

ANNUAL REPORT 2023–2024

Queensland Police Service



**Queensland
Government**

This annual report provides information about the Queensland Police Service's financial and non-financial performance information for 2023-24 and includes Marine Rescue Queensland and State Emergency Service. It has been prepared in accordance with the *Financial Accountability Act 2009*, the *Financial and Performance Management Standard 2019* and the annual report requirements for Queensland Government agencies.

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Letter of compliance

12 September 2024

The Honourable Mark Ryan MP
Minister for Police and Community Safety
Level 35, 1 William Street
BRISBANE QLD 4000

Dear Minister,

I am pleased to submit for presentation to the Parliament the Annual Report 2023-2024 and financial statements for the Queensland Police Service (QPS).


On 3 June 2024, the State Emergency Service and the newly established Marine Rescue Queensland became services in their own right within the QPS.

I certify that this annual report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*, and
- the detailed requirements set out in the annual report requirements for Queensland Government agencies.

A checklist outlining the annual reporting requirements is provided at page 115 of this annual report.

Yours sincerely



Steve Gollschewski APM
Commissioner

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Information about overseas travel, consultancies and the *Queensland Language Services Policy* for 2023-24 is available on the Queensland Government Open Data Portal (www.data.qld.gov.au).

Acknowledgement of Country

The Queensland Police Service respectfully acknowledges First Nations peoples as the Traditional Owners and Custodians of Queensland. We recognise their connection to land, sea and community. We pay our respects to them, their cultures, and to their Elders, past, present, and emerging.

Commissioner's message

Policing globally continues to face an ever-evolving landscape, where external influences and new technological threats create new challenges daily. Queensland is expected to remain one of Australia's fastest growing states, with strong population growth, placing an increasing demand on the Queensland Police Service (QPS).

The QPS is committed to continuing to evolve to reflect the community it serves, remaining future focussed to support emerging needs, while upholding the values of integrity, respect and courage.

Announced on 22 April 2024, I had the honour of being appointed the 21st Commissioner of Police. I lead the QPS with a commitment to integrity, insight, and innovation and determination to create a safer, more secure Queensland through world-class policing services that have integrity at their core, are community-focused and technologically advanced.

I would like to acknowledge the leadership and dedication of my predecessor, former Commissioner Katarina Carroll, who led the QPS with the integrity, honour and care through extremely challenging times. With over four decades of service, Katarina worked tirelessly to serve and protect the Queensland community.

My focus as Commissioner of Police is clear: ensuring the community is safe and feels safe, and ensuring the workforce is supported and feels supported.

One of my first priorities was to build community confidence in policing and better support our frontline officers. Boosting high visibility and proactive policing within communities, I launched Operation Whiskey Legion (OWL) on 2 April 2024. Travelling across the state in a surge capacity, skilled police officers joined local policing districts to focus on high-harm, high-volume crime hotspots. Seven districts have benefited from the locally led, state-supported operation seeing perpetrators being held to account, closing the loop with victims and engaging with our communities.

Marking a significant milestone in the QPS' history, on 3 June 2024 the State Emergency Service (SES) and the newly established Marine Rescue Queensland (MRQ) became services in their own right within the QPS. MRQ is set to expand further with volunteer marine units progressively joining from 1 July 2024. The landmark reform also saw the transition of disaster management functions to the QPS in October 2023, underpinned by the establishment of the Emergency Management and Coordination Command.

The QPS achievements in 2023-24 included:

- celebrating 160 years of policing in Queensland
- Queensland Police Museum commemorating 130 years of preserving law enforcement history
- continuing to improve our domestic and family violence (DFV) services ensuring they are victim-centric and trauma informed through:
 - the expansion of High-Risk Teams (HRTs) across Queensland, with the Townsville and Redlands High Risk Teams now operational
 - developing a guide to support decision making for members to ensure the person most in need of protection is identified when responding to DFV
 - continuing to partner with the Department of Justice and Attorney General and DFV support services to trial integrated DFV responses.
- the Youth Crime Taskforce continues to work collaboratively with partners to tackle the complex causes of youth crime through:
 - Taskforce Guardian, established to target high-risk youth offending and provide immediate support to local communities across Queensland. The taskforce provides a statewide surge capacity, supplementing local resources and working with key support services focusing on health, education, disability services and First Nations initiatives

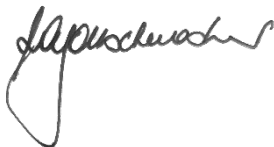
- Operation Unison, a boots-on-the-ground style, high-visibility police operation to deter and disrupt offending in crime hotspots
- Youth Co-Responder Teams, commencing in Ipswich and South Brisbane on 1 July 2024.
- establishing a dedicated First Nations Division on 1 November 2023, led by an Executive Director, to build cultural safety and capability, trust, transparency and strengthening relationships between the QPS and First Nations communities across Queensland
- publishing the QPS Reframing the Relationship Plan on 27 May 2024
- launching the Police Multicultural Advisory Group in January 2024, comprising 12 community leaders from diverse backgrounds and experiences
- deploying Mobile Police Beats across the state to provide a suite of services with the added advantage of mobility and flexibility to move around the local area, increasing visibility of the police presence and capability
- the PCYC Back to Basics Program and rollout of the School Support Officer Program
- 10 years of Taskforce Maxima, a specialised tactical capability statewide to conduct proactive patrols, targeting, investigating and disrupting organised crime gang activities
- hosting Queensland's first Leadership in Counter-Terrorism Conference in October 2023.

The QPS is committed to continually working with partner agencies to deliver the recommendations arising out of the *Commission of Inquiry into QPS responses to domestic and family violence* and the *Women's Safety and Justice Taskforce Reports One – Hear her voice and Two – Women and girls' experiences across the criminal justice system*.

With the Truth-telling and Healing Inquiry officially commencing on 1 July 2024, the QPS continues to strengthen the relationship with Aboriginal and Torres Strait Islander peoples. Engaging in truth-telling about the shared history of Queensland will enable the QPS to realise this vision of a reframed relationship supporting our continued commitment to acknowledge, embrace, respect and celebrate Queensland's First Nations peoples. Taskforce 'Maiwar' (which is Turrbal language for river) has been established to manage the QPS' response to the Inquiry.

In late 2023, the QPS farewelled former Deputy Commissioner Tracy Linford who commenced as an Assistant Commissioner in QPS in 2015 after having served 31 years with Victoria Police.

I feel honoured and privileged to be leading the QPS into the future with transformational change and innovative initiatives set on the horizon to improve both our organisation and the community. I thank the QPS' partners, stakeholders and support networks for their support. I extend my sincere gratitude to all police, staff members, and volunteers for their ongoing commitment to excellence and dedication to keeping people, places and communities of Queensland safe.



Steve Gollschewski
Commissioner

About the QPS

The 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 assisting 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
- administrating the law fairly and efficiently
- bringing offenders to justice.

Our Values

Consistent with the QPS Strategic Plan 2023-2027, 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.

Commencing 1 July 2024, the Commissioner's values of *Integrity, Respect and Courage* will come into effect.

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 continues contributing to the government's objectives for the community by delivering quality frontline services that support safe, caring and connected communities, to achieve our vision of making 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 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
- *Our community* to build a safer Queensland.

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

- foster and embed a culture that aligns with our values
- deliver leadership that is visible, agile, authentic, courageous and supportive
- build a capable and sustainable workforce that is diverse, inclusive and reflective of the community we serve
- establish and maintain collaborative partnerships to deliver positive outcomes
- enable new ways of working and provide fit for purpose resources
- provide safe and healthy workplaces, embedding a shared responsibility in prioritising wellbeing.

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

- protect the legitimacy of policing by setting and maintaining high standards of integrity and professionalism aimed at strengthening the community's trust and willingness to engage
- maximise joint capability to prevent crime and enhance community safety through collaborative partnerships with government agencies, non-government organisations and community groups
- strengthen relationships to better support the service into the future.

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 took steps to:

- deliver sustainable, effective, innovative and efficient approaches to preventing, disrupting, responding to and investigating crime and ensure safe and secure communities
- meet growing demand by focusing and positioning our resources in the right place at the right time

- prevent crime together, by connecting our people, community and relationships to collectively build a community culture of prevention and harm minimisation
- disrupt crime by educating our people and the community in strategies to identify and disrupt local, state, national and global crimes
- respond to crime by maturing our capabilities through streamlining technology, improved models of service delivery, continuous learning, business optimisation and digital transformation
- investigate crime by developing our people, community and relationships to investigate crime in a global environment of complexity and ambiguity.

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

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

The QPS also continued contributing to a range of local, state and national strategies on matters, including youth justice, DFV 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 structured around building future prosperity and growth across the state:

Good jobs – good, secure jobs in our traditional and emerging industries

- Supporting jobs: Good, secure 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
- Investing in skills: Ensure Queenslanders have the skills they need to find meaningful jobs and set up pathways for the future.

Better services – deliver even better services right across Queensland

- Backing our frontline services: Deliver world-class frontline services in key areas such as health, education, transport and community safety
- Keeping Queenslanders safe: Continue to keep Queenslanders safe as we learn to live with COVID-19 and ensure all Queenslanders can access world-class healthcare no matter where they live
- Connecting Queensland: Drive the economic benefits, improve social outcomes and create greater social inclusion through digital technology and services
- Educating for the future: Give our children the best start by investing in our teachers and schools.

Great lifestyle – protect and enhance our Queensland lifestyle as we grow

- Protecting the environment: Protect and enhance our natural environment and heritage for future generations and achieve a 70% renewable energy target by 2032 and net zero emissions by 2050

- Growing our regions: Help Queensland's regions grow by attracting people, talent and investment, and driving sustainable economic prosperity
- Building Queensland: Drive investment in the infrastructure that supports the State's economy and jobs, builds resilience and underpins future prosperity
- Honouring and embracing our rich and ancient cultural history: Create opportunities for First Nations Queenslanders to thrive in a modern Queensland.

Our Environment

The QPS continues to operate within a dynamic and uncertain environment as Queensland, like many jurisdictions globally, contends with post-pandemic socio-economic challenges exacerbated by our uniquely decentralised population. Spanning over 1.7 million square kilometres, the vast territory of Queensland requires adaptive strategies to ensure community safety across our state. As a result, the QPS is being challenged to meet the ever-evolving demands for our service. Current change is driven by shifting community expectations and rapidly evolving technological innovation, influencing our service delivery in a broader context.

Our population is growing faster than the national average, presenting a number of policing challenges. Our multi-cultural and First Nations communities continue to grow which, while enriching both Queensland and the QPS itself, necessitates culturally sensitive policing approaches to work with these communities and ensure their safety.

To keep pace with the rapidly evolving environment, the QPS continues to keep Queenslanders safe by working with the community and our partners to prevent, disrupt, respond to, and investigate crime and eliminate road trauma. The QPS continues to explore opportunities to develop and maintain strong community relationships, implement effective crime prevention strategies, and harness advances in technology to deliver best practice policing services and develop collaborative and integrated service responses to increase community safety.

Environmental factors such as changes in climate continue to add to the complexity of our operating environment. These factors require a coordinated response to keep our community safe, the QPS continues to support the Queensland Disaster Management Arrangements (QDMA) whilst aligning to prevention, preparedness, response, and recovery activities to ensure communities are supported when faced with disaster events. The State Emergency Service (SES) and Marine Rescue Queensland (MRQ) have been established as entities in their own right hosted by the QPS. The SES now has more staff, resources, and capability to respond effectively to community emergencies and keep our communities safe.

The QPS will continue to remain agile to address the impact of new and emerging technologies within the criminal environment, respond to extreme weather events and climate change, and leverage the recommendations of recent reviews and inquiries to drive reform and build a diverse and inclusive organisational culture.

Within our challenging operating environment, the QPS outlook is one of opportunity and remains focused on community safety.

Our challenges and opportunities in 2023-24

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 2023-24, linking them to its strategic objectives.

Key challenges for the QPS during 2023-24 included:

- delivering efficient and effective policing services in the context of growing demand and challenging community safety issues, including DFV, youth crime, sexual violence and road trauma
- maintaining an agile disaster management capability to respond to an increase in the frequency and severity of extreme weather events, and preparing for the broader impacts of climate change

- strengthening the integrity and professionalism of police to enhance community satisfaction, trust and confidence
- adapting and keeping pace with the challenges presented by new and emerging technologies and their impact on the criminal environment and the regulation of online information
- attracting and retaining the right people and proactively developing organisational capabilities.

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

- championing collaborative and integrated service responses to achieve positive outcomes for vulnerable people, including First Nations peoples, and enhance social cohesion and community safety
- leveraging the recommendations of recent reviews and inquiries to drive significant reform and build a more inclusive and diverse organisational culture
- identifying innovative applications for new and emerging technologies in policing, while upholding community expectations around transparency, privacy and ethics
- advancing the use of evidence-based strategies to deliver victim-centric police services that prevent harm, trauma and crime
- empowering the workforce by investing in their safety, mental health and wellbeing.

2024-25 Outlook

In 2024-25, the QPS will continue to work towards:

- delivering contemporary services in the context of growing demand, changing priorities and evolving community needs
- responding to extreme weather events and enhancing the Service's ability to prevent and prepare for the broader impacts of a changing climate
- building community trust and confidence in the integrity and professionalism of police
- minimising threats posed by the rapid advancement of technology-enabled crime
- addressing complex issues impacting our workforce including safety, wellbeing and mental health matters.

For 2024-25, the QPS identified the following opportunities, including:

- leveraging integrated Service responses, innovative partnerships and co-designed solutions to solve complex community safety issues
- optimising recommendations to drive reform and build a more inclusive and diverse organisational culture
- delivering evidence-based services to support our community with a focus on victim-centric and trauma informed responses
- embracing innovative digital solutions, while balancing community expectation around transparency, privacy and ethics
- building a highly skilled and resilient workforce enhancing our capabilities to meet future demand.

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 properly consider 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 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 Act
- 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 to ensure decisions made by the Service and its employees are compatible with the Act.

In 2023-24, the QPS reviewed 2,698 distinct complaints to identify if human rights may have been limited, which resulted in:

- 1,844 individual human rights limitations connected to those complaints (one complaint can include more than one human rights limitation)
- 851 instances where there were no human rights limitations
- 31 instances where human rights were unreasonably limited resulting in:
 - 5 apologies
 - 5 managerial resolutions
 - 5 explanations
 - 16 disciplinary actions
- 1,850 (of the 2698) complaints were finalised as at 30 June 2024 (848 still open).

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. Of the 2,698 distinct complaints received, 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 officer's actions were identified as being lawful and reasonable.

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 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(1) 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 59).

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's information security risk position.

Our partners

The QPS continued to foster strong relationships with its partners in the community.

Through the Community Safety Plan for Queensland, the Queensland Government has committed an additional investment of \$3.2 million over four years to support non-government community organisations including Neighbourhood Watch Queensland, Crime Stoppers Queensland, Queensland Homicide Victims Support Group and the Stop the Coward Punch Campaign. This will support communities to work pro-actively with the QPS and ensure the Queensland community is safe and thriving.

In addition, an investment of \$6 million has been made to support public awareness, education, and prevention campaigns for knife crime, which will include funding for the Jack Beasley Foundation and the Balin Stewart Foundation.

The Queensland Government is providing additional funding of \$12 million over four years to deliver the Bullyproof resilience programs that prevent and manage bullying situations, improve mental wellbeing of students and teachers and improve academic performance in Queensland primary and secondary schools.

- **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 PCYCs 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 currently 54 PCYCs with 78 sworn officers and eight Police Liaison Officers supporting operations.

PCYC has now transitioned to a 'Back-to-Basics' model where commercial managers have been appointed so police officers can now solely deliver early intervention programs with young people.

For more information or to find a club near you, visit the PCYC website at www.pcy.org.au.

- **Emergency Services Cadets**

The Emergency Services Cadets program is delivered in partnership with PCYC Queensland and Queensland's Emergency Services. The program is offered to young people aged 12 to 17 and usually operates out of an Emergency Service facility (such as a local SES and Rural Fire Brigade facilities). The Cadet 'Unit' is managed under the leadership and guidance of volunteer adult leaders with mentoring and activities from emergency services personnel. The aim of the program is to provide young people with a safe, fun and inclusive environment that offers them practical skills and leadership opportunities. Participation in the program is free, running concurrently with the school year where cadets meet once a week during the school term. There are currently 21 active units across Queensland.

- **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 248 NHWQ groups located throughout Queensland.

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 2023-24, the QPS Crime Stoppers Unit, in partnership with Crime Stoppers Queensland, received over 24,00 phone calls and more than 35,000 digital contacts from members of the public which resulted in:

- the apprehension of 490 people
- more than 2,063 charges laid
- the confiscation of more than \$2.09 million worth of drugs
- the seizure of approximately \$417,000 in proceeds of crime.

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

- **Jack Beasley Foundation (JBF)**

The JBF is a registered not-for-profit community-based organisation based on the Gold Coast. JBF's primary focus is to deliver knife crime education and drive change around youth violence.

The foundation delivers the One Moment Education Program to schools to share and educate youth on the dangers of carrying a knife and the long-term effects of youth violence on the offenders, victims, and indirect parties including friends and families.

- **Balin Stewart Foundation**

The Balin Stewart Foundation has a three-pronged approach to achieve its primary purpose which is harm prevention of injury and death due to incidents involving “edged weapons” such as knives. This includes Education, Awareness and Events.

Through grassroots activism and community engagement, #BinTheBladeForBalin endeavours to cultivate a safer environment where the specter of knife violence no longer looms over families and communities. By taking proactive measures to address the root causes of such violence and advocating for peaceful conflict resolution strategies, Balin’s legacy will endure as a testament to the enduring power of hope, resilience, and collective action.

- **Stop the Coward Punch Campaign**

The Stop the Coward Punch Campaign is a long-term vision for its founder Danny Green, a former Australian professional boxer. The campaign’s purpose is to facilitate a harm prevention project aimed at reducing the number of coward punch assaults through education and awareness projects. It’s time to erase the term “king hit” permanently and have it consistently referred to as a “coward punch” – because that is exactly what it is.

- **Queensland Homicide Victims Support Group (QHVSG)**

The QHVSG 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, QHVSG supports over 150 family members that experience first-hand the devastating effects of homicide. The Commissioner is the Patron of the QHVSG, and the group works closely with the QPS, liaising with families and providing first responder emotional support.

- **Volunteers in Policing (ViP)**

The aim of the ViP program is to recruit and train local community members to conduct a range of voluntary tasks that complement but do not compete with the established responsibilities of police officers and other paid staff members. In general, these tasks assist police in delivering 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 203 ViPs throughout the state. For more information or to become a ViP, visit the QPS website www.police.qld.gov.au/careers-with-the-qps/volunteers-in-policing.

- **SES volunteers**

The SES has around 5,000 volunteers operating across Queensland. Volunteers bring with them a broad range of professions, skills, experience and backgrounds all drawn together by a common purpose – to support our communities.

Up-to-date training provides our people with real life skills and knowledge that is used during emergencies and throughout life. Uniforms and equipment including personal protective equipment, are provided to support the role of SES.

- **Marine Rescue Volunteers**

Marine rescue volunteers undertake in excess of 12,000 rescue activations each year, operating across 46 units along Queensland's coast. Plans are in place to transition existing units into the one integrated statewide service over the next 12 to 18 months. Volunteer Marine Rescue Association Queensland (VMRAQ) and Australian Volunteer Coast Guard Association's (AVCGA) units invited to transition will continue to provide lifesaving marine rescue services to their communities, in the same way they always have. Importantly, marine rescue services will continue to be available to the community throughout transition, enhancing responses and community safety.

AVCGA is a marine search and rescue organisation operating under State and Territory Emergency Management frameworks. The distinct yellow vessels respond to a variety of marine incident types, rescuing thousands of people each year. AVCGA also works in support of other agencies in response to events such as marine fire and medical evacuation.

VMRAQ is dedicated to assisting with the preservation of life at sea. VMRAQ comprises 25 units throughout Queensland from the busy waterways of the Gold Coast and Brisbane through Far Northern Queensland across the Torres Strait and through some of Queensland's most remote waterways in the Gulf of Carpentaria. VMRAQ volunteers train and take roles in administration, radio watch keeping, maintenance, fundraising, rescue vessel crew and being the skipper of a rescue vessel.

- **Surf Life Saving Queensland (SLSQ)**

Built on tradition, forged out of passion, and focused on the future, SLSQ is recognised as the leading authority on coastal and aquatic safety. SLSQ is a volunteer-led, professionally managed organisation. Surf Life Saving Queensland (SLSQ) was formally established in 1930 and has developed into a ground-breaking and highly innovative organisation and recognised as the leading authority on coastal and aquatic safety; with their vision of zero

preventable deaths in Queensland public waters. Working towards achieving this they have 58 established surf lifesaving clubs patrolling 8,000 kilometers of Queensland coastline and more than 34,000 volunteer members. SLSQ's purpose is to equip, develop, empower and support their members to deliver vital aquatic rescue and safety services to Queensland communities.

- **Royal Life Saving Queensland**

Royal Life Saving is the peak body for water safety in Queensland and the states leader in drowning prevention and water safety education. Royal Life Saving was the first 'lifesaving' organisation in Australia, originating in 1984. For over 125 years Royal Life Saving has delivered services and saved lives in the community through education programs, vocational training, health promotion initiatives, aquatic risk management services, community development and participation in sport. Royal Life Saving has a wider partner network made up of Queensland Government support, professional suppliers, training partners, professional staff and volunteer examiners who deliver services to the community of Queensland and beyond.

- **Bullyproof Australia**

Bullyproof Australia registered charity focused on three key areas of support to all Australian schools:

1. bullying prevention and management, which is delivered through the highly effective and proven AMAYDA Resilience Program, which includes ongoing support until students complete Year 12. The program provides young people with the tools to tackle social issues which contribute to young people disengaging from education and potentially going down the path of youth crime
2. mental health management and improvement through education and support, which is also delivered by the AMAYDA Resilience Program, as well as ongoing support
3. improved academic performance, which is achieved by changing the culture at schools to create an environment that encourages optimal learning.

