland is a community volunteer organisation that encourages the community to help make a difference in solving and preventing crime. It provides an avenue for the community to assist police to solve crimes.

Crime Stoppers Queensland provides a telephone hotline and website for community members to provide anonymous information about criminal activity. This information is sent electronically to the relevant police establishment for investigation in the area where the crime is occurring.

The QPS assists Crime Stoppers Queensland through the following:

- the Assistant Commissioner, Crime and Intelligence Command is on the Board of Directors as the Commissioner's representative
- a dedicated police unit manages the partnership deliverables, administers intelligence reports, handles investigator inquiries and assists Crime Stoppers State Office personnel with promotional displays and presentations as required
- police officers act as partnership representatives in many of the 24 Volunteer Area Committees spread throughout the state.

During 2021-22, the QPS Crime Stoppers Unit, in partnership with Crime Stoppers Queensland, continued to receive information from the public on criminal activity which resulted in:

- over 12,500 phone and more than 16,600 digital contacts from members of the public
- the apprehension of 682 people
- more than 2,820 charges laid
- the confiscation of more than \$792,000 worth of drugs

- the seizure of approximately \$394,400 in proceeds of crime.

For more detailed information, visit the Crime Stoppers Queensland website at www.qld.crimestoppers.com.au.

- **Queensland Homicide Victims Support Group**

Queensland Homicide Victims Support Group (QHVS) delivers services to people who have lost a loved one to homicide and offers a truly unique service. For many living in the aftermath of homicide, healing is often accelerated by speaking with others who have 'been there too'. Each year, QHVS supports nearly 150 family members that experience first-hand the devastating effects of homicide. The Commissioner is the Patron of the QHVS, and the group works closely with the QPS, liaising with families and providing first responder emotional support.

- **Volunteers in Policing**

The aim of the Volunteers in Policing (ViP) program is to recruit and train local community members to carry out a range of voluntary tasks that complement but not compete with the established responsibilities of police officers and other paid staff members. In general, these tasks assist police to deliver a range of services designed to enhance community safety. ViPs are based in local police establishments where they work with police to address customer service, community safety and crime prevention needs in the local area. ViPs also support victims of crime, often attending with police to speak with and provide support to people who have gone through difficult and traumatic experiences. ViPs also assist Police Recruiting with the overall recruiting process. There are approximately 252 ViPs throughout the state. For more information or to become a ViP, visit the QPS website www.police.qld.gov.au/join/vip/default.htm.

Action plans and strategies

The QPS works collaboratively with various government departments, including the Department of Premier and Cabinet, Queensland Treasury, Department of Children, Youth Justice and Multicultural Affairs, Department of Justice and Attorney-General, Queensland Health, non-government and not-for-profit organisations and private sectors, to lead and/or contribute to whole-of-government action plans and strategies, and various other bodies of work.

The QPS provides regular input into Queensland Government action plans and strategies including, but not limited to:

- Queensland Youth Justice Strategy (2019-23) and Action Plan (2019-2021) – being updated
- Queensland Youth Justice and Youth Engagement Charter Reporting (2020-21)
- Culture and Reconciliation and Moving Ahead (CARMA)
- Many Voices – Queensland Aboriginal and Torres Strait Islander Languages Policy Action Plan 2020-2022
- Local Thriving Communities Action Plan 2020-22
- Disability Services Plan (2020-21) – (being updated)
- Queensland Government Regulator Performance Framework
- Sexual Violence Prevention Framework and Action Plan (2021-22) – being updated
- Domestic and Family Violence Prevention Strategy 2016-2026