Action plans and strategies

The QPS works collaboratively with various government departments, including the Department of the Premier and Cabinet, Queensland Treasury, Department of Child Safety, Seniors and Disability Services, Department of Youth Justice, Department of Justice and Attorney-General, Queensland Health, non-government and not-for-profit organisations and private sectors, to lead 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:

- Community Safety Plan for Queensland
- Reconciliation Action Plan 2023-2025 and Culture and Reconciliation (CaR) reporting
- Many Voices: Queensland Aboriginal and Torres Strait Islander Languages Policy Action Plan 2023-2025, which continues implementation of the Many Voices: Queensland Aboriginal and Torres Strait Islander Languages Policy
- Local Thriving Communities Action Plan 2022-24
- Queensland Government Regulator Performance Framework
- Better Care Together: A plan for Queensland's state-funded mental health, alcohol, and other drug services to 2027
- Breaking Cycles – An action plan: co-designing, developing and implementing services with and for Aboriginal and Torres Strait Islander children and families 2023–2025
- Communities 2032 Action Plan 2022-25
- Towards ending homelessness for young Queenslanders 2022-2027

- Achieving balance: The Queensland Alcohol and Other Drugs Plan 2022-2027
- Shifting minds: The Queensland Mental Health, Alcohol and Other Drugs, and Suicide Prevention Strategic Plan 2023–2028
- Domestic and Family Violence Prevention Strategy 2016-26 (Fourth Action Plan 2022-23 to 2025-26)
- Framework for stronger Community Justice Groups
- Queensland’s Disability Plan 2022–27: Together, a Better Queensland

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 Commissions of Inquiry including:

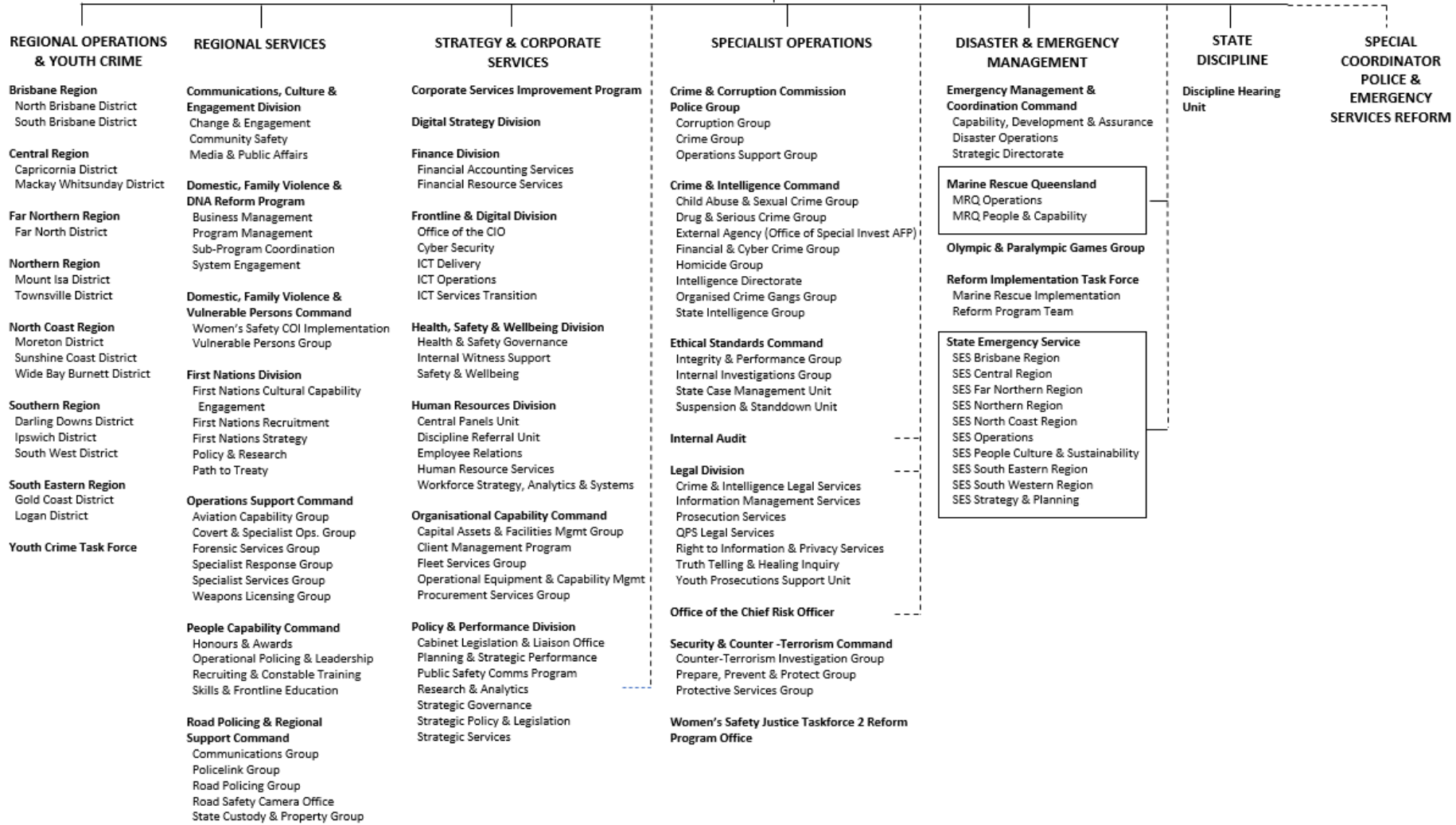
- Women’s Safety and Justice Taskforce Report 1 – Hear her voice and Report 2 - Women and girls’ experiences across the criminal justice system
- Royal Commission into Institutional Responses to Child Sexual Abuse
- Independent Commission of Inquiry into QPS responses to domestic and family violence
- Not Now, Not Ever: Putting an end to domestic and family violence in Queensland report
- Royal Commission into National Natural Disaster Arrangements.

The Truth-telling and Healing Inquiry will officially commence on 1 July 2024. Truth-telling is a way for Queenslanders to understand how our past laws, policies and practices, have impacted, and continue to impact, Aboriginal and Torres Strait Islander peoples. It will allow Queenslanders to heal and move forward together, with respect.

The QPS has established a Truth-Telling and Healing Inquiry Team within the First Nations Division.

QPS organisational chart

COMMISSIONER OF POLICE



Machinery of Government Changes

On 3 June 2024, the State Emergency Service (SES) officially transitioned from Queensland Fire Department (formerly known as Queensland Fire and Emergency Services) to the QPS. The newly established Marine Rescue Queensland (MRQ) officially became an entity within QPS from 3 June 2024, however, the transition of the marine rescue units will commence on 1 July 2024. These transitions form part of the Queensland Government's landmark reform to boost Queensland's world-class disaster and emergency response and recovery services.

The following table outlines the functions that joined the QPS due to Machinery of Government changes during 2023-24, and the related annual report where the financial statements can be found for the 2023-2024 reporting period:

Joined the department*	Date of transfer	Related annual reports
Disaster Management	30 October 2023	QFD Annual Report 2023-24
SES	3 June 2024	QFD Annual Report 2023-24

*refer to the Notes to the financial statements for more information.

The Marine Rescue Implementation Program (MRIP) that was transferred from QFES to QPS on 1 May 2023 is responsible for the establishment of MRQ through the *Marine Rescue Queensland Act 2024*, a new marine rescue service which will commence operations within QPS effective 1 July 2024.

About the SES

The SES is a vital volunteer-based, community emergency support service that provides emergency and rescue services to communities impacted by natural disasters and emergencies. Additionally, the SES assists local councils and the community with non-life-threatening emergency situations during floods, storms or other local, state and national disasters and emergencies.

The government has delivered on its commitment to increase support for the SES, delivering a record \$60 million in annual funding, including more than \$20 million to enhance operational capability and support for frontline volunteers.

About MRQ

The creation of MRQ within the QPS streamlines co-ordination and improves interoperability with the existing capabilities of the QPS. A transition plan has been defined by MRQ with units invited to transition in a phased approach from 1 July 2024 to ensure continuity of marine search and rescue activities and the safety of the Queensland boating community.

MRQ brings together the extraordinary wealth of expertise and diverse geographic knowledge of our existing marine rescue volunteers alongside the Queensland government's commitment and investment. Until Marine Rescue Queensland is fully operational, marine rescue services will continue to be delivered by the passionate and dedicated volunteers from Volunteer Marine Rescue Association Queensland and Australian Volunteer Coast Guard Association.

The Queensland Government has committed \$27 million in annual funding for MRQ. This budget will be allocated to day-to-day operations, resourcing, vessel maintenance, refurbishments and other support. A portion of the budget will be allocated to individual units for operational and capital expenditure for items such as new vehicles, vessels and trailers. The amount of capital expenditure will vary each year depending on needs.

Locations

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

Police facilities	340
Police watchhouses	63
Police neighbourhood beats and shopfronts	50
Mobile Police Beats	20
Headquarters and regional offices	8
District offices	15
Communication centres	14
Police academies	3
Policelink	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, Highway Patrol 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.

In 2023-24, the QPS delivered minor and medium capital works projects, including:

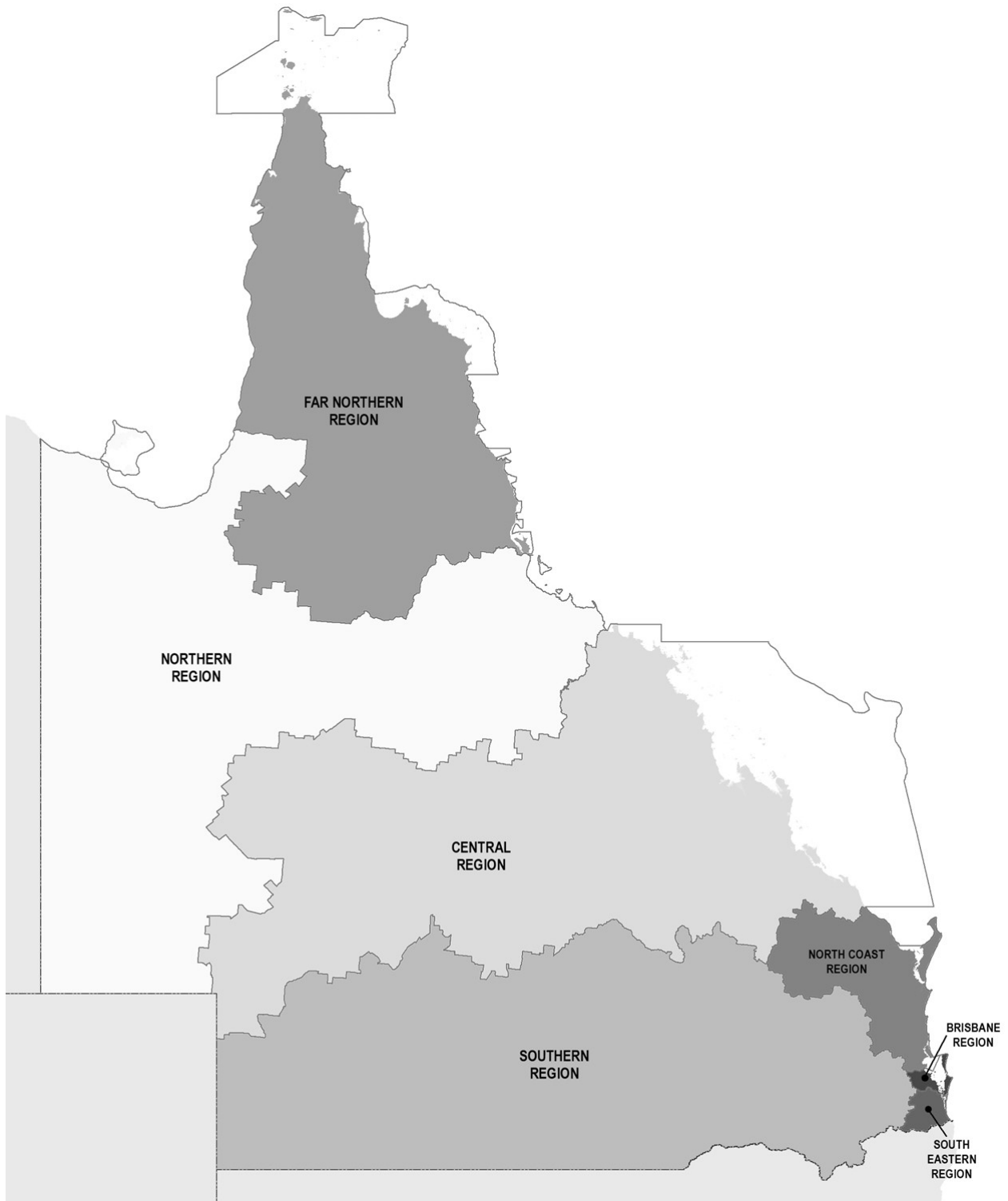
- Dalby Police Facility upgrade in December 2023
- Tara new residential accommodation in November 2023.

In addition, the following capital works projects commenced construction during the reporting period:

- Caloundra South new police facility
- Cooroy replacement police facility
- Clermont replacement police facility
- Dayboro replacement police facility
- Kirwan replacement police facility
- Warwick police facility upgrade
- Wacol Youth Remand Centre.

SES facilities include seven regions supported by seven regional headquarters and a state headquarters located in Brisbane.

Police regions map



Financial Summary

Summary of financial performance

The following table summarises the operating result and financial position for QPS 2023-24 and the previous financial year.

The following table summarises the operating result and financial position for QPS 2023-24 and the previous financial year.

Statement of comprehensive income	2023-24 \$'000	2022-23 \$'000
Total income from continuing operations	3,509,691	3,125,485
Total expenses from continuing operations	3,509,691	3,125,485
Total other comprehensive income	115,877	99,260
Total comprehensive income	115,877	99,260
Statement of financial position	2023-24 \$'000	2022-23 \$'000
Total assets	2,728,948	2,455,810
Total liabilities	249,293	243,601
Net assets/equity	2,479,655	2,212,210

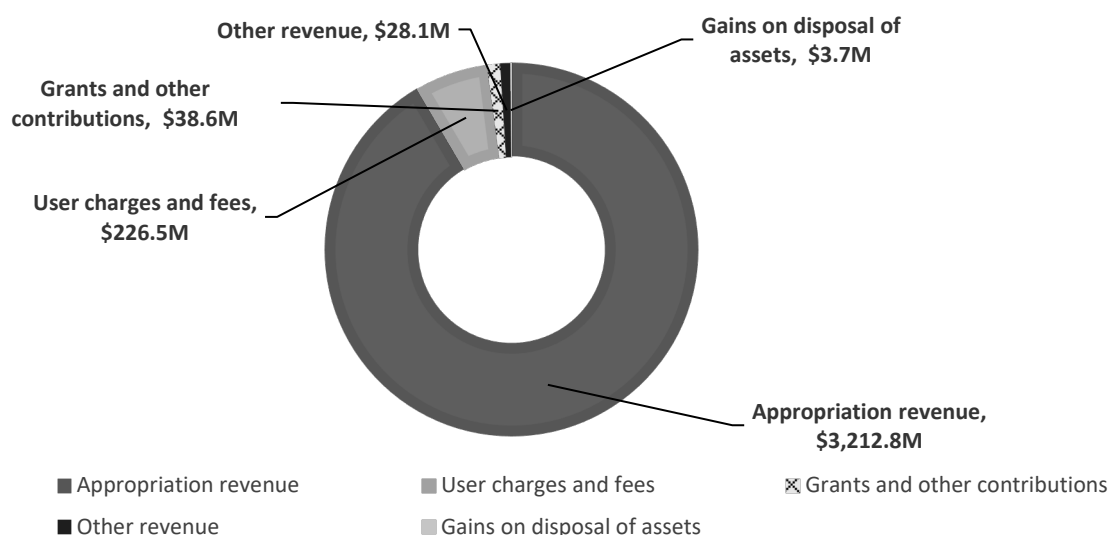
Income and expenses from continuing operations

QPS is funded to deliver timely, high quality and efficient policing services, in collaboration with community, government and non-government partners, to make Queensland safer. Funding for these services is received principally through parliamentary appropriations.

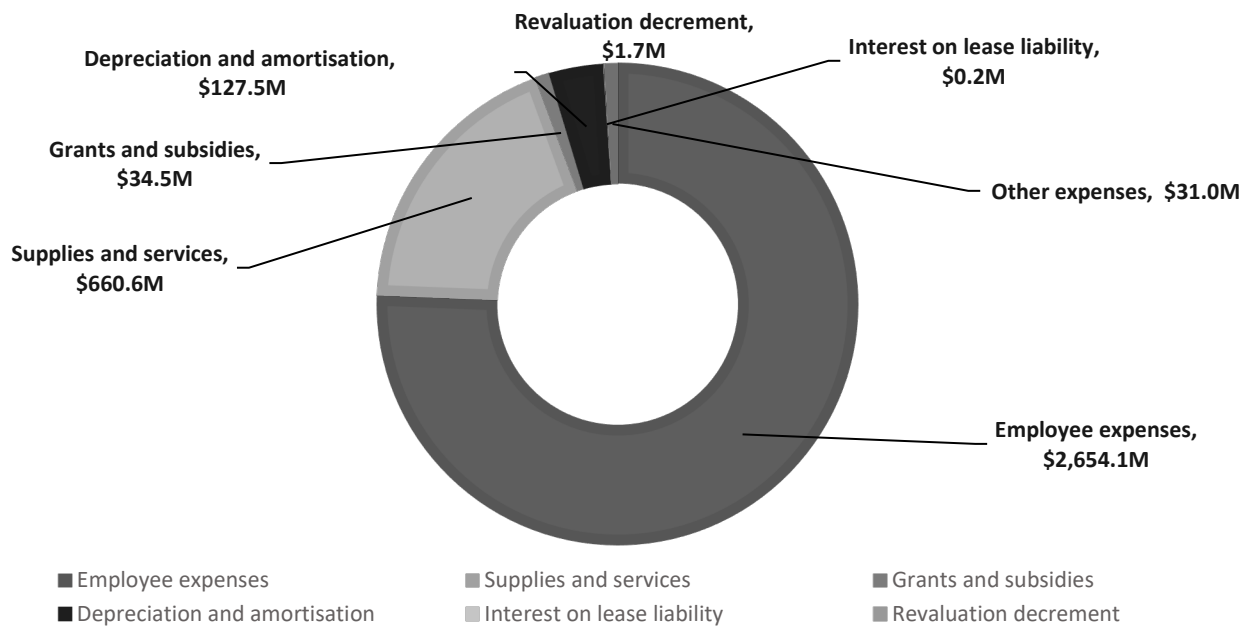
QPS aims to deliver safety and secure communities through innovation, collaboration and best practice. The expenses incurred in the delivery of these services are summarised further below.

For 2023-24, QPS received income from continuing operations totalling \$3,509.691 million and incurred total expenditure from continuing operations of \$3,509.691 million. This was comprised of:

Income



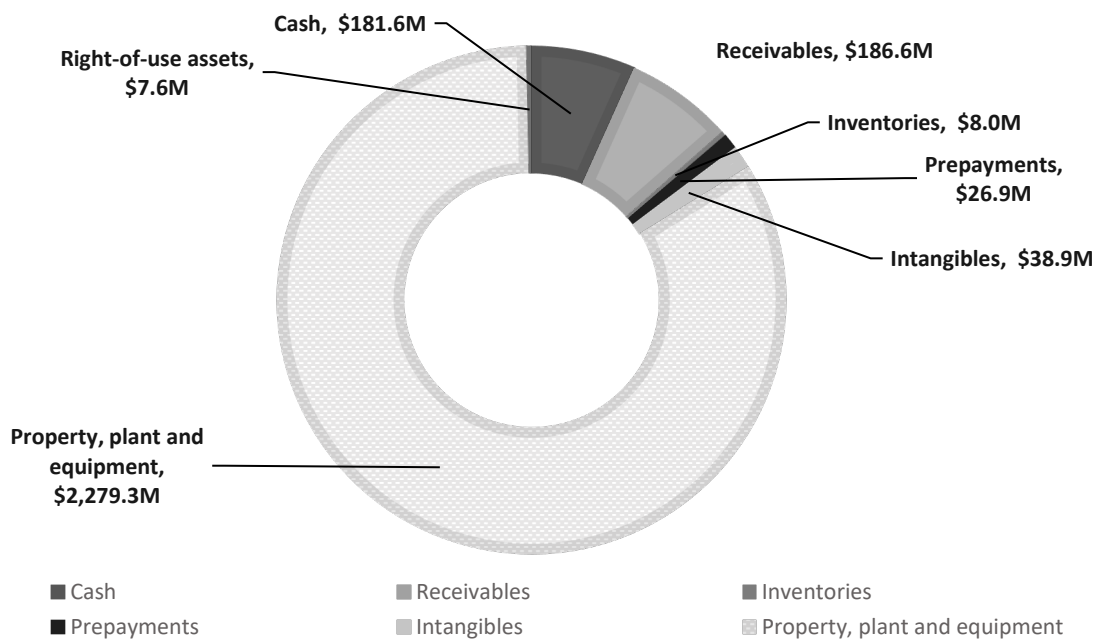
Expenses



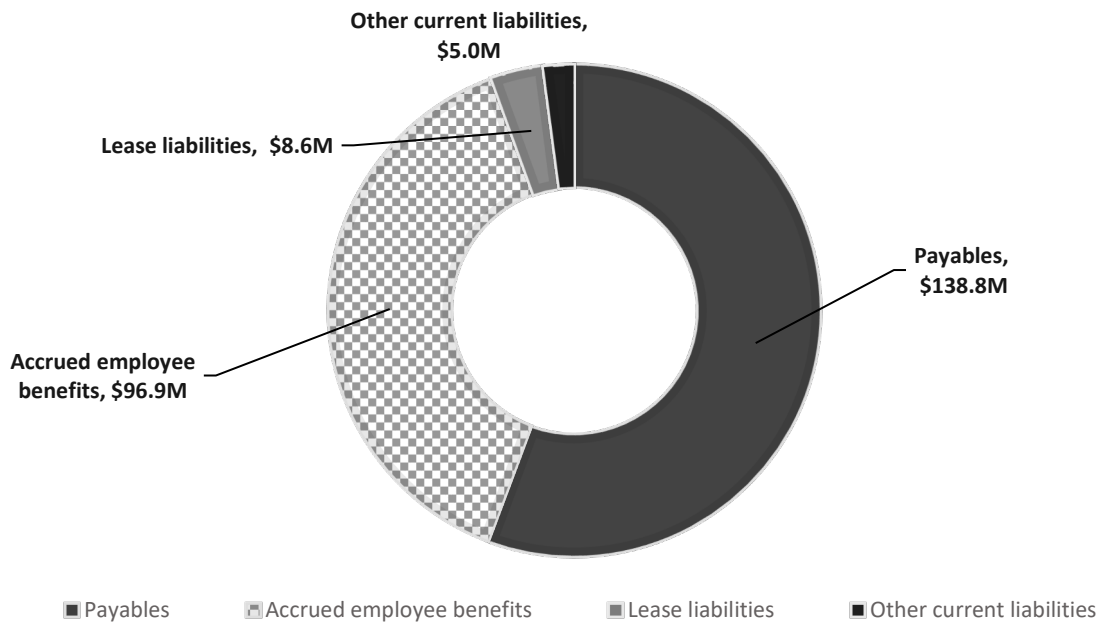
Summary of financial position

QPS was in a positive financial position at the end of the financial year. The total equity (assets less liabilities) of QPS at the end of 2023-24 was \$2,479.655 million. This is an increase from 2022-23 \$2,212.21 million which includes \$115.88 million increase in asset revaluation surplus. This was comprised predominantly of:

Assets



Liabilities



Events occurring after balance date

Following the initiation of reform implementation in 2023-24 pertaining to the transfer of SES and MRQ functions to the QPS, further transfer activities and data migration will continue to be progressively executed throughout 2024-25, with the first two units MRQ Mackay and MRQ Gladstone on track to be transferred in July 2024.

Under the multi-agency Camera Detected Offence Program (CDOP), some functions of the Road Safety Camera Office (RSCO) were transferred from the QPS to Queensland Treasury (QT) in 2021-22. The remaining functions of RSCO, including Fixed Camera Operations, Systems, Prosecutions Support and the Calibration Lab will be transferred from QPS to the Department of Transport and Main Roads (TMR), effective 1 August 2024 (as per the *Public Service Departmental Arrangements Notice (No. 1) 2024*).

The Public Safety Network (PSN) functions will be transitioned from the QPS to the Centre for Information Technology and Communication (CITEC). In addition, certain functions of the QPS Frontline and Digital Division (FDD) that directly support other departments, will transition to the QFD and Queensland Ambulance Service (QAS). Per the *Public Service Departmental Arrangements Notice (No. 6) 2024*, the effective transfer date for the above functions will be 1 September 2024.

There were no other events occurring after balance date that management considers would have a material impact on the information disclosed in the financial statements.

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 one service area – Police Services.

The QPS provides services to the Queensland community designed to uphold and administer the law responsibly, fairly and efficiently; to preserve peace and good order; to protect and support the community; to prioritise the safety of victim survivors of DFV and other serious offences; to prevent, disrupt, respond to, and investigate crime; to promote road safety and to work towards fair, just and lasting outcomes for both victims and offenders.

This includes, but is not limited to:

- responding to victim-survivors of DFV other serious offences through a victim-centric, trauma-informed and culturally safe approach and working with partners to ensure perpetrators are held to account
- protecting property and personal safety through prevention, disruption, investigation and response
- maintaining public order and safety, including during major events and disasters
- working with partners to reduce demand on the criminal justice system
- addressing over-representation of vulnerable groups, including First Nations people
- preventing, disrupting and responding to driver behaviours contributing to road trauma: speeding; red light offences; driving while distracted; driving under the influence of alcohol or drugs; driving while fatigued; and not wearing seatbelts.

The following tables provide an overview of the key performance measures for the QPS for 2023-24. Data for 2022-23 is sourced from the QPS 2022-23 Annual Report unless otherwise stated in the Notes.

Service Area: Police Services							
Performance measures	Notes	Strategic Plan	2023-24 SDS	RoGS	2022-23 Actual	2023-24 Target /Estimate	2023-24 Actual
Percentage of personal safety offences cleared within 30 days:	1,2,3	✓	✓				
• Homicide					72.4%	70-83%	66.4%
• Assault					57.0%	54-63%	56.1%
• Sexual assault					34.2%	48-57%	34.5%
• Robbery					60.7%	60-68%	60.3%
• Total personal safety					52.7%	54-61%	51.8%
Percentage of property security offences cleared within 30 days:	1,4	✓	✓				
• Unlawful entry					22.0%	18-21%	23.6%
• Other property damage					36.2%	25-27%	36.3%
• Motor vehicle theft					40.7%	36-40%	41.6%
• Other theft (excluding unlawful entry)					27.6%	26-28%	29.5%
• Total property security					29.6%	28-30%	30.7%

Performance measures	Notes	Strategic Plan	2023-24 SDS	RoGS	2022-23 Actual	2023-24 Target /Estimate	2023-24 Actual
Percentage of good order offences cleared within 30 days	1,5	✓	✓		76.3%	80-85%	76.2%
Rate of Domestic & Family Violence related offences per 1,000 population	1,6	✓	✓				
• Total person offences					New Measure	6-7	7.7
• Total property offences					New Measure	2-3	3.0
Rate of crime victimisation per 1,000 population	6,7	✓	✓				
• Total person offences					14.5	<12.0	15.1
• Total property offences					51.7	<44.0	50.2
Rate of repeat victimisation per 1,000 population	6,7	✓	✓				
• Total person offences					New Measure	<2.4	3.7
• Total property offences					New Measure	<21.7	26.5
Percentage of proceedings where young offenders were offered and accepted a diversion option	8	✓	✓	✓	40.7%	>40%	40.5%
Percentage of proceedings where all offenders were offered and accepted a diversion option	8,9	✓			14.6%	>10%	14.6%
Proportion of young offenders who have another charged offence or are referred by the QPS to a Restorative Justice Conference within 12 months of an initial finalisation for a proven offence	10	✓	✓		69%	69%	69%
Percentage of disaster management training participants with enhanced capability	11				92%	80%	93%
Public perception of safety	12-15	✓	✓	✓			
• Feelings of safety walking alone in neighbourhood during the night					48.5%	>50%	42.6%
• Feelings of safety travelling alone on public transport during the night					29.6%	>30%	27.6%
Satisfaction of members of the public who had contact with police in the last twelve months	12-13	✓	✓	✓	75.0%	>85%	67.2%

Performance measures	Notes	Strategic Plan	2023-24 SDS	RoGS	2022-23 Actual	2023-24 Target /Estimate	2023-24 Actual
Public satisfaction with police dealing with emergencies and disasters	12-13	✓	✓	✓	77.1%	>85%	68.5%
Public confidence to contact the police to report domestic and family violence	12-13	✓	✓		New Measure	>75%	61.1%
Public perception of police integrity	12-13	✓	✓				
<ul style="list-style-type: none"> Police perform their job professionally 				✓	79.6%	>85%	68.3%
<ul style="list-style-type: none"> Police treat people fairly and equally 				✓	64.3%	>75%	51.4%
<ul style="list-style-type: none"> Police are honest 				✓	66.1%	>75%	56.2%
<ul style="list-style-type: none"> I do have confidence in the police 					75.6%	>85%	63.9%
<ul style="list-style-type: none"> I trust the police 					New Measure	>75%	65.9%
Rate (per 100,000 people) of road crash fatalities	16	✓	✓		5.10	4.28	5.35
Rate (per 100,000 people) of people hospitalised following a road crash	16,17	✓	✓		140.07	110.0	153.70
Percentage of code 1 and code 2 incidents attended within 12 minutes (Triple Zero calls only)	18	✓	✓		77.0%	>80%	74.3%
Cost of police services per person	19	✓	✓	✓	\$539	\$565	\$577
Agency engagement	20,21	✓			46%	>55%	45%
Culture	20,22	✓			71%	>71%	72%
Innovation	20,23	✓			52%	>52%	53%
Organisational Leadership	20,24	✓					
<ul style="list-style-type: none"> Senior Managers 					38%	>38%	37%
<ul style="list-style-type: none"> Executive Group 					29%	>29%	30%
Workforce diversity		✓					
<ul style="list-style-type: none"> Women in Senior Officer, Senior Executive Service positions and above 	26, 28				26.3%	30.0%	30.6%
<ul style="list-style-type: none"> First Nations 	26, 28				2.3%	4.0%	2.5%
<ul style="list-style-type: none"> People with Disability 	26, 27, 28				3.1%	6.0%	4.8%
<ul style="list-style-type: none"> People who speak a language other than English at Home 	26, 28, 31				-	8.0%	3.2%

Performance measures	Notes	Strategic Plan	2023-24 SDS	RoGS	2022-23 Actual	2023-24 Target /Estimate	2023-24 Actual
Discontinued measures							
Rate of complaints against police per 100 sworn (operational) staff	25,29	✓	✓	✓	10.9	<9.8	14.7
Workforce Diversity							
• Women in Senior Executive Service positions or equivalent	30	✓			31.7%	-	29.4%
• People from non-English speaking background	31	✓			1.2%	-	-

Key

RoGS – Report on Government Services

SDS – Service Delivery Statement

Strategic Plan – Queensland Police Service Strategic Plan 2023-2027

Notes

- Performance is reported against a range rather than a single figure. The target ranges for 2023-24 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.
- 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 variance from the 2023-24 target may be due to a combination of higher volumes of offences in this category and unique characteristics of reported offences regarding quality and availability of evidence or evidentiary requirements affecting the investigation and finalisation of these offences. In recent years, the QPS has implemented a more victim-centric, trauma-informed approach to managing personal offences, particularly sexual offences. The effect of this approach may either extend finalisation timeframes beyond 30 days or to prevent the finalisation of occurrences at all.
- 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.
- 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.
- Rates of crime victimisation, repeat crime victimisation and DFV-related offending are above their respective targets mostly due to various societal influences.
- 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 1,000 population. 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.

8. The term 'diversion' includes diversions of all offenders away from the courts by way of community conference, cautioning by police, intoxication diversion, drug diversion or graffiti diversion. For adult offenders, only infringement notices (excluding traffic infringement notices) are included in the count of 'diversions'.
9. Offender Diversions refers to the number of diversion proceedings against offenders (young offenders or adult offenders) as a proportion of all proceedings.
10. This service standard is shared with the Department of Youth Justice.
11. This service standard was previously presented in the Queensland Fire and Emergency Services 2022–23 Annual Report. The standard has been transferred to the QPS following amendments to the *Disaster Management Act 2003* that saw the transition of responsibility for disaster management training and capability to the QPS during 2023-24.
12. Public satisfaction with police and perceptions of police are sourced from the results of the National Survey of Community Satisfaction with Policing (NSCSP). The NSCSP is a general community survey. Respondents to these questions may or may not have had contact with police in the last 12 months.
13. Due to a national change in the data collection methodology for the NSCSP the 2023–24 comparisons with the results in previous financial years should be undertaken with caution. From 1 July 2023, the NSCSP is conducted using a combination of mobile Computer Assisted Telephone Interviewing (CATI) and online (SMS push to web). Therefore, the Queensland results from 1 July 2023 are not directly comparable to previous years (CATI only) given the change in sampling methodology. The change in sampling mix has also significantly impacted the NSCSP results as respondents' answers are known to differ between CATI and online methods.
14. 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.
15. 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 Report on Government Services (RoGS) standard.
16. The variance between the 2023-24 Actual and 2023-24 Target / Estimate was based on a number of societal influences that can vary throughout the year resulting in changes in numbers of road crashes. The QPS, in partnership with the Department of Transport and Main Roads (DTMR), continues to implement various road safety initiatives and programs aimed at reducing lives lost and hospitalisations.
17. The most recent data available is for the 12-month period ending 30 September 2023 and is supplied by DTMR.
18. 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. The wording of the service standard has been amended to inform readers that only Triple Zero calls are included. This delivers on a recommendation in the Queensland Audit Office report '*Deploying Police Resources*' tabled in Parliament in November 2023 to clarify the scope of what is being measured for readers. Neither the definition nor calculation of the measure is impacted.
19. Cost of police services per person is the total cost of delivering policing services divided by the estimated population of Queensland. This measure is reported in line with RoGS methodology. Supplies and services costs have increased mainly due to inflationary pressures in relation to plant and equipment, ICT software and hardware maintenance and property related costs including escalating lease costs.

20. Data for this measure is taken from responses of QPS employees to the whole-of-government Working for Queensland survey, conducted annually.
21. The measure describes employees' level of engagement with the organisation in relation to motivation, inspiration and pride.
22. The measure describes the extent to which employees feel confident about how unethical behaviour, and discussions about ethical behaviours are managed in the workplace.
23. The measure describes the extent to which employees feel the QPS is capable of creating and/or adopting new ideas which result in more effective products, processes, and services.
24. The measure describes employee perceptions that senior leadership have the ability to lead the organisation to achieve its objectives with particular focus on performance and quality. Leadership also relates to senior leaders' ability to model appropriate workplace behaviours.
25. '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 or involuntary dealings with the police. Sworn 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.
26. From 1 July 2023, revised sector-wide diversity targets were adopted. 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.
27. Due to the operational requirements of police, the target is based on non-operational staff members only.
28. The QPS workforce generally changes at a slower rate compared to other agencies as it has a lower attrition rate, and generally police officer positions are filled internally only. Consequently, it is challenging to achieve changes to the workforce except over an extended period.
29. This service standard has been discontinued due to the Commonwealth Productivity Commission, with the agreement of Australian police jurisdictions, updating the calculation of the rate of complaints to count all sworn staff, operational and non-operational. A new service standard has been introduced consistent with the revised calculation presented in the 2024 edition of the annual Report on Government Services.
30. The category of Women in Senior Executive Service or equivalent roles was discontinued with the revised Workforce Diversity targets.
31. The definition of the non-English speaking background category has been superseded by the Culturally and Linguistically Diverse (CALD) category of 'Speak a language other than English at home'.

The following performance measures are included following the formal transition of the SES from QFES (now known as QFD) on 3 June 2024.

Service Area: State Emergency Services							
Performance measures	Notes	Strategic Plan	2023-24 SDS	RoGS	2022-23 Actual	2023-24 Target /Estimate	2023-24 Actual
Engagement levels for volunteers from the State Emergency Services	1,2				84%	80%	87%
Percentage of statewide State Emergency Services volunteers that meet minimal operational training requirements	1,3				74%	65%	84%

Key

RoGS – Report on Government Services

SDS – Service Delivery Statement

Strategic Plan – Queensland Police Service Strategic Plan 2023-2027

Notes:

1. This service standard was previously presented in the QFES 2023–24 SDS and 2022-23 Annual Report. It is reported here due to the formal transition of the SES from QFES to the QPS from 3 June 2024.
2. The service standard is sourced from the Volunteering for Queensland Survey conducted annually that is run concurrently with the whole-of-government Working for Queensland Survey of Queensland public sector employees. The measure is retained from the 2023–24 QFES SDS and 2022-23 QFES Annual Report. The volunteer survey was undertaken in September 2023, prior to the transition to QPS.
3. This measure represents the percentage of active SES volunteers who have completed the most common minimum training competency of Storm Damage Operations and have a current Storm Damage Operator appointment.

Jack's Law – Trial of police powers to scan for knives

On 2 April 2023, the *Police Powers and Responsibilities (Jack's Law) Amendment Act 2023* commenced. Jack's Law is an extension of the 12-month trial on the Gold Coast that provided police with the power to stop and scan persons for knives using a handheld metal detector in the two safe night precincts.

Following the success of the initial 12-month trial, Jack's Law:

- was extended to 30 April 2025
- increased the scope of the relevant places for scanning to include all 15 safe night precincts and all public transport stations, including public transport vehicles
- strengthened the criteria that a senior police officer must consider before approving the use of a hand held scanner in a particular relevant place.

A Bill to extend Jack's Law trial to 30 October 2026 and authorised locations was introduced on 1 May 2024 and will take operational effect on 1 September 2024. The expansion to Jack's Law will authorise metal detecting wands in new locations including shopping centres, sporting precincts, licensed premises, entertainment venues and high-risk retail outlets where there have been prior offences.

During the reporting period from 1 July 2023 to 30 June 2024, the QPS recorded the following information:

- number of hand held scanner authorities issued: 5,077
- number of people who were required to submit to the use of hand held scanners under the authorities: 53,361
- number of knives or other weapons that were detected using hand held scanners under the authorities: 465
- number of times a power to search a person without a warrant was exercised under chapter 2, part 2, division 2 as a result of the use of hand held scanners under the authorities: 2,273
- number and type of charges made against persons as a result of the use of hand held scanners under the authorities: 2,492

The safe night precincts and public transport stations in which the authorities were issued were:

Safe night precincts (SNP)

Airlie Beach SNP	Fortitude Valley SNP	Mooloolaba SNP
Brisbane SNP	Gladstone SNP	Rockhampton SNP
Broadbeach SNP	Inner West Brisbane SNP	Surfers Paradise SNP
Bundaberg SNP	Ipswich SNP	Toowoomba SNP
Cairns SNP	Mackay SNP	Townsville SNP
Caloundra SNP	Maroochydore SNP	

Public transport stations

Altandi Railway Station	Milton Railway Station
Beenleigh Railway Station	Mitchelton Railway Station
Bowen Hills Railway Station	Morayfield Railway Station
Bray Park Railway Station	Mount Ommaney Shopping Centre Bus Stop
Broadbeach South Light Rail Station	Murarie Railway Station
Broadwater Parklands Light Rail Station	Murrumba Downs Railway Station
Burpengary Railway Station	Nambour Railway Station
Caboolture Railway Station	Narangba Railway Station
Capalaba Bus Exchange	Nerang Street Light Rail Station
Carindale Shopping Centre Bus Platform A	North Lakes Bus Platform
Carseldine Railway Station	Northcliffe Light Rail Station

Cavill Avenue Light Railway Station	Northgate Railway Station
Central Railway Station	Nundah Railway Station
Chermside Bus Interchange	Ormeau Railway Station
Cleveland Railway Station	Pacific Fair Bus Stop
Coomera Railway Station	Park Road Railway
Cultural Centre Bus Stop	Parkwood East Light Rail Station
Cypress Avenue Bus Stop	Petrie Railway Station
Darra Railway Station	Queen Street Light Rail Station
Fairfield Railway Station	Redbank Plaza Bus Stop
Ferny Grove Railway Station	Redbank Railway Station
Forest Lake Bus Stop	Redland Bay Marina Bus Stop
Fortitude Valley Railway Station	Richlands Railway Station
Gaythorne Railway Station	Robina Railway Station
Geebung Railway Station	Roma Street Railway Station
Goodna Railway Station	Rothwell Railway Station
Grand Plaza Dr Bus Stop	South Bank Bus Platform
Grovely Railway Station	South Bank Railway Station
Gympie Railway Station	South Brisbane Railway Station
Hastings Street, Noosa Heads Bus Exchange	Southport Bus Stop
Helensvale Railway Station	Southport Light Rail Station
Hemmant Railway Station	Southport South Light Rail Station
Inala Bus Stop	Springfield Central Railway Station
Indooroopilly Railway Station	Springwood Bus Station
Ipswich Railway Station	Strathpine Railway Station
Kallangur Railway Station	Toowong Railway Station
Keperra Railway Station	Townsville Shopping Centre Bus Stop
Kingston Railway Station	University of Sunshine Coast Bus Stop
Kippa Ring Railway Station	Upper Mount Gravatt Bus Platform
Lawnton Railway Station	Varsity Lakes Railway Station
Logan Hyperdome Bus Interchange	Victoria Point Central Bus Platform
Loganlea Railway Station	Willows Shopping Centre Bus Stop
Mango Hill East Railway Station	Woodridge Railway Station
Mango Hill Railway Station	Woolloongabba Bus Platform
Manly Railway Station	Wynnum Central Railway Station
Maroochydore Bus Platform	Yeronga Railway Station

Key highlights for 2023-24

This section reports on the objectives of the QPS Strategic Plan 2023-2027. To drive delivery of its objectives, the QPS focuses on four main strategies to make Queensland the safest state:

- *Our people* to build a connected, engaged and job-ready workforce, with the health, wellbeing and safety of our people a priority
- *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
- *Our community* to build a safer Queensland.

The below is a snapshot of the key performance highlights from 2023-24 and is not representative of all work undertaken during the reporting period. For more information and to keep up to date with QPS news, follow QPS on social media or the mypolice blog refer to page one.

The QPS celebrates 160 years

On 1 January 1864, Lieutenant David Thompson Seymour, previously of the 12th (East Suffolk) Regiment of Foot became the first Commissioner of the newly inaugurated Queensland Police Force.

The then Commissioner Seymour was responsible for creating the detective force in 1864, sending Indigenous trackers to Victoria in 1880 to assist in the hunt for Ned Kelly and incorporating the Water Police into the force in 1893.

When Commissioner Seymour retired in 1895 (after 31 years of service) the Queensland Police Force had grown to 907 officers. In 1990, the Queensland Police Force evolved into a Queensland Police Service and has added many specialist units including the Dive Squad, the Mounted Police Unit and the Dog Squad, Police Air Operations, Forensic Crash Unit and the Financial and Cyber Crime Group.

The QPS now employs more than 17,000 members, among them police officers, police liaison officers, protective services officers, watchhouse officers and staff members as well as the newly transitioned staff and volunteers from SES and MRQ.

Operation Whiskey Legion launched

The QPS launched Operation Whiskey Legion (OWL), a major multi-level, high visibility operation to reduce crime and strengthen community safety across Queensland. Focusing on various crime categories including vehicle theft, property crime, robbery, assault and DFV, OWL involves the deployment of additional police to districts, joining forces with, and supporting local officers on the ground targeting a range of local crime issues. OWL expands crime prevention strategy initiatives such as Bring the Beat where members of the community can request deployment of a Mobile Police Beat to their local area. OWL was established to drive down crime in hotspot locations across Queensland, ensuring the community is safe and feels safe. It involves specialist police from a range of areas including Road Policing Command, Crime and Intelligence Command, Operations Support Command, Forensic Services, and Crime Prevention joining forces with local police to target high-risk crime in the area.

Since its inception in April 2024 to 30 June 2024, OWL resulted in:

- 2,072 adult offenders being charged with 4,918 serious criminal, drug, traffic and DFV related offences
- 441 youth offenders being charged with 1,307 offences
- 2,183 hotspot patrols
- 1,652 wandings
- 21,855 proactive interactions with the community

- 3,521 direct victim engagements.

Protecting victims of domestic and family violence

The QPS is committed to embracing new ideas and innovation to strengthen its capability to prevent, disrupt, respond to and investigate DFV. In 2023-24, the QPS Domestic, Family Violence and Vulnerable Persons Command (DFVVPC) commenced several initiatives including:

- supporting the DFV Video Recorded Evidence (VRE) trial in Ipswich and Gold Coast Districts to support video statements from adult victims to be used as evidence-in-chief. Consultation is ongoing to expand the trial for a further one-year period
- continuing to partner with the Department of Justice and Attorney-General (DJAG) and DFV support services to trial integrated DFV responses. This includes embedding a police officer within two DFV support services, developing a DFV co-response model to be trialled in Cairns, and embedding DFV practitioners in police stations across Queensland
- increasing the number of Domestic Family Violence Coordinator (DFVC) positions within the Brisbane Police Communication Centre (PCC) to provide near to 24-hour, 7 day per week support to frontline police responding to DFV incidents across the state. The DFV Advisory Unit receives approximately 3,000 calls a year from frontline officers requesting DFV-related advice
- supporting the expansion of High-Risk Teams (HRTs) across Queensland with the Townsville and Redlands HRTs now operational. This brings the total number of HRTs to 11 across the state
- reviewing and updating DFV-related documents, policies and procedures to prominently and clearly acknowledge that DFV can affect any person regardless of race, gender, age, beliefs, religion or socioeconomic or cultural background. The causes of DFV are complex, multi-faceted and influenced by broad and intersectional criminal justice, health and social issues. While any individual can be a victim of DFV and it can occur in any relationship, the evidence clearly demonstrates DFV is overwhelmingly a gendered issue embedded in structural inequalities and power imbalances with the rate of DFV committed against women and children of all ages, significantly higher than the rate against men
- developing a standardised and consistent approach to review specific DFV occurrences. Adopting a risk-based approach, a review is required to be completed in relation to specific DFV occurrences by an Officer in Charge (OIC) of a station (or delegate) in a timely and regular manner. Members have been supported by the development of bespoke dashboards, purpose-built tasking capabilities, and structured tools to support decision-making. A specialist DFV officer is required to review a gendered application to ensure the person most in need of protection is identified and protected
- developing a guide to support decision making of members to ensure the person most in need of protection is identified when responding to DFV where dual allegations of violence are identified. The tool is reflective of national and international principles and draws attention to perpetration tactics, and manipulation that seeks to cloud the appropriate identification of victim-survivors
- 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 DFV in Queensland, and recommendations from the Independent Commission of Inquiry into QPS responses to domestic and family violence.