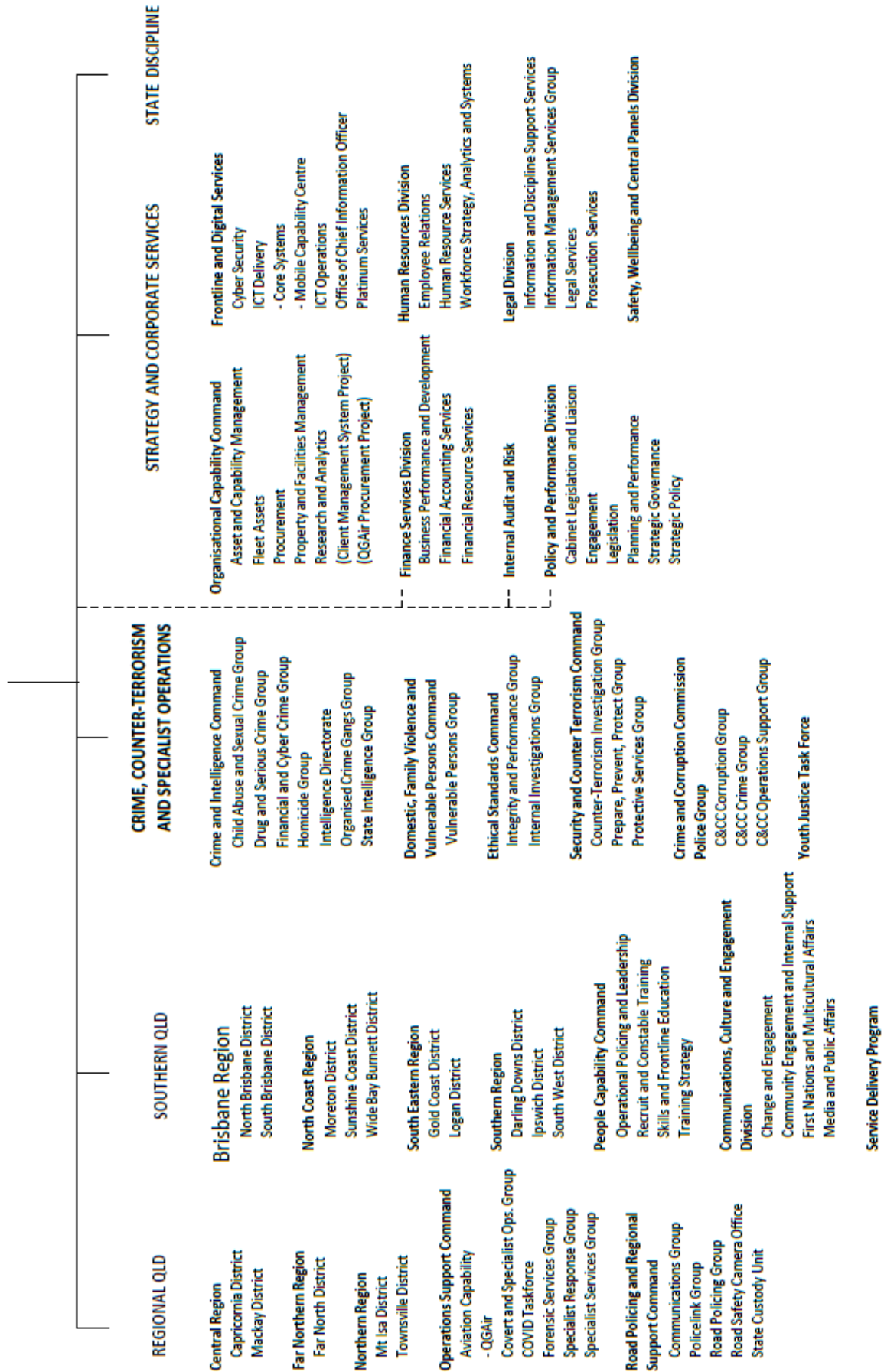
The progress updates against the actions plans and strategies can be viewed on www.police.qld.gov.au.

The QPS is also working with partner agencies to implement the recommendations from Royal Commissions and/or Commissions of Inquiry including:

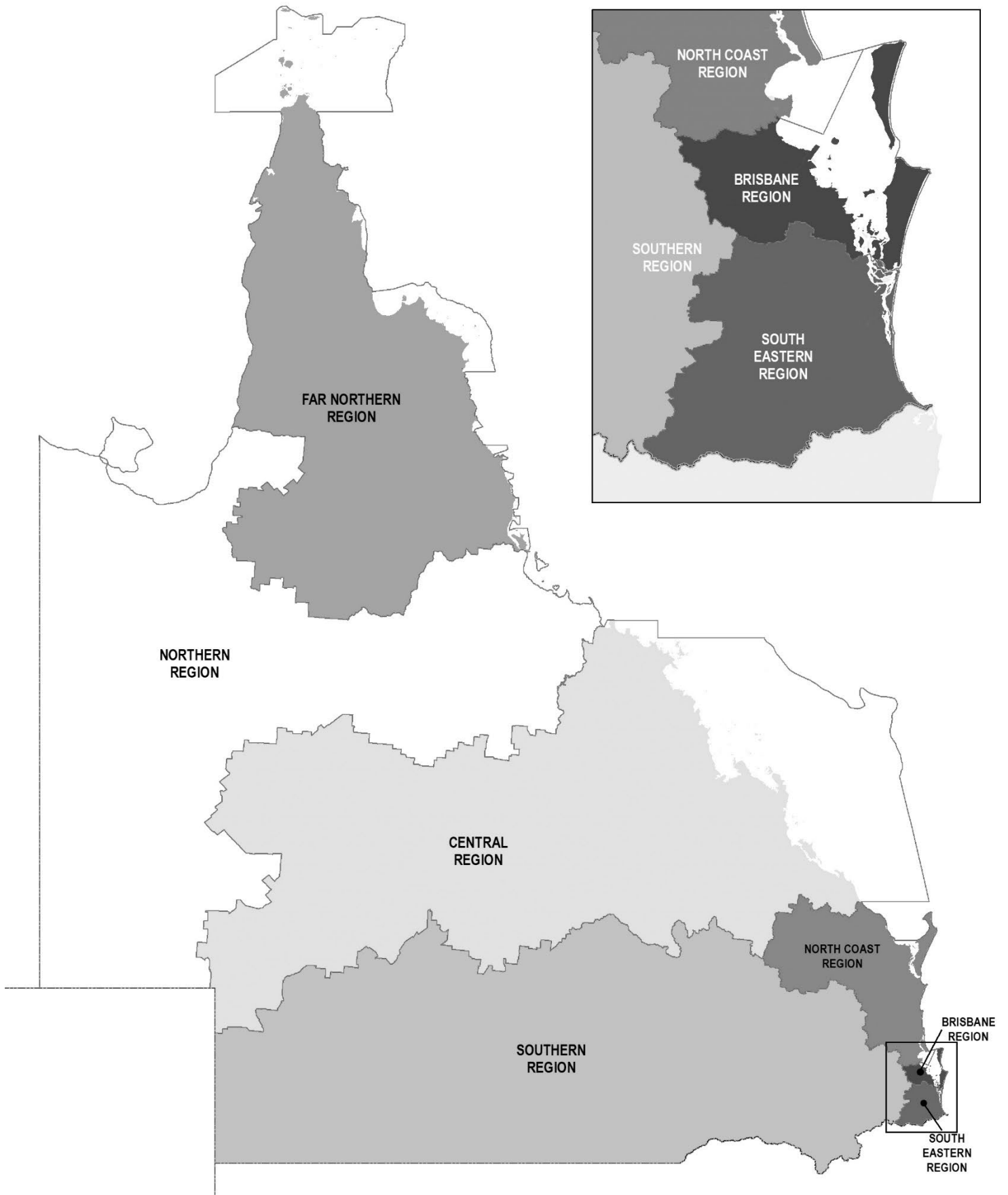
- *Women's Safety Justice Taskforce Report 1 – Hear her voice*
- *Royal Commission into Institutional Responses to Child Sexual Abuse*
- *Not Now, Not Ever: Putting an end to domestic and family violence in Queensland report.*

Organisational structure

COMMISSIONER OF POLICE



Regional Map



Locations

QPS delivers its services from various locations throughout the state including:

• Police facilities	341
• Police watchhouses	57
• Police neighbourhood beats, shopfronts and mobile police beats	64
• District offices	15
• Headquarters and regional offices	8
• Communication centres	14
• Police academies located in Oxley and Townsville	2
• Policelink located in Brisbane (Zillmere)	1
• Rapid Action and Patrol Groups (RAPS) located at Gold Coast and Townsville	2

In addition, each police district is supported by a range of specialist areas which may include the Child Protection and Investigation Unit, Criminal Investigation Branch, Intelligence Unit, Scenes of Crime and Scientific Units, Dog Squad Unit, Forensic Crash Unit, Road Policing Unit, Prosecutions Corp and Water Police Unit. There are also purpose-built investigation centres to respond to major incidents located at various stations and district offices throughout the state.

The QPS delivered minor and medium capital works and major capital investment projects. In 2021-22, the QPS delivered the following capital projects:

- Beaudesert replacement police facility
- Biloela replacement police facility
- Pimpama new police facility
- Pormpuraaw replacement police facility and watchhouse
- Nambour replacement police facility.

Service Delivery Program

In January 2020, the Service Alignment Program (SAP) was established to implement the 22 recommendations resulting from the QPS Strategic Review, initiated by the Commissioner in September 2019. While SAP transitioned to a business-as-usual model in July 2021, the Service Delivery Program (SDP) is continuing the implementation of the new service delivery model across the Service.