Annually in May, the QPS highlights the importance of Domestic and Family Violence Prevention Month (DFVPM), raising awareness of DFV behaviours and highlighting the role of all Queenslanders in ending DFV. Throughout this month the DFVVPC enhances awareness of DFV through engagement opportunities with the community along with supporting internal stakeholders such as HRTs, DFV Coordinators and Domestic Family Violence and Vulnerable Persons Units with local DFVPM initiatives. Throughout May 2024, activities included participation in candle lighting ceremonies, Red Bench Project initiatives, as well as awareness

walks and sporting events. DFVPM concluded with a strong representation of QPS members at Challenge DV's, Darkness to Daylight 2024 event, of which the QPS has been a long-term major sponsor. These activities send a clear message that DFV in Queensland will not be tolerated.

DFV prosecutor training

In October 2023, QPS Prosecution Services developed a DFV online learning product (OLP) specifically for prosecutors. The training was designed to up-skill prosecutors in DFV law generally and highlight recent legislative changes that are relevant to the making of domestic violence orders and to the prosecution of DFV-related offenders. The training encompasses:

- the nature and impact of DFV
- evaluating whether domestic violence order applications comply with the relevant legislative requirements
- applying relevant policies and procedure to children involved in DFV proceedings
- conducting domestic violence court proceedings in accordance with the *Domestic and Family Violence Protection Act 2012* and the Domestic and Family Violence Protection Rules 2014
- applying relevant provisions of the *Evidence Act 1977* to ensure the safety and support of victim-survivors of DFV
- applying rules of evidence in a trial for the criminal breach of domestic violence orders, police protection orders, or release conditions
- trauma-informed practices and awareness of vicarious trauma
- cultural, spiritual and identity-related considerations for victim-survivors
- referral and support services and how to make a referral.

The OLP training participation rates as at 30 June 2024 are:

- 240 prosecutors completed the training
- 43 prosecutors partially completed the OLP (i.e. commenced the OLP but have not finished)
- 49 prosecutors had not commenced the training.

Referral services to support vulnerable persons

The QPS has many strategies to prevent, disrupt, respond to and investigate DFV in Queensland. The Queensland Police Referral Service allows officers to connect at-risk and vulnerable persons with over 500 external support providers covering multiple different vulnerabilities including DFV, mental health, homelessness, and victim support.

Key achievements for 2023-24 included:

- making occurrence summary information mandatory in referrals, in response to service provider feedback. This change has enabled QPS members to share further information to assist service providers in providing support
- working in collaboration with areas of the agency to embed Police Referrals training
- development of a DV referral enhancement strategy and action plan, and progressing discussions with different areas of the service regarding possible enhancements
- assisting in the development of an improved Police Referral process through QLITES
- streamlined business processes, documentation, and business guidelines.

Police response to mental health

The QPS State Mental Health Team (SMHT) continues to work with its partners in Queensland Health and Queensland Ambulance Service to provide the most appropriate prevention, intervention, and resolution responses to mental health. This includes mental health related transports, including the return of persons who are absent from treatment and care. The team has collaborated on the production of online interactive process guides for frontline police. QPS is committed to developing partnerships and have done so in conjunction with Primary

Health Network (PHN) services to trial community led Safe Spaces as an appropriate pathway to support persons in crisis, as an alternative to hospital transport.

To maintain currency and effectiveness of responses, the QPS via the SMHT continue to collaborate and consult with organisations who represent individuals with lived experience of mental health conditions and suicide.

Further to this, the QPS and Queensland Health collaborated and jointly hosted the first 'Mental Health Consumer Response Intersection Symposium'. The symposium provided the opportunity for frontline members to discuss the day-to-day issues and challenges experienced, with a focus on the journey of mental health consumers. The event was organised collaboratively with Queensland Health, Mental Health Intervention Co-ordinators (MHICs). Attendees reported developing a greater understanding of processes in line with policy and legislation, facilitating the strengthening of relationships with QPS districts and Hospital and Health Services.

Disaster management reformed

In October 2023, the Emergency Management and Coordination Command (EMCC) was established following significant reform to Queensland's disaster management arrangements. This resulted in several other disaster management functions transitioning from QFD to the QPS, including:

- the overarching responsibility for disaster management functions including the State Disaster Coordination Centre (SDCC), the State Watch Desk and associated capabilities
- Emergency Management Coordinators who provide a vital link to local disaster management groups through provision of disaster training programs and disaster exercises for seasonal readiness
- Public Information and Warnings Unit (PIWU) transitioned to EMCC on 30 May 2024 and are responsible for the Australian Warnings System (AWS) for cyclone, storm, flood, and other events previously managed by QFD. However, bushfire AWS remains with the QFD.

The EMCC supports disaster response and coordination and provides strategic direction and oversight for statewide disaster management, supporting disaster operations to ensure the Queensland community is kept safe and is supported. This includes:

- working in partnership with disaster management stakeholders to deliver a high standard of disaster management policy and planning related services and functions
- enhancing capability through exercises, disaster management training and maintenance of disaster management systems
- providing effective operations of the SDCC and coordination of the operational response to disaster events, including a 24/7 emergency management notification, monitoring and reporting function for disaster management stakeholders.

During 2023-24, the SDCC was activated on eight occasions responding to:

- Southern and Northern Queensland Bushfires from September to November 2023
- Severe Tropical Cyclone Jasper in December 2023 which was the first severe tropical cyclone in the Australian region for the 2023-24 season
- South-East Queensland severe storms and rainfall during December 2024
- Severe Tropical Cyclone Kirrily in January 2024 and the severe weather events that followed
- Tropical Cyclone Lincoln in February 2024
- Tropical Cyclone Megan in March 2024.

Youth Crime Taskforce continues to deliver

The Youth Crime Taskforce was established in January 2023 to spearhead the Queensland Government's response to youth crime. The Youth Crime Taskforce works in collaboration with our partners in government and community to tackle the complex causes of youth crime. The Youth Crime Taskforce is concentrating on delivering across four priority areas:

- stopping reoffending: providing a timely response to youth offending through strong enforcement action
- breaking the cycle: working with our partners and community to help young people break the cycle of offending
- prevention and early intervention: working with our partners and community to intervene early and prevent youth crime
- support for victims: through the QPS Victim Response Framework, continuing to deliver consistent, professional responses to victims of youth crime, by way of victim-centric and trauma-informed practices.

Key achievements for 2023-24 include:

- since inception in May 2023 to 30 June 2024, Taskforce Guardian completed 82 deployments, providing immediate support to local police tailored to the location requirements. Primarily focusing on high-risk youth offending, Taskforce Guardian deployments have resulted in 604 young people being diverted from the court system, while 1,467 young people have been charged with 4,566 offences (refer page 42 for more information)
- commencing mid-2023, an elite team of QPS intelligence officers, known as the Digital Intelligence and Community Engagement (DICE) team, is successfully targeting youth offenders' online activities. DICE provides enhanced identification of offenders and victims through social media and other community platforms as well as improved reporting and recording of criminal offences, including the use of information to apprehend and prosecute offenders. Since its inception to 30 June 2024, DICE has been instrumental in assisting police officers to identify and charge more than 220 young people with the aggravating factor of social media boasting. Additionally, the team has submitted 24 requests to social media platforms to remove content that celebrates criminal activity, breaches the *Youth Justice Act* provisions or encourages vigilante responses from the community
- the launch of Operation Unison, a boots-on-the-ground style high visibility police operation, to deter and disrupt offending in crime hotspots. Since commencement in March 2023, police have charged over 5,000 young people with more than 9,000 offences.

Youth Co-Responder Teams unite for forum with unique focus on early intervention and prevention

Youth Co-Responder Teams (YCRTs) are a joint initiative between the QPS and Department of Youth Justice with teams connecting with young people who have contact, or are at risk of having contact, with the justice system. The QPS established YCRTs in Ipswich and South Brisbane in July 2023 and have commenced preparations to expand into both the Sunshine Coast and South-West Districts from late 2024, bringing the number of YCRTs to 15 and covering each police district across the state.

In October 2023, the QPS and Department of Youth Justice facilitated a two-day forum for YCRTs from across Queensland with a key focus on cross-agency collaboration. The forum provided an opportunity for YCRT members to apply their combined skills and capabilities and to share their stories of success and opportunities to improve the ways YCRT engages young people to disrupt the cycle of youth offending.

As at 30 June 2024, YCRTs across the state have conducted more than 98,600 engagements with at-risk young people, and over 120,500 engagements with their families and stakeholders, helping re-engage them with education, obtain employment, maintain compliance with bail conditions and engage with social programs.

Road policing and the Fatal Five

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 ensuring the safety of all road user and pedestrians to keep Queenslanders safe and reduce lives lost on our roads through targeted covert and high

visibility policing operations to detect drivers under the influence of alcohol and/or drugs. In 2023-24, the QPS conducted:

- over 1.7 million random breath tests which detected more than 15,000 drink driving offences
- over 59,000 roadside drug tests which detected approximately 12,500 drug driving offences.

Mobile Police Beats deployed across the state

In keeping with 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, the QPS has deployed 20 mobile police beats (MPB) across the state (as at 30 June 2024). The MPBs are available in North and South Brisbane, Logan, Ipswich, Gold Coast, Townsville, Moreton, Wide Bay Burnett, Darling Downs, Far North (Cairns), and Sunshine Coast Districts as part of a new local policing strategy. MPBs are the way of the future, delivering a highly visible policing presence when and where they are operationally needed.

The MPBs are equipped with police technology and equipment to provide a suite of services with the added advantage of mobility and flexibility to move around the local area, increasing visibility of the police presence and capability.

End Knife Violence – knife crime prevention campaign

The Queensland Government and the QPS are committed to reducing knife crime in Queensland by working with the community to implement important preventative measures and raise awareness of new retail restrictions on knives and other items.

The education campaign is being delivered in phases:

- Phase one, launched on 29 May 2024, included extensive retailer engagement and community awareness of legislation changes prohibiting the sale of knives and other controlled items to minors through radio and social media advertising
- Phase two is on track to launch in November 2024 with a more comprehensive approach to educating and reassuring the community on the new laws and initiatives being undertaken by the QPS to curb incidences of knife violence
- Phase three includes a behaviour change campaign, after extensive research, targeting youth and aiming to raise awareness of the consequences of carrying knives to subsequently influence a change in the behaviour of young people.

Refer to page 33 for more information on Jack's Law statistics for 2023-24.

Delivery of PCYC Back to Basics Program

PCYC Queensland is dedicated to bettering the lives of young Queenslanders through delivery of intervention, prevention, and diversion programs. PCYC works closely with local police, helping young people stay off the streets and keeping their communities safe.

The Queensland Government committed \$6 million in funding for the transition to a new PCYC operating model, which employed commercial managers for the overarching responsibility of club administration so police officers can focus solely on early intervention activities with young people.

A key aspect of the new model enhances the 'Back to Basics' approach and a renewed focus on program delivery including after dark programs and drop-in activities to assist in addressing youth crime issues in local communities.

As at 30 June 2024, all 42 commercial clubs transitioned to the new program-focused 'Back to Basics' model. The remaining 12 PCYCs are considered social clubs and did not transition. PCYC police officers now have an increased capacity to deliver early intervention diversionary programs.

Rollout of the School Support Officer (SSO) Program

The SSO Program delivers early intervention and engagement strategies within primary schools in partnership with the Department of Education, Catholic schools and independent schools. The SSOs focus is on adopting and implementing early intervention strategies whilst engaging at-risk young people to reduce victimisation, trauma, harm and the onset of offending behaviour.

The program also offers in-school delivery which engages with the families of young people enrolled in school who become disengaged with education. The SSOs provide referral options to support re-engagement, offer family support networks and act as a communication pathway between the schools and other QPS units.

The Strategic Steering Committee comprising representatives from QPS, Department of Education, independent and Catholic schools, continues to provide strategic oversight of the SSO Program implementation and the larger Policing in Schools Program.

As at 30 June 2024, there are 55 approved permanent SSO positions statewide.

Amber Alerts

The QPS values the information and assistance received from members of the public and strives 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 2023-24, five Amber Alerts were issued with all children safely located. Evidence shows the Amber Alerts played a significant role in the safe recovery of these children.

Queensland Police Pipes and Drums (QPPD) music program breaking down barriers with at-risk young people

The QPPD was established in March 1958 and consists of QPS police officers and staff members who perform at official engagements such as police inductions, National Police Remembrance Day, ANZAC Day and Government House events. QPPD is dedicated to strengthening and maintaining positive relationships between police and the community through musical performance and community engagement. This includes regular performances at charity and community events, festivals, shows in the southeast corner and visits to regional locations across the state for conferences and special events such as NAIDOC Week. QPPD also visits hospitals, nursing homes, retirement villages, schools and youth clubs – working with other police districts and various groups in the areas of community engagement and crime prevention.

Queensland Police Museum (QPM) celebrates 130 years

In November 2023, the QPM commemorated 130 years of preserving law enforcement history, educating, and honouring the dedication of those across the state who serve the community. The QPM was established on 27 November 1893 with a memorandum sent by the Police Commissioner to all officers in charge of police stations, asking them to send in any items they might find interesting. At the time the Museum was not open to the public and was initially used to educate police officers and recruits.

In 1979, the QPM was first opened to the public and now includes 25 displays, including unsolved cold cases, an interactive crime scene, women in the police and other exhibits detailing the history of policing across the past 160 years.

The museum actively documents, collects and preserves the rich depth of history that describes policing in this state. The museum describes today's innovative, progressive and responsive QPS. The QPM utilises resources, exhibitions and public programs to investigate and compare

issues faced by police officers of times past and of today. The Museum also hosts public programs, including educational lectures and monthly presentations featuring guest speakers from historical and crime-solving fields.

In 2023-24, over 6,200 members of the public and 121 school and adult groups visited the QPM.

More arrests by the Organised Crime Gangs Group (OCGG)

During 2023-24, the OCGG (which includes Taskforce Maxima, a specialised tactical capability statewide to conduct proactive patrols, targeting, investigating and disrupting organised crime gang activities) worked in partnership with police districts, other Australian policing jurisdictions and Commonwealth agencies to target crime linked to organised crime gangs (OCG), including OMCGs, to protect the community through prevention, disruption, response to, and investigation of gang related crime. This collaboration resulted in:

- 805 OCG participants arrested on 4,357 charges
- 141 official consorting notices issued, deterring recognised offenders from establishing, maintaining and expanding criminal networks
- 20 persons charged with wearing gang related prohibited items (16 persons for 10C(1) and 4 for 10C(2)).

The QPS remains committed to reducing OMCG recruitment, membership and community harm through the QPS Gangs Exit program. Since its inception in July 2020 to 30 June 2024, 71 former OMCG members have joined the program and gained access to tailored support services including drug and alcohol, employment and training, mentoring, family relationships and mental health services through community partners.

Protecting our children

The Argos Unit is principally responsible for the investigation of organised child exploitation, including technology-facilitated offences 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 technology-facilitated crimes against children.

During the reporting period, Argos investigators:

- contributed to the identification of 331 children in circumstances of sexual harm nationally and internationally
- arrested 58 child sex offenders on 618 criminal charges
- referred 213 cases to law enforcement agencies nationally and internationally.

Increased deployments of Taskforce Guardian

Taskforce Guardian (TFG) was established in 2023 to target high-risk youth offending and provide immediate support to local communities across Queensland. TFG provides a statewide surge capacity, supplementing local resources and working with key support services focusing on health, education, disability services and First Nations initiatives.

Since 30 June 2023, TFG conducted more than 80 deployments in various locations across the state including Gold Coast, Cairns, Mt Isa, Toowoomba, Townsville, Rockhampton, Gladstone, Logan, Wide Bay Burnett, and North and South Brisbane.

TFG provides a targeted, highly visible surge capacity to police regions and Youth Justice Service Centres (YJSC) addressing high-risk youth offending and using evidence-based practices to work with partner agencies such as the Department of Youth Justice to address risk and causal factors of youth crime. The outcomes in collaboration with the Department of Youth Justice include:

- increasing public safety and community confidence
- reducing re-offending
- reducing the overrepresentation of First Nations young people in the youth justice system

- diverting young people from the youth justice system where appropriate
- linking young people and their families to services that can provide early intervention services
- supporting the local implementation of change orientated programs.

QPS hosts Queensland's first Leadership in Counter-Terrorism Conference

In October 2023, the QPS hosted Queensland's first Leadership in Counter-Terrorism Alumni Association (LinCT-AA) Conference in Brisbane, bringing together leaders from national and international law enforcement and intelligence agencies.

Attendees represented multiple agencies including law enforcement, government agencies, intelligence services and universities, who came together to share information on combatting terrorism locally, nationally and internationally. A key topic for 2023 was strengthening public trust and the importance of enhancing community safety, with this year's theme focusing on 'knowledge, power, unity'.

More than 40 expert speakers addressed current issues surrounding counter-terrorism including artificial intelligence, masculinity and violent extremism, the prevention of targeted violence and working with terrorist and extremist offenders.

QPS hosts Australia and New Zealand Government Protective Security Forums

The QPS Security and Counter-Terrorism Command hosted the inaugural two-day Australia and New Zealand Government Protective Security Forum (ANZGPSF) in November 2023. The theme of the forum was 'Enhancing Confidence in Government through Protective Security' reflecting the need for government agencies at all levels to have a robust protective security framework in place to enhance resilience to security threats and build community trust in Government to deliver services into the future.

Representatives from other jurisdictions including New South Wales, Victoria, Tasmania, South Australia, Northern Territory, Australian Capital Territory and New Zealand attended the forum. More than 10 guest speakers addressed issues on contemporary security threats, global and cyber disinformation and misinformation, anti-government movements, and impacts on governments and protective security responses.

In addition to hosting the ANZGPSF, the QPS continued to host a series of Protective Security Forums across the state in support of 'Australia's Strategy for Protecting Crowded Places from Terrorism'. Eleven forums were delivered between February and May 2024 in Gold Coast, North Brisbane, South Brisbane, Ipswich, Toowoomba, Moreton Bay, Sunshine Coast, Mackay, Townsville, Cairns and Mount Isa covering all seven QPS regions.

A total of 402 key owners, operators and managers of crowded places and critical infrastructure attended, receiving advice of the contemporary security environment and protective security strategies. The forums are designed to build resilience in the community against potential security and terrorism threats and enable engagement across government, industry and community sectors.

Authorisations made relating to a terrorist act or threat

Under 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 2023-24.

Dog Squad capability

The QPS Dog Squad is a specialist service that supports and enhances frontline policing with resources, training, development and readiness programs for general purpose and specialist services.

The purpose of all police dog squads is to provide an efficient and effective dog support capability through client engagement and the provision of a tactical advantage to frontline policing. The police dogs start their training from as early as eight-weeks-old and their personality and breed will eventually determine whether they become general purpose or detection dogs with the QPS.

Rocky, a German Wirehaired Pointer, is QPS's newest technology detection dog. Rocky graduated from his course in early 2024 and is trained to find technology devices such as phones, SD cards, USB storage devices or anything that has a storage capability. The QPS continues to grow this capability which will see recruit dog Blade – a 10-month-old German Shepherd to be the next trained in technology detection. These dogs are used to assist investigations with the location of devices which can provide evidence in relation to a variety of offences.

The QPS is boosting its operational capability with eight additional police dogs and their handlers being deployed across Queensland throughout 2024. This boost in capability aims to assist frontline officers in tracking down offenders and improve community safety. Two police dogs and their handlers were deployed in early 2024 to the Ipswich and Darling Downs Districts. A further three police dogs and their handlers will be deployed in July 2024 and the remaining three will commence their training in late 2024.

Engagement of the Mounted Police Unit

The Queensland Mounted Police Unit provides a capability that supports frontline policing and is one of the longest serving units in the history of the QPS.

The Mounted Police Unit has a diverse skillset primarily designed to assist frontline police through operations, action plans, protest activity and community engagement.

During 2023-24, the Mounted Police Unit:

- deployed to 117 operations resulting in 101 arrests, 207 charges, 600+ RBT's, 504 street checks, and 26 Traffic Infringement Notices
- participated in 24 community engagement events including deployments to Townsville, Tara Show, Meandara, Stanthorpe, Warwick, Kilkivan and Brisbane festivals
- participated in ceremonial events including the ANZAC Day March, Governors Escort Brisbane Exhibition and QPS Remembrance Day.

QPS's eye in the sky

The two POLAIR helicopters, based in Brisbane and Gold Coast, provide tactical aerial support to police operations, improve officer and community safety and enhance 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 2023-24, the two POLAIR helicopters:

- were the first police resource on scene for 1,053 reported incidents
- were responsible for monitoring and recovering more than 376 stolen vehicles, aided by contemporary equipment and technology
- assisted with 139 searches, including missing persons, assisted by state-of-the-art night vision and infra-red technology
- assisted in the location of 1,228 offenders, including 353 young offenders
- attended 254 serious domestic violence incidents as a first response capability and have been involved in containing or locating 193 respondents.

In addition, the QPS utilise the Remotely Piloted Aircraft Systems (RPAS) capability for investigations, intelligence gathering and incident response. During 2023-24, the POLAIR RPAS Unit authorised the deployment of remotely piloted aircraft within Civil Aviation Safety Authority (CASA) guidelines for 1,742 operational flights.

In July 2024, three new Bell 429 helicopters will commence operations as part of the POLAIR fleet. The new helicopters will replace the previous two helicopters and will enhance the aerial capabilities across South East Queensland with vastly improved safety, technology, camera and night vision capabilities, ensuring the officers are equipped with the latest, state-of-the-art instruments to assist their crime fighting capabilities and responses to critical incidents.

The new police aerial assets are just the beginning of the QPS aerial capability expansion across the state, with the Queensland Government announcing and funding the police aerial capability for Townsville, Cairns/Far North and the Sunshine Coast/Wide Bay regions. The QPS commenced an interim aerial observation arrangement with a local helicopter provider in Townsville in December 2023 with processes underway to make this a permanent POLAIR capability. This arrangement provides the QPS with aerial assistance in tracking stolen vehicles, arresting offenders and locating missing persons.

In 2024-25, the QPS will have:

- three helicopters for South East Queensland
- two for Townsville
- one for Cairns
- one for Sunshine Coast/Wide Bay.

Protecting Queensland's waterways

The QPS helps make Queensland the safest state by patrolling not only on our roads and in the sky, but on our waterways too. The Queensland Water Police provides specialist support focusing on maritime incidents and operations, including:

- maritime safety, education 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
- flood operations, community safety patrols, and logistical tasking in disaster events
- search and rescue, with over 1,000 operations (land and marine) undertaken annually
- a dedicated statewide Dive Unit with over 100 operational deployments each year
- intercepting international and interstate vessels arriving in Queensland in collaboration with marine partners
- assisting with Queensland major events, security enforcement of military exclusion zones during planned exercises and international ship security during port visits
- providing a policing response to members of the community in remote locations including Torres Strait, Yarrabah, Palm Island and Mornington Island
- joint operations with our marine partner agencies including Maritime Safety Queensland, Australian Maritime Safety Authority, Great Barrier Reef Marine Park Authority, Queensland Boating and Fishing Patrol and Queensland Parks and Wildlife Service
- joint operations with other policing agencies and jurisdictions in the marine space
- working in partnership and supporting our volunteer marine partners in the transition to Marine Rescue Queensland.

The Water Police operates from 11 main water police bases across Queensland, including Thursday Island, and has a fleet of 64 vessels to ensure the safety of the marine community.

Launch of the Police Multicultural Advisory Group

In January 2024, the QPS launched the Police Multicultural Advisory Group (PMAG). Twelve community leaders from diverse backgrounds and experiences were selected to form the inaugural membership of the group and it is chaired by the Commissioner. The current membership of the PMAG brings together diverse cultural, faith, ethnic, migrant, academic, vocational and lived experiences. The PMAG supports the continued enhancement of cultural responsiveness of the QPS by providing strategic advice on matters impacting cultural communities. The inaugural meeting was held on 23 January 2024 at Police Headquarters in Brisbane.

The establishment of the new Police Multicultural Advisory Group is the Service's next chapter of building on existing partnerships and relationships and is part of a larger commitment through the QPS Multicultural Action Plan 2022-2024 in identifying opportunities for

improvement and ensuring the Service enhances its ability to support and respond to community needs in an operationally effective and culturally sensitive manner.

Establishment of the QPS First Nations Division

The QPS First Nations Division was established on 1 November 2023 and is dedicated to building cultural safety and capability, trust, transparency and strengthening relationships between the QPS and First Nations communities across Queensland. This is achieved by sharing information and developing initiatives in a collaborative approach to prevent harm and together develop a safer Queensland for everyone.

The division acknowledges, embraces, respects and celebrates the First Nations peoples of Queensland and delivers specialist capabilities to strengthen trust and confidence among its people and the community it serves. The division provides strategic oversight and guidance to police districts on their strategies, practices and issues to ensure a First Nations lens is applied. It shares, develops and champions strategies to drive change across the QPS and provides high-level advice to QPS senior leadership teams within districts to ensure the QPS strategic direction is aligned with the service delivery needs of First Nations peoples and communities.

The division includes First Nations members who bring extensive policing and cultural knowledge and through their passion and lived experiences, drive transformative change.

Commissioner hosts Mayors Summit 2024

The First Nations Mayors Summit, hosted by the Commissioner of Police, provides an opportunity for the mayors and council representatives from discrete communities and the Torres Strait Islands to raise any community concerns directly with the Commissioner, executive leaders and external guests from across government.

The Summit also provides an opportunity for the QPS to share information and discuss current and emerging policing challenges that are impacting our communities across Queensland and work in partnership to address these challenges.

The First Nations Division is currently in preparations for the 2024 Mayors Summit which is scheduled for 20-21 August 2024.

Celebrating NAIDOC Week 2023

The QPS celebrated NAIDOC Week from 2 to 9 July 2023, supporting the national theme of 'For Our Elders'. This theme recognised Elders that continue to play an important role in our communities and First Nations families as teachers, leaders and advocates, as they are the holders of cultural knowledge. On Tuesday 4 July 2023, the QPS hosted a flag raising ceremony at Queensland Police Headquarters in Brisbane. The Aboriginal and Torres Strait Islander flags were raised outside Queensland Police Headquarters in a brief community ceremony, followed by a private, invitation-only morning tea, bringing together approximately 70 representatives from First Nations communities, government representatives and QPS Executive members.

QPS is Reframing the Relationship to support Path to Treaty

On 27 May 2024, the QPS Reframing the Relationship Plan (the Plan) was published. The Plan is required under section 21(2) of the *Public Sector Act* and contributes to the delivery of the Queensland Government Reconciliation Action Plan 2023-2025, Queensland's Path to Treaty, and the National Agreement on Closing the Gap Queensland's Implementation Plan.

Governance

Executive Management profiles

The QPS Senior Executive Team is comprised of the following members (as at 30 June 2024):

Steve Gollschewski APM

Commissioner

The Commissioner is responsible for the efficient and proper administration, management and functioning of the QPS.

The Commissioner provides the business direction and represents the organisation at local, community, state, national and international forums as well as ceremonial functions.

The Commissioner is a Chairperson, Council Member and Board Member on numerous national boards, committees and professional organisations. He also performs the role of Patron and Ambassador for a number of police and community groups.

Significantly, the Commissioner is a representative on the Australian Criminal Intelligence Commission, Australia New Zealand Policing Advisory Agency and Australian Institute of Police Management Boards.

Shane Chelepy APM

Deputy Commissioner, Disaster and Emergency Management

The Deputy Commissioner, Disaster and Emergency Management is responsible for overseeing the operations for disaster response in Queensland through the Emergency Management Coordination Command. The Deputy also oversees the Olympics and Paralympic Games Group, the SES and the MRQ.

Deputy Commissioner Chelepy is the appointed State Disaster Coordinator along with performing other key governance roles including board member of the Queensland Reconstruction Authority and other state and national committees.

Cheryl Scanlon APM

Deputy Commissioner, Specialist Operations

The Office of the Deputy Commissioner Specialist Operations (DCSO) is responsible for expert specialist and investigative support, advice, and direction in all areas of crime, counter-terrorism, ethical standards, intelligence and other specialist operations. Portfolios within the DCSO responsibility include the Crime & Corruption Commission (Police Group); Crime and Intelligence Command; Ethical Standards Command; Internal Audit; Legal Division; Office of the Chief Risk Officer and Security & Counter Terrorism Command. Each portfolio provides expert specialist, technical, logistical and operational support and advice to policing activities statewide to prevent, disrupt and investigate crime.

Cameron Harsley APM

Deputy Commissioner, Regional Services

The Deputy Commissioner Regional Services portfolio is responsible for the coordination and delivery of policing services attributed to Operations Support Command, Road Policing and Regional Support Command, Domestic, Family Violence and Vulnerable Persons Command, People Capability Command, Communications, Culture and Engagement Division, First Nations Division and the DFV and DNA Reform Program Office. These portfolios deliver a range of expert specialist, technical, training, logistical and operational support and advice to enhance frontline policing activities statewide.

Mark Kelly APM

Acting Deputy Commissioner, Regional Operations and Youth Crime

The Deputy Commissioner Regional Operations and Youth Crime (DCRO&YC) portfolio oversees operations associated with all regions (Far Northern Region, Northern Region, Central Region, North Coast Region, Brisbane Region, Southern Region, and South Eastern Region) and the Youth Crime Taskforce.

The Deputy Commissioner Regional Operations portfolio transitioned to the Deputy Commissioner Regional Operations and Youth Crime (DCRO&YC) portfolio on 30 October 2023. The new portfolio sought to amalgamate the entity of Youth Crime related operations with frontline Regional Operations. The new portfolio unites resources to ensure greater collaboration and planning to address future demand, including youth crime.

The Regional Operations and Youth Crime portfolio oversees policing priorities, not limited to youth crime, road safety, domestic and family violence and mental health; and a broad cross-section of policing environments, including rural, remote, metropolitan and First Nations communities, industry and mining, agriculture, and tourism.

Sinead McCarthy

Deputy Chief Executive, Strategy and Corporate Services

The Deputy Chief Executive, Strategy and Corporate Services is responsible for continuous improvement and review, organisational efficiencies, and better service provision to the Queensland community. The Strategy and Corporate Services portfolio has direct responsibility for Policy and Performance Division, Organisational Capability Command, Finance Division, Frontline and Digital Division, Human Resources Division, Digital Strategy Division, Safety Strategy Division and Health and Wellbeing Division.

The Deputy Chief Executive performs key governance roles on Boards and Committees including QPS Board of Management, QPS Audit, Risk and Compliance Committee, Executive Leadership Team, and the Demand and Capability Committee. The Deputy Chief Executive also chairs the Work Health and Safety Steering Committee (formerly known as the Our People Matter Strategy Steering Committee). Deputy Chief Executive McCarthy also represents the QPS on several state intergovernmental committees.

Mark Armstrong

Chief Officer, SES

Mark commenced as the inaugural dedicated Chief Officer for the Queensland SES on 5 February 2024. Mark has more than 25 years' experience in the Australian Defence Force (ADF) and major multi-national corporations. In 2022, Mark commanded the ADF response to the South-East Queensland floods.

Mark holds Master's Degrees in Business Administration, Arts (Strategy and Management), Human Resource Management and International Security Studies. He is currently in the final stages of completing a PhD examining the contribution and reform of a part-time workforce.

Tony Wulff

Chief Officer, MRQ

Tony Wulff was appointed as the first Chief Officer of MRQ on 19 February 2024. Tony has broad career experience spanning financial services, professional sport, and technology. Tony has a Bachelor of Business and is a highly respected executive with a broad range of skills and expertise in global enterprise strategy, execution, and capability development. His extensive experience in finance, technology, and professional sports has allowed him to deliver exceptional business outcomes in challenging and dynamic environments. Tony is

results driven with exceptional people leadership and problem-solving capabilities developed from experience in the technology, finance, and professional sporting industries.

Tony has over two decades' experience in transformational leadership across the public sector and marine industry. Through his professional yachting background, he has developed a unique perspective on cultural leadership and problem-solving, which has equipped him to provide innovative solutions to marine rescue, ultimately benefiting community safety. An International Yacht Master, Tony is passionate about the marine sector, bringing further direct and personal experience to this significant leadership role.

Geoff Waite

Independent Member

Geoff joined Queensland Treasury in 1984 and enjoyed a long career as a senior executive in Treasury, retiring in 2021 from his role as Head of Corporate. During that time, he worked in State Budget roles, as Director of Finance, Assistant Under Treasurer and Head of the Office of Government Owned Corporations. In the middle of this Treasury experience, he left for a number of years and worked in his own business providing management consulting services.

Geoff has a keen interest in risk management and in encouraging sound organisational and financial management. He has a Bachelor of Arts from the University of Queensland, a Bachelor of Business from QUT, is a Fellow of the Australian Institute of Management and a Graduate of the Australian Institute of Company Directors.

Dallas Stower

Independent member (commencing 13 May 2024)

Dallas has an extensive ICT/Digital career that commenced in 1982 with the Department of Defence. He has held several senior executive roles over the last 25 years and has extensive experience in successfully leading and managing large multi-disciplinary digital/ICT teams across a range of domains including cyber security, infrastructure management, data analytics, Artificial Intelligence, complex project and program management, ICT strategy and governance, telecommunications, and ICT Strategic Sourcing. He also has extensive financial management experience through his leadership of large government ICT organisations, commercialised business units and multiple \$100M+ ICT programs.

His past senior leadership roles include General Manager of CITEC, Queensland Rail Chief Information Officer and Deputy Director-General and Assistant Director-General roles across a range of Queensland Government Departments.

Jenny Walker

Independent Member (until 31 December 2023)

Jenny's working life of more than 45 years includes experience in public, private and not-for-profit organisations. Her public sector experience includes Commonwealth, State and Local Government agencies where she had 25 years' experience in line management and project management roles. While a salaried public sector employee, Jenny also served in the Army Reserve for 16 years in the Intelligence Corps. In her not-for-profit executive career, Jenny was the CEO of Legacy Australia Inc.

Since 1996 she has worked mainly as a management consultant helping public and private organisations in strategic and operational planning, performance review and change management, organisational reviews, corporate performance improvement, business planning, marketing, human resource strategy and management, and team development. These days her specialty is board and governance advisory.

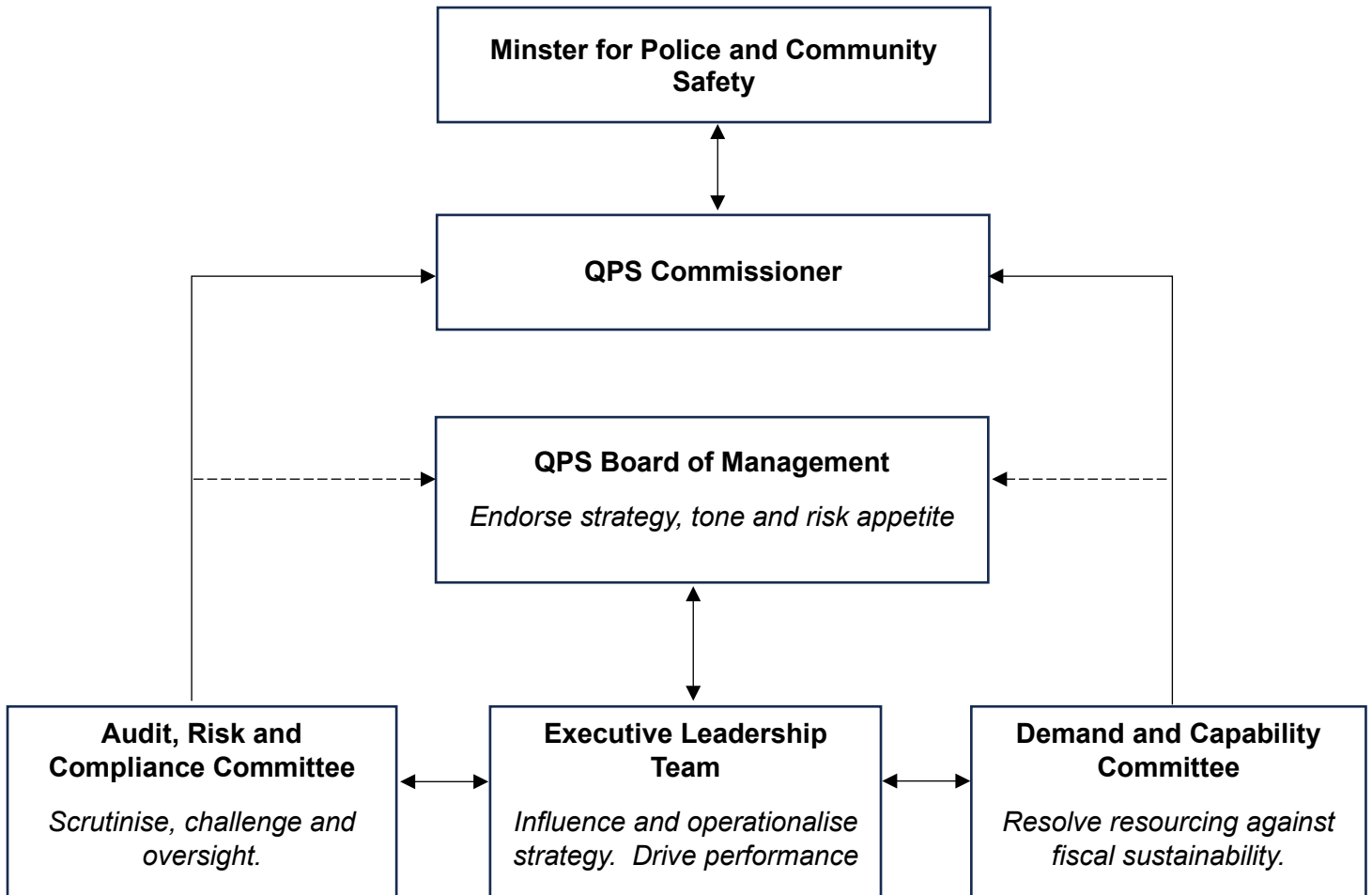
Jenny has served on several public sector and not for profit boards and committees and is currently the Chair of the Audit and Risk Management Committee and member of the Board

of Management for the Queensland Police Service. She is an Independent Director of Australian War Widows (Qld), Chair of the Service Personnel Anglican Help Society operating St George's Defence Holiday Suites and is also a Services Member on the Veterans' Review Board.

She is a graduate of the Australian Institute of Company Directors and has tertiary qualifications in Business (Marketing, Human Resources and Government), Market Research and a background in land and engineering survey drafting and cartography.

Boards and Committees

The QPS Governance Framework as at 30 June 2024:



QPS Board of Management (BoM)

The purpose of the BoM is to endorse strategy, tone, and risk appetite for the Service.

The role of the BoM is to support and provide expert advice and endorsement to the Commissioner in making key decisions that deliver strategic or Service-wide impact. In doing so, the BoM advises on and oversees performance against strategic and organisational priorities.

The BoM meetings are chaired by the QPS Commissioner.

The BoM meets quarterly or as determined by the Chair. In 2023-24, the BoM met on three occasions and considered 17 matters out-of-session.

The independent members collectively received \$10,624 in remuneration in 2023-24.

Board members

- Steve Gollschewski, Commissioner (Chair)
- Cameron Harsley, Deputy Commissioner, Regional Services
- Shane Chelepy, Deputy Commissioner, Disaster and Emergency Management and Youth Crime
- Cheryl Scanlon, Deputy Commissioner, Specialist Operations
- Sinead McCarthy, Deputy Chief Executive, Strategy and Corporate Services
- Mark Kelly, A/Deputy Commissioner, Regional Operations
- Geoff Waite, Independent Board member
- Jenny Walker, Independent Board member (to 31 December 2023)

Key outcomes for 2023-24

During 2023-24, the BoM overviewed and discussed strategic matters relating to financial reporting, human resources reporting, information communication and technology reporting, performance reporting and risk reporting. The BoM considered a number of significant matters including:

- Domestic and Family Violence Action Plan Reporting
- QPS 2024-2028 Strategic Plan
- QPS 2024-25 Operational Plan
- Workplace Health and Safety Management System Refresh Project
- Government Employee Housing Plan
- Client Management System Program
- QPS Wellbeing Strategy
- Organisational Insights Platform Data Lake Project
- replacement Fleet Management System
- additional funding for Body Worn Camera Live Streaming Capability
- psychosocial hazards
- QPRIME Niche Core Upgrade Project
- 2032 Olympic Games
- extension of recruit training course length
- QPS Environment Scan

- QPS digital intelligence and community engagement
- Enterprise Risk Management Framework.

QPS Demand and Capability Committee (DCC)

The DCC's purpose is to resolve resourcing against fiscal sustainability.

The role of the DCC is to:

- control the organisational prioritisation of resources in a fiscally sustainable manner
- direct and endorse strategies, plans, assessments and reviews to address resource capability planning and delivery and monitor performance to ensure benefits realisation
- lead and ensure continual application of the committee's responsibilities, including by requiring appropriate reporting
- identify and resolve any relevant emerging issues and trends relevant to its role.

The committee meets monthly or as determined by the Chair.

The DCC met on 9 occasions and considered 30 matters out-of-session in 2023-24.

Committee members

- Cameron Harsley, Deputy Commissioner, Regional Services (Chair)
- Cheryl Scanlon, Deputy Commissioner, Specialist Operations
- Sinead McCarthy, Deputy Chief Executive, Strategy and Corporate Services
- Shane Chelepy, Deputy Commissioner, Disaster and Emergency Management and Youth Crime
- Mark Kelly, A/Deputy Commissioner, Regional Operations

Achievements

In 2023-24, the DCC overviewed matters relating to finance, performance, human resources, ICT, assets, demand, crime, procurement, and projects. The DCC considered significant matters including:

- funding for organisational priorities
- work health and safety – service delivery model optimisation
- First Nations Division establishment
- QPRIME Upgrade Project
- machinery of government changes
- Client Management System Program
- capability framework
- Capital Works Program
- 2024-25 budget allocation and 5-year financial plan
- 2024-25 ICT Investment Plan
- financial sustainability
- improving network resilience for QPS radio services with Starlink
- digital evidence capability approach

- People Capability Command in-service accommodation funding
- honours and awards funding for Blue Heart Medal, Emergency Response Medal, Remote Service Medal and Canine Service Medal
- Protective Services Officer Program for First Nations communities

QPS Audit and Risk and Compliance Committee (ARCC)

The purpose of the ARCC is to scrutinise, challenge and oversee the Commissioners legislated management responsibilities.

This includes management responsibilities imposed on the Commissioner under the *Police Service Administration Act 1990*, the *Financial Accountability Act 2009* and the Financial and Performance Management Standard 2019.

The role of the ARCC is independent oversight for, and assurance to, the Commissioner and BoM relevant to:

- risk management, performance, policy settings and framework
- internal control and compliance environment
- financial performance, planning, compliance and integrity
- the internal and external audit functions.

The committee meets quarterly or as determined by the Chair. During 2023-24, the committee met on four occasions. The independent members collectively received \$10,801 in remuneration.

Committee members

- Geoff Waite, Independent Chair
- Dallas Stower, Independent member (from 13 May 2024)
- Jenny Walker, Independent member (to 31 December 2023)
- Sinead McCarthy, Deputy Chief Executive, Strategy and Corporate Services
- Matthew Vanderbyl, Assistant Commissioner, Organisational Capability Command
- Virginia Nelson, Assistant Commissioner, Ethical Standards Command

Achievements

During 2023-24, the ARCC provided strategic advice and support to the QPS BoM by considering matters of risk management, internal control and compliance, financial compliance, and auditing and reporting. The ARCC considered significant matters including:

- ARCC Charter and workplan
- QPS strategic risk register
- cyber security
- procurement
- health safety and injury management
- strategic risks and opportunities
- Ethical Standards Command annual inspections plan and compliance and inspections program findings
- fraud and corruption reporting, plan and policy

- QPS annual financial statements
- Queensland Audit Office reports
- Internal audit reports
- QPS Environmental Scan
- internal audit charter and internal audit plan.

QPS Executive Leadership Team (ELT)

The purpose of the ELT is to inform and operationalise strategy and monitor organisation wide risk and performance.