One of the final actions of the SAP was the realignment of the existing five regions resulting in the creation of two new regions. The QPS now has seven regions including the North Coast (based on Moreton, Sunshine Coast and Wide Bay-Burnett Districts) and Far North (based on Cairns and Cape York Peninsula areas) Regions as of 1 July 2021.

The 2019 QPS Strategic Review highlighted the significant increase in demand on the Service and the stretch on resources across large geographical spans could not be sustained. As a result, the Regional Alignment Project was established to examine regional boundaries to identify benefits and opportunities to optimise service delivery to meet the demand of a growing Queensland. This project considered strategic, structural, and situational challenges and opportunities to deliver policing services across the state, along with local government, disaster management and the Australian Bureau of Statistics Census Data mesh block boundaries. The creation of these two new regions provided the opportunity to gain longer term efficiencies in terms of capacity, people, performance and community where service delivery is aimed at prevention together, disruption, response and investigation.

The SDP is intended to drive service delivery reform throughout the state, centred around a purpose-built end-to-end service delivery model. The primary aim of the SDP is to create a connected, engaged and job ready workforce that maintains and strengthens community confidence by delivering timely and professional responses to calls for service.

The Service Delivery Redesign Project (SDRP) was established to explore, design and test a new frontline service delivery model in a trial location to confirm the viability and scalability of the model prior to a statewide rollout. Moreton District was selected as the trial location in early 2020. The trial concluded in October 2021 and resulted in the creation of a new service delivery model to be rolled out into districts.

The service delivery model is based on a core foundational structure. Each police district works with the SDP team to customise the service delivery model to reflect local needs and nuances. The service delivery model was trialled in Moreton District in North Coast Region with key learnings informing future implementation. This work has led to a statewide rollout with the design phase to commence in Logan District in August 2022.

QPS response to COVID-19

The QPS continued to provide ongoing and widespread support in 2021-22 as part of Queensland's response to the COVID-19 public health emergency. The QPS undertook multiple roles focused on educating the community and ensuring compliance with essential public health measures, taking enforcement action as appropriate.

The prolonged QPS response was coordinated through the dedicated Taskforce Sierra Linnet which operated from the State Police Operations Centre (SPOC) in Brisbane. The Taskforce was initially stood up on 6 March 2020 and ceased operations on 29 April 2022.

Throughout 2021-22, the QPS continued to provide the following essential functions:

- border pass application processing and approvals
- domestic and international border controls (including at road borders and airports)
- issuing of quarantine direction notices and investigation of any breaches in relation to these directions
- security overlay at government-nominated quarantine facilities, including at the Queensland Regional Accommodation Centre (QRAC)
- community compliance checks for individuals and businesses regarding the public health and social measures linked to vaccination status and mask-wearing requirements.

After almost two years of tireless QPS effort on Queensland's road borders and at domestic airports, including the 60 iterations of the public health directions that restricted entry into Queensland, all domestic border controls were removed on 15 January 2022.

Between 26 March 2020 and 15 January 2022, approximately 10 million border passes were issued for entry into Queensland. During this period at Queensland's road borders, the QPS:

- intercepted more than 3.7 million vehicles
- over 35,900 vehicles were turned around
- directed more than 20,240 people to quarantine.

For the same period at Queensland's domestic airports:

- almost 29,700 flights were met by police
- more than 1.8 million passengers were processed
- over 4,450 passengers were refused entry
- more than 64,480 passengers were directed to quarantine.

In response to increased vaccination rates and the changing public health environment, restrictions for international travel into Queensland were gradually eased in stages on 22 January 2022 and 28 April 2022, before finally being removed on 30 June 2022. The QPS withdrew from activities at international airports on 28 April 2022. Between 27 March 2020 and this time:

- more than 291,400 passengers were processed
- over 77,840 international passengers were placed into hotel quarantine (excluding flight crew and exempt persons such as seasonal workers and seafarers).

In relation to other activities, throughout the pandemic, the QPS:

- conducted more than 34,450 self-quarantine compliance visitations (6 February 2020 to 22 January 2022)
- conducted almost 15,500 business compliance visits (26 February 2020 to 22 January 2022)
- handed out more than 17,100 masks to members of the community (29 June 2021 to 4 March 2022)
- responded to over 37,300 calls for service related to COVID-19 (1 March 2020 to 29 April 2022).

The QPS acknowledges the COVID-19 pandemic may continue for the foreseeable future. Following the reduction in the level of QPS involvement required for the whole-of-government response and the subsequent closure of Taskforce Sierra Linnet on 29 April 2022, the management of all COVID-19 related response activities transitioned to business-as-usual functions after this date.