The role of the ELT is to:

- share strategic level information and work as a key mechanism of communication between the executive and the organisation
- problem solve through identification, investigation and analysis of strategic issues and risks
- operationalise decisions with a coordinated approach and consider factors which may impact solution implementation
- inform decision makers by acting as a consultative forum which provides different perspectives to key organisational risks and issues.

The ELT meets via video conference weekly and in person on a quarterly basis, or as determined by the Commissioner.

During 2023-24, the ELT met on five occasions (in-person) at various locations including Police Headquarters in Brisbane, Toowoomba, Spring Hill and Caloundra.

ELT members

The following were ELT members as at 30 June 2024, noting there were periods of time during 2023-24 that these positions were filled by another member:

- Steve Gollschewski, Commissioner (Chair)
- Shane Chelepy, Deputy Commissioner, Disaster & Emergency Management, Youth Crime
- Cameron Harsley, Deputy Commissioner, Regional Services
- Sinead McCarthy, Deputy Chief Executive, Strategy and Corporate Services
- Cheryl Scanlon, Deputy Commissioner, Specialist Operations
- Mark Kelly, A/Deputy Commissioner, Regional Operations
- Cameron Allen, Chief Information Officer, Frontline and Digital Division
- Mark Armstrong, Chief Officer, State Emergency Services
- Tony Brown, Executive Director, Policy and Performance
- Brian Codd, Assistant Commissioner, Operations Support Command
- Graham Coleman, Executive Director, Olympic and Paralympic Games Group
- Brian Connors, Assistant Commissioner, Crime and Intelligence Command
- Alan Dewis, Executive Director, First Nations Division
- Belinda Dryden, Executive Director, Health, Safety and Wellbeing Division
- Stephanie Elwin, Executive Director, Communications, Culture, and Engagement Division

- Kevin Guteridge, Assistant Commissioner, People Capability Command
- Carolyn Harrison, Executive Director, Legal Division
- Cahlia Heynen, Executive Director, Safety Strategy
- Chris Hodgman, Assistant Commissioner, Central Region
- Michelle Holland, Chief Risk Officer
- Katherine Innes, Assistant Commissioner, Southern Region
- Darryl Johnson, Assistant Commissioner, State Discipline
- Chris Jory, Assistant Commissioner, Domestic and Family Violence and Vulnerable Persons Command
- Ben Marcus, Assistant Commissioner, Brisbane Region
- Glenn Morris, Assistant Commissioner, North Coast Region
- Virginia Nelson, Assistant Commissioner, Ethical Standards Command
- Deb Paterson, Executive Director, Human Resources Division
- Laura Poidevin, Chief Digital Officer
- Charysse Pond, Assistant Commissioner, Security and Counter Terrorism Command
- Brett Schafferius, Assistant Commissioner, Far Northern Region
- Chris Stream, Assistant Commissioner, Strategic Futures
- Brian Swan, Assistant Commissioner, South Eastern Region
- Matthew Vanderbyl, Assistant Commissioner, Organisational Capability Command
- Nick Viles, Chief Financial Officer, Financial Services Division
- Tony Wulff, Chief Officer, Marine Rescue Queensland
- John Bosnjak, A/Assistant Commissioner, Emergency Management Coordination Command
- Marcus Hill, A/Assistant Commissioner, Reform Implementation Taskforce
- Andrew Massingham, A/Assistant Commissioner, Youth Crime Taskforce
- Andrew Pilotto, A/Assistant Commissioner, Road Policing and Regional Support Command
- Glen Pointing, A/Assistant Commissioner, Northern Region
- Craig Weatherley, A/Assistant Commissioner, DFV and DNA Reform Program
- Stephen Loth, Chief Superintendent, Crime and Corruption Commission

Standing attendees:

- Kristyn Miller, A/Special Coordinator for Reform
- Hayley Beck, Executive Program Manager
- Robert Fleisher, A/Director, Media and Public Affairs Group, Communications, Culture and Engagement Division
- Superintendent Paul Hart, Chief of Staff, Commissioner's Office

Achievements

During 2023-24, the ELT considered a number of significant matters, including:

- community safety
- domestic and family violence – a gendered issue and safe spaces

- Domestic and Family Violence Roadmap
- QPS Commission of Inquiry recommendations, reforms and transformation
- machinery of government changes
- new Emergency Management Coordination Command
- Operation Whiskey Legion
- update on Brisbane 2032 Olympic and Paralympic Games Planning
- audit, risk and compliance functions
- Oath of Service and Oath of Officer Review
- crime statistics
- Young People in Watchhouses Review
- Operation Theta Evaluation
- managing the risk of work-related psychosocial hazards
- road safety strategies
- vacancy management
- 2024-25 compulsory training calendar
- recruiting
- prevention and disruption
- QLite NextGen
- 2023 Working for Queensland Survey Results
- Environmental Scan
- complaints reporting
- property and exhibit management
- strategic planning

Government bodies

- Commissioner for Police Service Reviews
- Controlled Operations Committee
- Public Interest Monitor

For further information about the Government Bodies refer to page 108 within the appendices.

Ethics and code of conduct

The delivery of professional policing services must be underpinned by ethical decisions and actions. These ethical decisions and actions provide the QPS with its most valuable asset, namely its reputation and the confidence and trust that such a reputation inspires in the community. The QPS has a broad range of programs, policies and initiatives that support professional and ethical practice including a robust internal complaints system, policies on declarable associations, gifts and benefits as well as discipline and ethical awareness training. The QPS Integrity Framework and Standard of Professional Practice supplement the Queensland Government values and the Code of Conduct for the Queensland Public Service and outlines the standards of conduct and professional practice expected of all QPS employees.

Members of the QPS operate under the Service's Integrity Framework that promotes the principles of Values, Leadership and Accountability which underpin integrity and ethics in the QPS. The framework seeks to ensure the integrity of the organisation is maintained through four key actions that apply to all levels of the organisation. These actions are: *Know what is expected, Educate and guide others, Ensure we do the right thing, and Protect our standards.* The framework seeks to promote an actionable process of thinking about integrity and then integrating that thinking into all planning, implementation, monitoring and evaluation processes across the QPS.

Ethical Standards Command's (ESC) purpose is to protect the high standards of integrity and professionalism necessary to maintain the trust and support of our community. In 2023-24, ESC continued to promote, monitor and enforce ethical behaviour, integrity and professional practice through education, deterrence and systems improvements. ESC continued to be the conduit between QPS and oversight bodies such as the Crime and Corruption Commission.

Reported complaints are continually monitored and reviewed by the QPS to identify primary and contributing factors and/or trends which may arise from complaint types and/or the complaint data more generally. All complaints are considered, actioned and investigated as required. In 2023-24, the QPS received 1,717 complaints by members of the public against officers on or off duty. This figure counts the number of distinct individuals who have either lodged a complaint or lodged a complaint on behalf of another person even if it relates to the same incident. When applying relevant context to this figure, the QPS undertakes millions of interactions with people in the community every year. Comparatively, very few of those interactions result in complaints relating to the conduct of police.

As part of its monitoring role, ESC undertakes a range of inspections and evaluations of police facilities including their functions and duties. During 2023-24, ESC undertook a review of the inspections process to validate the appropriateness of existing compliance processes. ESC is currently implementing business improvements to underpin a compliance culture across the QPS. ESC also analysed the compliance inspections conducted independently by regions and commands to determine key compliance issues and trends across the state. The outcomes of the inspections are reported to the ELT and the QPS ARCC.

Discipline outcomes

ESC is responsible for the management of all complaints of misconduct and disciplinable conduct reported to the QPS. All complaints are considered, actioned and investigated as required.

In 2023-24, the QPS recorded a combined total from internal QPS members and members of the public 2,698 complaints¹ containing 8,302 allegations². A complaint is an expression of dissatisfaction made to or about the Service, related to the conduct of members or provision of services, where a response or resolution is reasonably expected. A complaint can contain multiple allegations depending on the specific nature of dissatisfaction as outlined in the complaint. This definition of a complaint is taken from the Complaint Resolution Guidelines (Under Review) Chapter 1.3.

A breakdown of the complaint categories and discipline outcomes is included in the below table. In 2023-24, Local Management Resolution (LMR)³ was used as an outcome on 489 occasions across 14 allegation categories.

Allegation Category	Total number of Allegations	Allegation Outcome⁴
Failure of Duty	2,769	No further Action: 1,858 Local Management Action: 233 Hearing: 17 Abbreviated Discipline Process: 1
Unprofessional Conduct (excluding QPS members involved in DFV)	1,214	No further Action: 760 Local Management Action: 106 Hearing: 34 Abbreviated Discipline Process: 0
Unprofessional Conduct (QPS members involved in DFV only) ⁵	120	No further Action: 40 Local Management Action: 1 Hearing: 3 Abbreviated Discipline Process: 0
Misuse Authority	902	No further Action: 527 Local Management Action: 12 Hearing: 11 Abbreviated Discipline Process: 0
Assault/Use Excessive Force	689	No further Action: 519 Local Management Action: 20 Hearing: 2 Abbreviated Discipline Process: 0
Interfere with or undermine an investigation, legal process or conduct matter	534	No further Action: 392 Local Management Action: 10 Hearing: 5 Abbreviated Discipline Process: 0
Misuse Information	516	No further Action: 277 Local Management Action: 39 Hearing: 15 Abbreviated Discipline Process: 0
Inappropriate exercise of operational discretion	464	No further Action: 402 Local Management Action: 3 Hearing: 1 Abbreviated Discipline Process: 0
Unlawful or Unauthorised Operational Practice	337	No further Action: 236 Local Management Action: 33 Hearing: 5 Abbreviated Discipline Process: 0
Other Offence	187	No further Action: 110 Local Management Action: 6

Allegation Category	Total number of Allegations	Allegation Outcome⁴
		Hearing: 2 Abbreviated Discipline Process: 1
Discrimination/Sexual Harassment	167	No further Action: 70 Local Management Action: 1 Hearing: 5 Abbreviated Discipline Process: 0
Professional Conduct	164	No further Action: 94 Local Management Action: 13 Hearing: 5 Abbreviated Discipline Process: 0
Misappropriation or unauthorised use of resources	108	No further Action: 50 Local Management Action: 11 Hearing: 3 Abbreviated Discipline Process: 0
Drug related offence	61	No further Action: 25 Local Management Action: 1 Hearing: 0 Abbreviated Discipline Process: 0
Sexual Offence	46	No further Action: 24 Local Management Action: 0 Hearing: 2 Abbreviated Discipline Process: 0
Bribery/Secret Commissions	15	No further Action: 12 Local Management Action: 0 Hearing: 0 Abbreviated Discipline Process: 0
Extortion	7	No further Action: 6 Local Management Action: 0 Hearing: 0 Abbreviated Discipline Process: 0
Significant Event	1	No further Action: 1 Local Management Action: 0 Hearing: 0 Abbreviated Discipline Process: 0
Police related death	1	No further Action: 1 Local Management Action: 0 Hearing: 0 Abbreviated Discipline Process: 0

Notes:

1. The total number of complaints recorded includes complaints against sworn and unsworn members received internally or from members of the public.
2. Upon assessment of an incident/complaint, the actions of members are reviewed and distilled into individual allegations for assessment inquiries, investigation or possible 'no further action' if the actions were considered lawful and reasonable. The review process can result in multiple allegations for assessment.
3. LMR refers to a resolution process where professional development strategies are formulated and implemented to address inappropriate conduct. The purpose of implementing an LMR plan will be to improve performance by providing appropriate training and guidance to the member whose conduct has come into question due to an identified underlying issue. LMR is a remedial approach which recognises members will make genuine mistakes and provides a learning and development approach to improve performance and align the member's behaviour with the organisation's principles. LMR should not merely default to the delivery of managerial guidance or chastisement as a tool

to address behaviour, but rather genuine engagement by a supervisor with the member or complainant, where a raft of management options are explored.

4. The above table provides data on allegations that have been determined. The variation between the total number of allegations and outcomes are those that are still under investigation or awaiting assessment as at 30 June 2024.
5. The allegation of 'Unprofessional Conduct' has been split into two categories. QPS members involved as a respondent in a DFV matter is recorded separately in response to recommendation 31 of the Women's Safety and Justice Taskforce Report One.

State Discipline – Hearing outcomes

State Discipline, led by an Assistant Commissioner, is an independent central unit responsible for conducting disciplinary proceedings (police officers) and show cause proceedings (staff members) for the QPS and is separate and distinct from ESC.

Under the *Police Service Administration Act 1990* (the Act), the Assistant Commissioner, State Discipline is conferred the sanctioning powers of a Deputy Commissioner to impose any disciplinary sanction provided for by the Act including dismissal, suspension without pay (up to 12 months), probation (up to 12 months) and the comprehensive transfer of a member. In addition, the Chief Superintendent is assigned the sanctioning powers of an Assistant Commissioner.

Disciplinary hearings for police officers can include a full disciplinary proceeding (under the Act), an Abbreviated Disciplinary Proceeding (ADP) and where members have separated from the service, there is provision under Part 7A of the Act, for a Disciplinary Declaration to be made. A Director undertakes staff member show cause proceedings (*Public Sector Act 2022* (PSA)) involving staff members and considers disciplinary declarations where a staff members employment ends prior to any disciplinary action being finalised.

It should be noted, where a member resigns prior to the completion of an investigation, the decision to progress the consideration of a Disciplinary Declaration by State Discipline is made by ESC.

Discipline matter breakdown – hearings and outcome 2023-24		
Proceeding Type	Quantity	Sanction Types
Hearing (PSAA) (Police officers)	154 matters considered	1 x Dismissal 16 x Dismissal (COVID Direction related) 6 x Probation 1 x Probation (COVID Direction related) 5 x Demotion (permanent) 12 x Demotion (temporary) 2 x Suspended without pay – 28 days (wholly suspended) 1 x Local transfer 7 x Community service 3 x Fine 12 x Reprimand 3 x Liability Proved, no sanction 7 x No liability established 7 x Matter did not meet discipline action threshold 1 x Discontinued – criminally charged 1 x Discontinued – dismissed in relation to another matter 3 x Discontinued – resigned prior to completion of hearing

		3 x Discontinuation – Limitation expiration date not met 1 x Discontinued - Member medically retired (COVID Direction related) 62 x Discontinued – Supreme Court ruling (COVID Direction related)
ADP (Police officers only)	12 matters completed	1 x Temporary demotion 5 x Fines 5 x Reprimand 1 x Professional development strategy
Hearing (PSA) (Staff Members)	35 matters considered	2 x Dismissal 9 x Dismissal (COVID Direction related) 1 x Demotion (temporary) 1 x Pay point reduction (temporary) 2 x Fine 1 x Community service 4 x Reprimand
Hearing (PSA) (Staff Members) (cont'd)	14 matters considered	1 x Reprimand (COVID Direction related) 3 x Matter did not meet discipline action threshold 1 x Discontinued – resigned prior to hearing completion 9 x Discontinued – COVID Direction related
Post separation declaration – 7A PSAA (Police officers)	7 matters considered	7 x Declarations
Post separation declaration – s95 PSA (Staff Members)	2 matters considered	2 x Declarations

Charter of Victims' Rights

The Charter of Victims' Rights (the Charter) describes the way a victim should be treated, as far as practicable and appropriate, by government and non-government entities that receive government funding, and those that work in these entities.

The Charter sets out the general rights of victims and specific rights relating to the criminal justice system. When dealing with a victim of crime, officers are to comply with the provisions of the Charter which places an onus on agencies to provide information to victims. Victims have the right to make a complaint if this charter is not followed.

The QPS did not receive any complaints under the Charter in 2023-24.

Risk management and accountability

Enterprise risk management

The Commissioner and senior executives are committed to the management of internal and external risks which may influence strategic or operational objectives. Risk management is integral to management functions and is a requirement of all Queensland Government departments, including the QPS under section 61 the *Financial Accountability Act 2009*. The QPS has implemented an Enterprise Risk Management Framework, adopting the principles and processes outlined in Australian Standard ISO 31000:2018 Risk Management – Guidelines. This approach integrates risk-based decision making into the management processes of the organisation and articulates governance and accountability for risk management activities.

Risk management supports the QPS Strategic and Operational Plans, aligning the achievement of organisational objectives to consideration of risks within the context of the QPS Risk Appetite Statement (the Statement). The Statement provides clarity and sets the tone around acceptable and unacceptable risks to the organisation, supporting policy and investment decision making at all levels. Risk Reports provide an overview of strategic and operational risks impacting the achievement of QPS objectives. The BoM establishes the mandate and commitment set by the QPS executives that underpins the risk management framework. The ARCC is responsible for reviewing the adequacy and application of the QPS risk management framework.

Responsibilities for risk management are maintained through executive portfolios across operational and strategic levels of the organisation. The Office of the Chief Risk Officer sets the framework, promotes best practice, scans for emerging risk trends and provides advice and support for risk management.

External scrutiny

This section provides information about external agencies and processes, which examined the operations of QPS or other agencies with findings or issues requiring consideration by, or impacting on, the QPS:

Queensland Audit Office (QAO)

The QAO supports the role of the Auditor-General of Queensland in providing the Parliament with an independent assessment of the financial management and performance activities of public sector entities. The QAO provides an independent audit service and reports to the Parliament to enhance public sector accountability. QAO reports are available online at www.qao.qld.gov.au/reports-resources/parliament. The QPS remains committed to identifying opportunities for efficiencies in all areas of service delivery. The QAO delivered the following two reports.

Report 4: Deploying police resources

The QPS plays a pivotal role in keeping our communities safe 24 hours a day, 7 days a week. However, it is facing increased pressures including a growing demand for its services. The pressures stem from changes in population and the nature of crimes; new legislation and government initiatives; and major challenges, such as the response by governments to the pandemic, natural disasters, and international sporting events, like the Brisbane 2032 Olympic and Paralympic Games. The report examined how effectively and efficiently QPS identifies and manages demand for its services.

The report made five recommendations aimed at predicting and planning for demand and meeting the current demand for services.

Report 15: Reducing serious youth crime

Youth crime is a complex problem that has touched the lives of many Queenslanders. The underlying causes of youth crime are multi-faceted. Many young offenders have poor health, including mental health issues and behavioural disorders; many are disengaged from education and employment. A whole-of-system approach is needed to address this complex problem.

Most young offenders only commit a small number of offences and are diverted away from Queensland's youth justice system. However, a small proportion reoffend and commit serious offences. The report focuses on these serious repeat offenders, who are a threat to the safety of our communities.

The report made 12 recommendations, of which four were directed to the QPS. All four recommendations were in progress as at 30 June 2024.

Queensland Coroner

During 2023-24, 10 recommendations arising from four coronial inquests were directed to the QPS as either a lead or supporting agency. The Findings of Inquest and the government's responses are available at www.courts.qld.gov.au/courts/coroners-court/findings.

Internal audit

The QPS Internal Audit Unit operates under a portfolio service delivery model providing internal audit services to QPS and the Office of the Inspector-General Emergency Management (IGEM).

Internal Audit continues to provide advice across a wide range of disciplines including risk, assurance, information technology, finance and compliance as well as general consulting activities for the QPS and IGEM. The Head of Internal Audit for QPS is also the nominated Head of Internal Audit for the Office of the IGEM in accordance with the *Financial Accountability Act 2009*.

In accordance with the Financial and Performance Management Standard 2019, an annual internal audit plan and three-year strategic audit plan sets the direction of the unit. A detailed audit planning and risk assessment process was completed in devising this plan. The Annual Internal Audit Plan 2023-24 and Strategic Internal Audit Plan 2024-27 was endorsed by the QPS Audit, Risk and Compliance Committee (ARCC) and approved by the Commissioner on 10 August 2023. The Internal Audit Unit reports regularly to the QPS ARCC which reviews the work of the internal audit function. The relationship with the committee is based on Queensland Treasury's Audit Committee Guidelines.

Under its approved charter, the unit reviews compliance (effectiveness), performance (efficiency), financial management and information technology to identify areas of risk and to improve outcomes for the Service. The unit has systems in place to ensure the effective, efficient and economic operation of the audit function.

In 2023-24, the unit delivered the activities in the approved Annual Internal Audit Plan 2023-24 using in-house and sourced delivery methods including the engagement of Ernst & Young. Internal audit services are undertaken in accordance with the Institute of Internal Auditors' standards and under an approved charter consistent with relevant audit and ethical standards.

Internal audit achievements for the period 1 July 2023 to 30 June 2024 included:

- preparing a program of work, which considered risk assessments, materiality and contractual and statutory obligations
- delivering internal audit reviews in accordance with the Internal Audit Plan and reporting results of these internal audits to the ARCC and Commissioner
- monitoring and reporting on the implementation status of internal audit recommendations to the ARCC (management is responsible for implementation of audit recommendations)
- liaising with QAO to ensure there was no duplication of audit effort
- supporting management by providing advice on corporate governance and related issues.

Information systems and recordkeeping

The QPS Information Management Unit (IMU) operates and manages information and recordkeeping systems to support a number of specific recordkeeping functions in QPS, QFD, IGEM, QAS and Queensland Shared Services (QSS). This unit also provides strategic recordkeeping advice to QPS and QFD.

The QPS IMU records management team provided advice and assistance to the QPS during the reporting period resulting in improved efficiencies including:

- ongoing training of QPS staff to facilitate the capture and management of records using the Objective electronic Document Records Management System (eDRMS) to meet legislative obligations and broader recordkeeping responsibilities. Over 320 QPS members participated in training sessions hosted by IMU during the reporting period
- working with QPS business units to identify opportunities to reduce reliance on hardcopy documents and transition to fully electronic processes, delivering business efficiencies
- completion of over 846 support jobs related to use and access to the Objective eDRMS. Support staff also answered more than 200 general queries received via telephone or email
- assisting the Right to Information (RTI) Unit to maximise use of available office space via facilitating the offsite archiving of more than 700 boxes of inactive physical records
- engaging with key Objective eDRMS users to broaden awareness of the web browser interface of this system, which enables key functionalities to be more easily accessed
- supporting the creation of over 220,000 files associated with Weapons Licensing functions, more than 13,000 administrative files for general use and over 1,200,000 electronic documents in the Objective eDRMS
- provision of advice to entities involved with Machinery of Government and other administrative and organisational changes to ensure recordkeeping responsibilities were appropriately understood and incorporated into decision making
- providing advice on the approach and methodology for the digitisation of SES member files to maximise efficiencies and enhance alignment with recordkeeping methodologies and compliance in line with policies and procedures set out within the whole-of-government recordkeeping governance framework
- ongoing consultation with Queensland State Archives (QSA) regarding the revised QPS Retention and Disposal Schedule (submitted during the previous reporting period). It is expected the revised schedule will be approved and implemented for use during the next reporting period.

During the reporting period, mail services were transitioned from QSS to QPS. Support of this change required establishment of a new mail room to sort and distribute mail to QPS units located in the inner city, suburban and regional areas. Following a significant body of work to configure and establish this facility, the new mail room commenced operations on 10 June 2024.

There were no known breaches of information security with respect to records managed within the Objective eDRMS during the reporting period. Approval for disposal of records submitted through the Corporate Records Retention and Disposal Program managed by the IMU were sentenced in line with retention periods set out within the QPS or whole of government Retention and Disposal Schedules.

A small volume of QPS personnel files were transferred to QSA during the reporting period.

Human Resources

Strategic workforce planning and performance

Workforce profile

The QPS workforce comprises more than 18,000 members including police officers and staff members. In addition, the QPS enlists the help of volunteers to enhance community safety.

QPS workforce data below is presented by headcount. Substantive headcount equals the number of employees engaged by the QPS at a particular point in time regardless of the hours of employment, based on Aurion Human Resource Information System data.

The MOHRI FTE aligns with Minimum Obligatory Human Resource Information (MOHRI). MOHRI workforce information is based on quarterly data that is provided to the Public Sector Commission by all Queensland Government agencies to inform the annual State of the sector report.

Workforce profile data (June 2024 reporting quarter)

Total workforce	
Substantive Headcount	18,918
MOHRI paid FTE	18,022.06
Occupation Types by FTE – reported as a % of total substantive workforce	
Corporate	6.7%
Frontline and Frontline Support	93.3%
Appointment Type by FTE – reported as a % of total substantive workforce	
Permanent	90.9%
Temporary	4.7%
Casual	0.6%
Contract	3.8%
Employment Status by Headcount – reported as a % of total substantive workforce	
Full-time	93.8%
Part-time	5.6%
Casual	0.6%

Between 1 July 2023 and 30 June 2024, the QPS permanent separation rate was 5.3% for police officers and 10.6% for permanent staff members (excluding temporary and casual employees).

The QPS has various policies and processes in place that promote flexible working arrangements and a healthy work-life balance for all QPS employees. These policies are periodically reviewed to ensure they meet the needs of the service and its employees.

The QPS also has a dedicated Leadership Centre that facilitates and encourages learning and development of police officers and staff members at all levels of the organisation (see page 71 for more information).

Figure 1: Gender

Gender	Number (Headcount)	Percentage of total workforce (Calculated on headcount)
Woman	7,201	38.1%
Man	11,682	61.7%
Non-binary	35	0.2%

Figure 2: Diversity target group data

Diversity Groups	Number (Headcount)	Percentage of total workforce (Calculated on headcount)
Women	7,201	38.1%
Aboriginal Peoples and Torres Strait Islander Peoples	480	2.5%
Non-operational people with disability ⁺	376	4.8%
Culturally and Linguistically Diverse – Born overseas	1,007	5.3%

⁺Disability percentage is calculated the non-operational workforce. It excludes staff members engaged in 'operational roles', including Police Officers, Recruits, Watchhouse Officers, Police and Torres Strait Islander Liaison Officers, Protective Services roles, and employees in the Police Pipe & Drums Band.

Target group data for Women in Leadership Roles

	Women (Headcount)	Women as percentage of total leadership (Calculated on headcount)
Senior Officers (Classified, s122 and s155 combined)	165	30.6%
Senior Executive Service and Chief Executives (Classified, s122 and s155 combined)	15	29.4%

Community Supporting Police and Helping Hand

Community Supporting Police is a community driven charitable organisation that operates with the support of the QPS to provide comfort and support to families of police suffering from illness or distress in crisis situations.

Helping Hand was established in 2004 in response to an increasing need for assistance by QPS members and their families in times of crisis such as serious or terminal illness, injury or personal trauma. In 2023-24, Helping Hand provided support to a number of cases ranging from the provision of professional medical services, equipment, transportation and child-care.

Inclusion and Diversity

The QPS is committed to building an inclusive and diverse workplace in which all employees feel valued, included and welcome and have equal access to opportunities. This is managed by the Inclusion, Diversity and Human Rights (IDHR) Unit.

Key achievements for 2023-24 include:

- development and commencement of a QPS human rights strategy, including re-development of human rights online learning products

- development and commencement of a QPS inclusion strategy, focused on embedding and integrating inclusion within technical and professional capability frameworks across the QPS
- delivering several inclusion presentations to senior leadership groups, including ELT to promote the value of inclusion and its incorporation among the skillsets of senior management
- development and commencement of a diversity strategy to support the five QPS diversity networks. This includes the completion of the Australia Workplace Equality Index (AWEI) survey in the QPS to support the QPS Pride Network.

Workforce Culture

The QPS is committed to building a connected, engaged and inclusive workforce.

The Workforce Assessment and Support Team (WAST) within the Communications, Culture and Engagement Division is a fit for purpose model that has amalgamated the assessment and diagnosis of workplace culture and the cultural transformation teams under one governance structure. This enables the two components of conducting in-depth analysis of workplaces and the design of a bespoke workshop “*Building and Sustaining Higher Performance Teams*” to work conjointly. Coupled with the Conflict Coaching and Mediation Services, as part of WAST, it maximises productivity to provide a holistic approach to improving workplace culture.

Recent bolstering of permanent positions within the WAST, will enable the team to evolve and engage with as many workplaces as practicable, to restore and improve workplace culture across the organisation.

Working for Queensland

Working for Queensland (WfQ) is an annual survey that measures employee perceptions of their work, manager, team and the QPS. The survey is administered by the Public Service Commission and explores our members’ perceptions of their workplace climate in key areas.

Results from the WfQ survey drive workplace changes across the service and help the QPS measure how the Service is progressing towards its strategic objective to build a connected, engaged and job-ready workforce with the health, wellbeing, and safety of our people a priority.

During the reporting period, the WfQ Team undertook the following activities:

- promoted and administered the 2023 WfQ survey
- downloaded and disseminated 516 WfQ highlight reports which detailed all survey questions and 36 supplementary reports (at region, command and division level) to help identify focus areas for QPS managers
- distributed 73 work group comment packs to assist with understanding of workplace sentiment and drive positive workplace change
- provided support to regions, divisions and commands on the development of their 2023-24 WfQ action plan
- commenced a review of action planning process and accountability framework to best support innovation and workforce improvements as identified in 2023 WfQ results
- undertook monthly key point of contact (KPOC) Community of Practice meetings to support KPOCs across the full range of their WfQ responsibilities
- developing a suite of customised training products to assist in data analysis, interpretation and application to drive workplace engagement
- delivering face-to-face and online learning products using both general and bespoke training materials for a variety of learner cohorts.

QPS Pride Network

The QPS Pride Network, previously known as the QPS LGBTI+ Support Network, promotes and advocates for Lesbian, Gay, Bisexual, Transgender, Intersex+ pride within the QPS providing a dedicated support framework to its members statewide.

The Network is made up of volunteer members who work to ensure LGBTIQ+ people in the QPS have access to support, resources, tools, and assistance. The Network seeks to:

- engage QPS members promoting LGBTIQ+ pride and advocate for issues affecting LGBTIQ+ employees
- celebrate days of significance, with social events, targeted communications and internal education
- provide employees with LGBTIQ+ appropriate internal and external support services
- promote the QPS as an employer who embraces workplace inclusion and diversity
- build partnerships internally with other QPS Networks and external LGBTIQ+ stakeholders
- review and provide advice on all QPS policies and procedures affecting LGBTIQ+ employees.

Key achievements for 2023-24 include:

- QPS participation in the Brisbane Pride March
- unveiling of the QPS apology to LGBTIQ+ community plaque
- Pride Network Peer Support Officer Register published
- pronouns implemented in the Microsoft suite.

Attraction and Retention

The QPS's People Capability Command (PCAP) is primarily responsible for the police academies in Oxley, Wacol and Townsville, education and training and police recruiting. During 2023-24, PCAP delivered key outcomes for the Service, including:

- targeted professional marketing campaigns to drive police recruitment within diverse communities, regional and remote areas and broad demographic groups
- a revised Recruit Training Program which extended academy training from 27 to 34 weeks with renewed focus on youth justice, mental health, cultural capability, prevention and disruption and DFV holistic response applying a victim-centred approach. The program now features co-facilitation of DFV and cultural training using industry experts, persons from culturally diverse backgrounds and lived-experience
- personal issue of laptops to recruits completing the new Recruit Training Program to maximise flexibility, applied learning and training modality
- modification to training facilities at the Oxley and Townsville academies was undertaken to increase capacity and support greater recruit numbers
- recruitment of serving and recently served international police officers under a new labour agreement between the Queensland and Commonwealth governments. The QPS is able to recruit 500 internationals each year for five years without the prerequisite of being an Australian citizen or permanent resident. Depending on compatibility and recency of policing experience, these recruits either undertake the Police Abridged Competency Education (PACE) program or the mainstream Recruit Training Program to ensure that they can achieve the high standards for QPS entry
- recruitment of Special Constables (state officers) to boost frontline policing in times of demand and at short notice throughout Queensland. Special Constables are former QPS officers who have recently resigned or retired and are willing to continue casual employment as a police officer. Special Constables have full police powers and perform frontline duty where needed, particularly during times of peak demand or to support disaster response and major events.

In support of the Government's commitment to boost police personnel numbers by 2025, the QPS launched its largest ever recruitment campaign *Challenging, Rewarding, Policing* on 8 September 2023. The campaign was backed by attractive incentives to join the QPS including:

- boosted payments
- free accommodation during training

- HECS debt support
- relocation bonuses
- no application fees.

The campaign seeks to engage community members with diverse life experiences who ordinarily may not consider a career path in the QPS. It also aims to attract applicants who are ready to take on both the challenges and rewards of a fulfilling career as a police officer and reflecting QPS's commitment to creating a safer and more secure Queensland.

During 2023-24, 763 new police officers graduated from the Brisbane and Townsville police academies. In addition, as at 30 June 2024, there were 650 recruits across the Oxley and Townsville academies, and over 2,200 applications in the recruiting pipeline.

Leadership and professional development opportunities

The QPS offered a range of opportunities and pathways to access professional development to police officers and staff members in 2023-24, including:

- the Leadership Capability Program (LCP), a three-stage distance education program designed to develop people 'at rank/level', as well as those who aspire to be promoted. The LCP is designed to equip leaders to meet the challenges of policing in an ever-changing environment
- 'Next Level Workshops', delivered to newly promoted Sergeants and Senior Sergeants who are promoted via the LCP pathway. This workshop is a practical extension of the distance education component and provides opportunities for leadership topics to be analysed, evaluated and practiced
- the Leadership Essentials Workshop, delivered to staff members AO3-AO6, Police Liaison Officers, Assistant Watchhouse Officers and Protective Services Officers. Participants gain foundational skills in being a leader through topics including, self-awareness, managing relationships, ethical culture and reflection on own leadership journey. This is a two-day workshop delivered face to face across the state
- the Leadership, Engagement and Development (LEAD) workshop, targeted at Constables, Senior Constables and staff members at AO3/AO4 (or equivalent) and provides foundational skills in leadership, problem solving, conflict management, change management, mental health and resilience. The LEAD program is a two-day, face-to-face workshop that is offered across the state
- staff members (up to OO6/AO4) may undertake external qualification studies in leadership and management at Certificate IV, Diploma, and Advanced Diploma levels, depending on their eligibility. Staff member training also offer bespoke courses for all QPS members on topics such as leadership, communication, problem solving, team building and difficult conversations
- Self-paced online learning delivered via the Q-Learn digital education platform. Thousands of blended learning resources focused on leadership, professional development and wellbeing are available for learners to provide learning that is tailored to individual development needs or interests
- professional development opportunities for senior leaders including the Australian Institute of Police Management, Australian and New Zealand School of Government, Australian Institute of Management and Australian Institute of Company Directors.

Health and Wellbeing Services

Health and Wellbeing Division supports our people through providing evidence-based health and wellbeing services. Health and Wellbeing Division employs a systems-based approach to wellbeing, considering the health and wellbeing impacts at individual, team, leadership, and whole-of-QPS levels. Individual wellbeing services are based on an integrated model of wellbeing, using the biopsychosocial-spiritual model to enhance member health and wellbeing, while broader systems level approaches consider the work context and seek to mitigate against their potential impacts through enhancing organisational supports and systems.

The QPS offers comprehensive injury management and health and wellbeing services to all QPS members, including sworn officers, staff members and volunteers. The QPS continues to focus on de-stigmatising mental health concerns and promoting help-seeking behaviour, actively encouraging members to access health and wellbeing services available internally or externally from the Service. The QPS has various internal support services available for its members which include Senior Psychologists/Senior Social Workers, Peer Support Officers, Chaplains and Health Coaches, as well as external health and wellbeing support programs. QPS members can seek these services for both work and personal issues. Select services are also available to the family of members to support their health and wellbeing.

Enterprise Bargaining Agreement

The *Queensland Police Service Certified Agreement 2022* was certified by the Queensland Industrial Relations Commission (QIRC) on 15 November 2022 and nominally expires on 30 June 2025. The *Queensland Police Protective Services Officers Certified Agreement 2022* was certified by the QIRC on 25 August 2023 and nominally expires on 30 June 2025. The *Queensland Police Service Staff Members Certified Agreement 2023* was certified by the QIRC on 22 March 2024 and nominally expires on 30 June 2026. All agreements were negotiated in accordance with public sector wages policy.

Negotiations to replace the agreements for police and protective services officers can commence early in 2025.

Early retirement, redundancy and retrenchment

No redundancy, early retirement or retrenchment packages were paid during the reporting period.

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Queensland Police Service
Statement of comprehensive income
For the year ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000
Income from continuing operations			
Appropriation revenue	4	3,212,816	2,845,780
User charges and fees	5	226,483	202,688
Grants and other contributions	6	38,603	44,279
Other revenue		28,059	24,118
Total revenue		3,505,961	3,116,865
Gains on disposal		3,730	7,360
Gains on revaluation of assets	13	-	1,259
Total income from continuing operations		3,509,691	3,125,485
Expenses from continuing operations			
Employee expenses	7	2,654,126	2,439,575
Supplies and services	9	660,599	511,736
Grants and subsidies		34,454	9,629
Depreciation and amortisation	12-14	127,533	134,792
Impairment losses/(gains)		182	4
Revaluation decrement	13	1,704	-
Interest on lease liability		234	296
Other expenses	10	30,859	29,452
Total expenses from continuing operations		3,509,691	3,125,485
Operating result for the year		-	-
Other comprehensive income not reclassified subsequently to operating result			
Increase/(decrease) in asset revaluation surplus		115,877	99,260
Total other comprehensive income		115,877	99,260
Total comprehensive income		115,877	99,260

The accompanying notes form part of these statements.

Queensland Police Service
Statement of financial position
For the year ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000
Assets			
Current assets			
Cash		181,647	51,128
Receivables	11	186,599	268,650
Inventories		8,032	8,689
Prepayments		26,898	24,199
Non-current assets classified as held for sale		1,823	7,888
Total current assets		404,999	360,554
Non-current assets			
Intangible assets	12	38,920	33,807
Property, plant and equipment	13	2,277,462	2,045,952
Right-of-use assets	14	7,567	15,497
Total non-current assets		2,323,949	2,095,256
Total assets		2,728,948	2,455,810
Liabilities			
Current liabilities			
Payables	15	138,820	43,577
Accrued employee benefits	16	96,854	179,862
Lease liabilities	14	1,872	8,029
Other current liabilities	17	5,005	3,962
Total current liabilities		242,552	235,429
Non-current liabilities			
Lease liabilities	14	6,741	8,172
Total non-current liabilities		6,741	8,172
Total liabilities		249,293	243,601
Net assets		2,479,655	2,212,210
Equity			
Contributed equity		2,163,157	2,011,588
Accumulated surplus/(deficit)		(4,050)	(4,050)
Asset revaluation surplus		320,548	204,671
Total equity		2,479,655	2,212,210

The accompanying notes form part of these statements.

Queensland Police Service
Statement of changes in equity
For the year ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000
Contributed equity			
Opening balance		2,011,588	1,978,829
Transactions with owners as owners:			
Appropriated equity adjustment	4	148,690	29,189
Net transfers from QFES (non-Machinery of Government changes)		-	1,696
Other net transfers from other Government entities		2,951	4,184
Other net transfers to other Government entities		(72)	(2,310)
Closing balance		<u>2,163,157</u>	<u>2,011,588</u>
Accumulated surplus/(deficit)			
Opening balance		(4,050)	(4,050)
Operating result		-	-
Closing balance		<u>(4,050)</u>	<u>(4,050)</u>
Asset revaluation surplus			
Opening balance		204,671	105,411
Increase/(decrease) in asset revaluation surplus		115,877	99,260
Closing balance *		<u>320,548</u>	<u>204,671</u>
Total equity		<u><u>2,479,655</u></u>	<u><u>2,212,210</u></u>

* Asset revaluation surplus balance by class - Major plant and equipment \$28.690m (2022-23: \$23.198m), Land \$75.823m (2022-23: \$28.010m), Buildings \$212.298m (2022-23: \$152.129m) and Infrastructure \$3.737m (2022-23: \$1.334m).

The accompanying notes form part of these statements.

Queensland Police Service
Statement of cash flows
For the year ended 30 June 2024

	2024	2023
	\$'000	\$'000
Cash flows from operating activities		
<i>Inflows:</i>		
Service appropriation receipts	3,306,907	2,725,099
User charges and fees	221,283	201,499
Grants and other contributions	13,912	12,215
GST input tax credits from ATO	91,201	72,070
GST collected from customers	20,407	18,804
Other	27,858	23,561
<i>Outflows:</i>		
Employee expenses	(2,742,888)	(2,332,247)
Supplies and services	(584,104)	(502,772)
Grants and subsidies	(34,454)	(9,629)
GST paid to suppliers	(92,957)	(71,705)
GST remitted to ATO	(20,407)	(18,804)
Other	(10,563)	(9,991)
Net cash provided by/(used in) operating activities	196,195	108,099
Cash flows from investing activities		
<i>Inflows:</i>		
Sales of property, plant and equipment	21,089	22,918
<i>Outflows:</i>		
Payments for property, plant and equipment	(223,312)	(116,434)
Payments for intangibles	(6,221)	(8,994)
Net cash provided by/(used in) investing activities	(208,444)	(102,510)
Cash flows from financing activities		
<i>Inflows:</i>		
Equity injections	207,424	110,634
<i>Outflows:</i>		
Equity withdrawals	(56,248)	(62,177)
Lease payments	(8,410)	(8,757)
Net cash provided by/(used in) financing activities	142,766	39,700
Net increase/(decrease) in cash	130,519	45,289
Cash at beginning of financial year	51,128	5,839
Cash at end of financial year	181,647	51,128

The accompanying notes form part of these statements.

Queensland Police Service
Notes to the statement of cash flows
For the year ended 30 June 2024

	2024 \$'000	2023 \$'000
Reconciliation of operating result to net cash from operating activities		
Operating result	-	-
Non-cash items included in operating result:		
Depreciation and amortisation	127,533	134,792
Contributed assets	(11)	(1,864)
Net gain/loss on sale of property, plant and equipment	(3,103)	(4,852)
Grants and other contributions	(3,447)	(7,520)
Impairment losses (gains)	182	4
Revaluation decrement	1,704	-
Gains on revaluation of assets	-	(1,259)
Interest expense	234	296
Other	-	1
Change in assets and liabilities:		
Increase/(decrease) in accrued employee benefits	(83,007)	105,165
(Increase)/decrease in annual leave reimbursement receivable	(4,735)	(3,242)
(Increase)/decrease in appropriation revenue receivable	94,091	(120,681)
(Increase)/decrease in GST receivable	(1,756)	365
(Increase)/decrease in inventories	657	(1,623)
(Increase)/decrease in long service leave reimbursement receivable	(1,015)	(1,094)
(Increase)/decrease in other receivables	(273)	(71)
(Increase)/decrease in other current assets	2,428	11,137
Increase/(decrease) in payables	72,416	2,526
(Increase)/decrease in trade receivables	(4,261)	115
Increase/(decrease) in unearned revenue	(1,442)	(4,096)
Net cash from operating activities	196,195	108,099

Accounting Policy - Cash

Cash assets includes cash on hand and all cash and cheques received but not banked as at 30 June.

The department has authorisation to operate in overdraft within a specified limit in accordance with the *Financial Accountability Act 2009*. For 2023-24 the QPS operated with an approved overdraft limit of \$130m. This facility remained fully undrawn at 30 June 2024 and is available for use in the next reporting period.

Reconciliation of lease liabilities arising from financing activities

Opening balance as at 1 July	16,200	10,591
Acquisitions:		
Acquisitions	589	14,294
Adjustment due to change in lease	-	(224)
Non-cash changes:		
Interest	234	296
Cash flows:		
Lease liability repayments	(8,410)	(8,757)
Closing balance as at 30 June	8,613	16,200

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

1 Basis of financial statement preparation

(a) General information

The Queensland Police Service (QPS) is a Queensland Government department established under the *Public Sector Act 2022*. The department was first established by the *Police Act of 1863*. The QPS is a not-for-profit entity and has no controlled entities.

(b) Statement of compliance

The department has prepared these financial statements in compliance with section 38 of the *Financial and Performance Management Standard 2019*.

These financial statements are general purpose financial statements and have been prepared on an accrual basis in accordance with Australian Accounting Standards and Interpretations. In addition, the financial statements comply with Queensland Treasury's Minimum Reporting Requirements for the year beginning 1 July 2023 and other authoritative pronouncements.

(c) Taxation

The department is a State body as defined under the *Income Tax Assessment Act 1936 (Cwth)* and is exempt from Commonwealth taxation with the exception of Fringe Benefits Tax (FBT) and Goods and Services Tax (GST).

(d) Basis of measurement

The historical cost convention is used unless fair value is stated as the measurement basis.

(e) Accounting estimates and judgements

The preparation of financial statements necessarily requires the determination and use of certain accounting estimates, assumptions, and management judgements that have the potential to cause a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

Such estimates, judgements and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised and in future periods as relevant.

Estimates and assumptions that have a potential effect on the financial statements are outlined in the following financial statement notes:

- Valuation of property, plant and equipment - Note 13
- Depreciation - Note 13
- Amortisation - Note 12
- Services received below fair value - Notes 6 and 10.

(f) Presentation matters

Amounts included in the financial statements are in Australian dollars and have been rounded to the nearest \$1,000 or, where that amount is less than \$500, to zero, unless disclosure of the full amount is specifically required.

Comparative information has been restated where necessary to be consistent with disclosures in the current year reporting period. Where such restatements have occurred, they are not material to the financial statements.

(g) Future impact of accounting standards not yet effective

At the date of authorisation of the financial report, the expected impacts of new or amended Australian Accounting Standards issued but with future effective dates are set out below:

AASB 2022-10 Amendments to Australian Accounting Standards – Fair Value Measurement of Non-Financial Assets of Not-for-Profit (NFP) Public Sector Entities

AASB 2022-10 amends AASB 13 *Fair Value Measurement* with new requirements and implementation guidance for fair value measurement of non-financial assets of NFP public sector entities not held primarily for cash-generating purposes, particularly those assets that are rarely if ever sold as operating assets.

The amendments standard commences from the financial year beginning on or after 1 January 2024 (that is, 1 July 2024 for entities with a 30 June balance date), and are to be applied prospectively.

The department does not expect material changes to its valuation methods and/or asset fair values as a result of the amendments as existing *Non-Current Asset Policies for the Queensland Public Sector* which is upheld by the department are generally aligned with AASB 2022-10 and no changes to current policies are anticipated to arise.

Other standards and interpretations

All Australian accounting standards and interpretations with future effective dates are either not applicable to the department or have no material impact.

(h) Accounting standards applied for the first time

The department did not voluntarily change any of its accounting policies during 2023-24.

The department has had no material impact as a result of the amendment standard AASB 2021-2 *Amendments to Australian Accounting Standards – Disclosure of Accounting Policies and Definition of Accounting Estimates* during 2023-24.

2 Objectives and principal activities of the department

The purpose of the QPS in 2023-24 is to work with the community and our partners to prevent, disrupt, respond to and investigate crime and eliminate road trauma to achieve our vision of making Queensland the safest state.

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

3 Machinery-of-Government changes

2024

Transfers in

Pursuant to the Queensland Government's announcement on 26 October 2022, in response to the reform measures recommended from the independent review of Queensland Fire and Emergency Services (QFES), the transfer of the following functions from QFES to QPS were effected:

- **Disaster Management (DM)** - As a result of the *Public Service Departmental Arrangements Notice (No. 4) 2023*, the Queensland Government's DM functions were transferred from QFES to QPS effective 1 November 2023.
- **Marine Rescue Queensland (MRQ)** - The Marine Rescue Implementation Program (MRIP) that was transferred from QFES to QPS on 1 May 2023 (refer 2023 note below) is responsible for the establishment of MRQ through the *Marine Rescue Queensland Act 2024*, a new marine rescue service which commenced operation within QPS effective 1 July 2024.

As part of the DM and MRQ functions transfer, State-funded appropriation totalling \$8.403m was transferred from QFES to QPS on 1 October 2023 in relation to the transfer of the following Service Level Agreements (SLAs) to QPS:

SLAs	Disaster Management \$'000	Marine Rescue Queensland \$'000	Total Appropriation Transfer \$'000
Surf Life Saving Queensland (SLSQ)	3,864	-	3,864
Royal Life Saving Society Queensland (RLSSQ)	39	-	39
Australian Volunteer Coast Guard Association (AVCGA)	-	1,810	1,810
Volunteer Marine Rescue Association Queensland (VMRAQ)	-	2,690	2,690
Total State-funded Appropriation for Supplies & Services	3,903	4,500	8,403

- **State Emergency Services (SES)** - Effective 3 June 2024, the SES functions were transferred to QPS, as per the *Public Service Departmental Arrangements Notice (No. 2) 2024*. The effective transfer date for financial reporting purposes was 1 July 2024 (FY2024-25), with the following transfer in from QFES:

Appropriation for departmental services - state funded	\$4.536m
Appropriated equity injection - state funded	\$2.816m
Assets	
Cash	\$0.815m
Inventory	\$1.320m
Property, plant & equipment	\$4.472m

2023

Transfers in

Effective 1 May 2023, assets and liabilities from the Marine Rescue Implementation Program were transferred to QPS as follows:

Appropriation for departmental services - state funded	\$2.339m
Property, plant & equipment	\$1.696m
Appropriated equity injection - state funded	\$1.163m

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

	2024 \$'000	2023 \$'000
4 Appropriation revenue		
Reconciliation of payments from Consolidated Fund to appropriation revenue recognised in statement of comprehensive income		
Original budgeted appropriation revenue	3,118,097	2,659,113
Unforeseen expenditure	188,810	65,986
Total appropriation receipts (cash)	3,306,907	2,725,099
Less: Opening balance of appropriation revenue receivable	(143,824)	(23,143)
Plus: Closing balance of appropriation revenue receivable *	49,733	143,824
Appropriation revenue recognised in statement of comprehensive income	3,212,816	2,845,780
Reconciliation of payments from Consolidated Fund to equity adjustment recognised in contributed equity		
Budgeted equity adjustment appropriation	144,001	19,067
Unforeseen expenditure	7,175	29,390
Equity adjustment receipts (payments)	151,176	48,457
Plus: Opening balance of equity adjustment payable	189	3,443
Less: Closing balance of equity adjustment payable	(2,675)	(189)
Less: Opening balance of equity adjustment receivable	-	(22,522)
Equity adjustment recognised in contributed equity	148,690	29,189

* Appropriation revenue receivable includes deficit support funding (refer to Note 11).

Accounting Policy - Appropriation revenue

Appropriations provided under the *Appropriation Act 2023* are recognised as revenue when received or receivable. Where approved, appropriation revenue is recorded as a receivable if the approved amounts are not received at the end of the reporting period.

5 User charges and fees

Special services	52,787	45,499
Incident reporting	1,620	1,404
Criminal history checks	16,537	15,245
Aviation user charges	583	852
Service level agreements *	79,750	75,216
Security services	75,205	64,473
Total	226,483	202,688

* Revenue received under Service Level Agreements (SLA's) primarily comprises of revenue received for ICT support and innovation services to other Queensland government entities. This consists of \$43.7m (2022-23: \$41.9m) from QFES, \$28.1m (2022-23: \$25.5m) from Queensland Ambulance Service (QAS) and \$8.0m (2022-23: \$7.8m) from other Queensland government entities.

Accounting Policy - User charges and fees

User charges and fees are recognised as revenues when the revenue has been earned and can be measured reliably with a sufficient degree of certainty. This occurs upon delivery of the goods to the customer or completion of the requested services at which time the invoice is raised. Accrued revenue is recognised if the revenue has been earned but not yet invoiced.

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

	2024 \$'000	2023 \$'000
6 Grants and other contributions		
Grants and contributions	18,391	23,061
Donations, gifts and services received below fair value *	20,212	21,218
Total	38,603	44,279

* Included in the 2023-24 services received below fair value figure is \$19.5m (2022-23: \$18.6m) representing costs for services mainly incurred by Queensland Health (QH) and the Queensland Government Wireless Network (GWN) provided to the QPS. The cost of services provided are materially represented at fair value.

Accounting Policy - Grants and contributions

Where the grant agreement is enforceable and contains sufficiently specific performance obligations for the department to transfer goods or services to a third-party on the grantor's behalf, the transaction is accounted for under AASB 15 *Revenue from Contracts with Customers*. In this case, revenue is initially deferred and recognised as or when the performance obligations are satisfied. Otherwise, the grant is accounted for under AASB 1058 *Income of Not-for-Profit Entities*, whereby revenue is recognised upon receipt of the grant funding.

Accounting Policy - Services received free of charge, below fair value or for nominal value

Contributions of services are recognised only if the services would have been purchased if they had not been donated and their fair value can be measured reliably. Where this is the case, an equal amount is recognised as revenue and an expense in the statement of comprehensive income.

7 Employee expenses

Employee benefits		
Wages and salaries	1,907,991	1,764,583
Employer superannuation contributions	335,841	322,523
Long service leave levy	56,024	51,705
Annual leave levy	243,427	225,273
Other employee benefits	26,211	16,123
Employee related expenses		
Workers' compensation premium	84,632	59,369
Total	2,654,126	2,439,575

The number of employees as at 30 June including both full-time employees and part-time employees, measured on a full-time equivalent basis, reflecting Minimum Obligatory Human Resource Information (MOHRI), is:

Full-Time equivalent employees (number)	18,022	16,723
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Accounting Policy - Employee expenses

Wages, salaries and sick leave

Wages and salaries due but unpaid at reporting date are recognised in the statement of financial position at the current salary rates.

For unpaid entitlements expected to be paid within 12 months of the reporting date, the liabilities are recognised at their undiscounted values. As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

Annual leave and long service leave

The department is a member of the Queensland Government's Annual Leave Central Scheme (ALCS) and Long Service Leave Central Scheme. A levy is payable to cover the cost of employees' annual leave (including leave loading and on-costs) and long service leave. The levies are expensed in the period in which they are payable. Amounts paid to employees for annual leave and long service leave are claimed from the scheme quarterly in arrears.

Superannuation

Post-employment benefits for superannuation are provided through defined contribution (accumulation) plans or the Queensland Government's defined benefit plan (the former QSuper defined benefit categories now administered by the Government Division of the Australian Retirement Trust) as determined by the employee's conditions of employment.

Defined contribution plans - Contributions are made to eligible complying superannuation funds based on the rates specified in the relevant Enterprise Bargaining Agreement (EBA) or other conditions of employment. Contributions are expensed when they are paid or become payable following completion of the employee's service each pay period.

Defined benefit plan - The liability for defined benefits is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*. The amount of contributions for defined benefit plan obligations is based upon the rates determined on the advice of the State Actuary. Contributions are paid by the department at the specified rate following completion of the employee's service each pay period. The department's obligations are limited to those contributions paid.

Workers' compensation premium

The department pays premiums to WorkCover Queensland in respect of its obligations for employee compensation. Workers' compensation insurance is a consequence of employing employees, but is not counted in an employee's total remuneration package.

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

8 Key Management Personnel disclosures

(a) Details of Key Management Personnel (KMP)

Key management personnel include those positions that had direct or indirect authority and responsibility for planning, directing and controlling the activities of the department during 2023-24. The department's responsible Minister is the Minister for Police and Community Safety and is identified as part of the department's KMP.

Further information on non-Ministerial KMP personnel can be found in the body of the Annual Report under the section relating to Executive Management.

Position	Position Responsibility
Commissioner (*)	Responsible for the overall efficient and proper administration, management and functioning of the department
Deputy Commissioner - Regional Services	Responsible for the coordination and delivery of a range of expert specialist, technical, training, logistical and operational support, and advice to enhance frontline policing activities state-wide
Deputy Commissioner - Regional Operations and Youth Crime	Responsible for the operations associated with all regions and frontline policing services to ensure greater collaboration and planning to address future demand
Deputy Commissioner - Specialist Operations	Responsible for the provision of specialist police services within the department
Deputy Chief Executive - Strategy and Corporate Services	Responsible for continuous improvement and review, organisational efficiencies, and better service provision to the community
Deputy Commissioner - Disaster and Emergency Management	Responsible for the operations for disaster response in Queensland, the Olympic and Paralympic Games Group, and the Reform Implementation Taskforce (RIT)

(*) Previous incumbent for the Commissioner position separated on 1 March 2024. The Acting Commissioner commenced on 2 March 2024 and was appointed on 22 April 2024.

Two independent external members were appointed to the QPS Board of Management during 2023-24, one being an existing member during 2022-23 and up to December 2023, and one was newly appointed on 1 July 2023. For 2023-24, the continuing external member received \$4,140 (2022-23: \$7,441) and the new external member received \$6,484 in remuneration.

(b) Remuneration policies

Ministerial remuneration entitlements are outlined in the Legislative Assembly of Queensland's Members' Remuneration Handbook. The department does not bear any cost of remuneration of Ministers. The majority of Ministerial entitlements are paid by the Legislative Assembly, with the remaining entitlements being provided by Ministerial Services Branch within the Department of the Premier and Cabinet. As all Ministers are reported as KMP of the Queensland Government, aggregate remuneration expenses for all Ministers is disclosed in the Queensland General Government and Whole of Government Consolidated Financial Statements, which are published as part of Queensland Treasury's Report on State Finances.

Remuneration policy for the department's other KMP is set by the Queensland Public Sector Commission as provided for under the *Public Sector Act 2022*. Individual remuneration and other terms of employment for the KMP are specified in employment contracts.

Remuneration expenses for KMP comprise the following components:

- Short term employee expenses including:
 - salaries, allowances and leave entitlements earned and expensed for the entire year or for that part of the year during which the employee was a KMP; and
 - non-monetary benefits - may include provision of a motor vehicle and fringe benefits tax applicable to benefits.
- Long term employee benefits include amounts expensed in respect of long service leave entitlements earned.
- Post employment benefits include amounts expensed in respect of employer superannuation obligations.
- Termination benefits include payments in lieu of notice on termination and other lump sum separation entitlements (excluding annual and long service leave entitlements) payable on termination of employment or acceptance of an offer of termination of employment.

No KMP remuneration packages provide for performance or bonus payments.

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

8 Key Management Personnel disclosures (continued)

(c) Remuneration expenses

1 July 2023 – 30 June 2024

Position	Short Term Employee Expenses		Long Term Employee Expenses \$'000	Post Employment Expenses \$'000	Termination Benefits \$'000	Total Expenses \$'000
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000				
	Commissioner (1 July 2023 - 1 March 2024)	379				
Commissioner (Acting 2 March 2024 - 21 April 2024, Appointed 22 April 2024)	195	-	5	24	-	224
Deputy Commissioner - Regional Operations and Youth Crime (Acting 26 August 2023 - 13 October 2023, 22 January 2024 - 8 March 2024)	85	17	2	14	-	118
Deputy Commissioner - Regional Operations and Youth Crime (Acting 9 March 2024 - 2 April 2024, 4 May 2024 - 30 June 2024)	69	5	2	11	-	87
Deputy Commissioner - Regional Services (Appointed 17 July 2023)	284	21	7	54	-	366
Deputy Commissioner - Specialist Operations (1 July 2023 - 1 January 2024, on extended leave from 2 January 2024)	170	15	4	29	-	218
Deputy Commissioner - Specialist Operations (Acting 30 December 2023 - 24 January 2024, Appointed 25 January 2024)	127	6	3	27	-	163
Deputy Chief Executive - Strategy and Corporate Services	267	-	7	34	-	308
Deputy Commissioner - Disaster and Emergency Management	343	4	9	67	-	423

1 July 2022 – 30 June 2023

Position	Short Term Employee Expenses		Long Term Employee Expenses \$'000	Post Employment Expenses \$'000	Termination Benefits \$'000	Total Expenses \$'000
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000				
	Commissioner	541				
Deputy Commissioner - Southern Queensland (1 July 2022 - 8 January 2023)	204	2	5	20	-	231
Deputy Commissioner - Southern Queensland (Acting 9 January 2023 - 26 February 2023)	41	1	1	1	-	44
Deputy Commissioner - Regional Services (Acting 27 February 2023 - 30 June 2023)	112	3	3	12	-	130
Deputy Commissioner - Regional Queensland (1 July 2022 - 19 August 2022)	46	4	1	5	-	56
Deputy Commissioner - Regional Queensland (Acting 22 August 2022 - 26 February 2023)	156	22	4	19	-	201
Deputy Commissioner - Regional Operations (Acting 27 February 2023 - 30 June 2023)	104	15	3	13	-	135
Deputy Commissioner - Crime, Counter Terrorism and Specialist Operations	270	27	7	49	-	353
Deputy Commissioner - Strategy and Corporate Services (1 July 2022 - 4 August 2022)	25	1	1	3	-	30
Deputy Commissioner - Strategy and Corporate Services (Acting 18 July 2022 - 08 January 2023)	148	1	4	19	-	172
Deputy Chief Executive - Strategy and Corporate Services (Acting 9 January 2023 - 28 April 2023)	83	1	2	8	-	94
Deputy Chief Executive - Strategy and Corporate Services (Appointed 29 May 2023)	26	-	1	3	-	30
Deputy Commissioner - Disaster and Emergency Management (Acting 9 January 2023 - 20 April 2023, Appointed 21 April 2023)	182	1	5	18	-	206

(d) Related party transactions with people/entities related to KMP

There were no material related party transactions associated with the department's KMP during 2023-24 (2022-23: nil).

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

	2024	2023
	\$'000	\$'000
9 Supplies and services		
Contractors	89,968	38,333
Materials	65,226	65,960
Repairs and maintenance	119,714	98,308
Transfer costs	11,749	10,798
Travel	37,257	25,345
Communications	97,193	89,473
Accommodation and public utilities *	22,878	21,711
Minor equipment purchases	11,655	17,712
Lease expenses **	34,436	28,985
Crimtrac search fees	9,706	8,829
Aircraft Hire	14,229	3,912
Outsourced works	41,713	45,296
Computing facilities management	6,204	10,858
Postage	1,344	2,105
Management fees	25,426	24,309
Other	71,899	19,801
Total	660,599	511,736

* Office accommodation and employee housing payments for non-specialised commercial office accommodation under the Queensland Government Accommodation Office (QGAO) framework and residential accommodation properties under the Government Employee Housing (GEH) program arise from non-lease arrangements with the Department of Housing, Local Government, Planning and Public Works (DHLGPPW), who has substantive substitution rights over the assets used within these schemes. Payments are expensed as incurred.

** Lease expenses include lease rentals for short-term leases, leases of low value assets and variable lease payments (refer to Note 14 for breakdown of lease expenses).

10 Other expenses

Audit fees *	337	373
Insurance premiums-QGIF	9,699	8,784
Insurance premiums-other	234	271
Special payments **	366	711
Services received below fair value ***	20,223	19,313
Total	30,859	29,452

* Total audit fees to the Queensland Audit Office relating to the 2023-24 financial statements are estimated to be \$375,000 (2022-23: \$360,000).

** The department made 8 ex-gratia payments exceeding \$5,000 each to individuals and private entities in relation to the department's policing operations and settlements of other matters.

*** Included in the 2023-24 Services received below fair value figure is \$19.5m (2022-23: \$18.6m) representing costs for services mainly incurred by QH and the Queensland GWN provided to the QPS (refer to Note 6).

Accounting Policy - Insurance

The majority of the department's non-current physical assets and other risks are insured through the Queensland Government Insurance Fund (QGIF) with premiums being paid on a risk assessment basis. The department privately insures its Air-wing pilots.

For litigation purposes, under the QGIF policy, the department would be able to claim back, less a \$10,000 deductible, the amount paid to successful litigants. The department has no contingent liabilities which would have a material impact on the information disclosed in the 2023-24 financial statements (refer to Note 20).

Accounting Policy - Special payments

Special payments represent ex-gratia expenditure and other expenditure that the department is not contractually or legally obligated to make to other parties.

Accounting Policy - Services received free of charge, below fair value or for nominal value

Contributions of services are recognised only if the services would have been purchased if they had not been donated and their fair value can be measured reliably. Where this is the case, an equal amount is recognised as a revenue and an expense in the statement of comprehensive income.

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

	2024	2023
	\$'000	\$'000
11 Receivables		
Current		
Trade debtors	48,374	43,931
Less: Allowance for impairment loss	(221)	(39)
	<u>48,153</u>	<u>43,892</u>
GST receivable	9,746	7,990
	<u>9,746</u>	<u>7,990</u>
Annual leave reimbursements	64,228	59,494
Long service leave reimbursements	12,891	11,876
Appropriation revenue receivable	49,733	143,824
Loans and advances	9	9
Other	1,839	1,566
	<u>128,700</u>	<u>216,768</u>
Total	<u>186,599</u>	<u>268,650</u>

Accounting Policy - Receivables

Trade debtors are recognised at the amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price. The department's standard settlement terms is 30 days from the invoice date.

Other receivables generally arise from transactions outside the usual operating activities of the department and are recognised at their assessed values.

Accounting Policy - Impairment of receivables

The department has calculated the allowance for impairment based on AASB 9 *Financial Instruments* and has used historical data to calculate historical loss rates and the lifetime expected credit losses which provides the basis for the calculation for the allowance for impairment loss. The allowance for impairment reflects lifetime expected credit losses and incorporates reasonable and supportable forward-looking information. Economic changes impacting the department's debtors and relevant industry data also form part of the department's impairment assessment.

Where the department determines that an amount owing by a debtor becomes uncollectible (after the appropriate debt recovery actions have occurred), the debt is written-off by directly reducing the receivable against the loss allowance. Where the amount of debt written off exceeds the loss allowance, the excess is recognised as an impairment loss.

Accounting Policy - Credit risk exposure of receivables

The maximum exposure to credit risk at balance date for receivables is the gross carrying amount of those assets.

The department uses a provision matrix to measure the expected credit losses on trade and other debtors. The calculations reflect historical observed default rates calculated using credit losses experienced on past transactions during a 10 year period. The historical default rates are then adjusted by reasonable and supportable forward-looking information for expected changes in macroeconomic indicators that affect the future recovery of those receivables. For the department, a change in the CPI rate is determined to be the most relevant forward-looking indicator for trade and other debtors. The historical default rates are adjusted based on expected changes to that indicator.

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

12 Intangible assets

	Software purchased	Software internally generated	Software work in progress	Total
	2024 \$'000	2024 \$'000	2024 \$'000	2024 \$'000
Gross value	4,250	183,374	15,873	203,497
Less: Accumulated amortisation	(3,985)	(160,592)	-	(164,577)
	<u>265</u>	<u>22,782</u>	<u>15,873</u>	<u>38,920</u>
Reconciliation				
Opening balance	625	22,434	10,748	33,807
Acquisitions	-	1,990	7,678	9,667
Transfers between classes	-	2,553	(2,553)	-
Amortisation	(359)	(4,194)	-	(4,554)
Closing balance	<u>265</u>	<u>22,782</u>	<u>15,873</u>	<u>38,920</u>
	Software purchased	Software internally generated	Software work in progress	Total
	2023 \$'000	2023 \$'000	2023 \$'000	2023 \$'000
Gross value	4,250	178,832	10,748	193,830
Less: Accumulated amortisation	(3,625)	(156,398)	-	(160,022)
	<u>625</u>	<u>22,434</u>	<u>10,748</u>	<u>33,807</u>
Reconciliation				
Opening balance	895	5,331	21,627	27,853
Acquisitions	-	2,044	10,476	12,520
Transfers between classes	71	21,285	(21,356)	-
Amortisation	(341)	(6,226)	-	(6,567)
Closing balance	<u>625</u>	<u>22,434</u>	<u>10,748</u>	<u>33,807</u>

Accounting Policy - Recognition thresholds for intangible assets

Intangible assets with a cost or other value equal to or in excess of \$100,000 are capitalised for financial reporting purposes in the year of acquisition. Items purchased or acquired for a lesser value are expensed in the year of acquisition. Any training costs are expensed as incurred.

Accounting Policy - Amortisation of intangible assets

All intangible assets are amortised on a straight line basis over their estimated useful life against an 8% - 20% amortisation rate.

Accounting Policy - Impairment of intangible assets

All intangible assets are assessed for indicators of impairment on an annual basis in accordance with AASB 136 *Impairment of Assets*. If an indicator of possible impairment exists, the department determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss. There were no impairments identified for 2022-23 or for 2023-24 financial years.

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13 Property, plant and equipment

	Land	Buildings	Heritage and cultural	Plant and equipment	Major plant and equipment	Infrastructure	Work in progress	Total
	2024 \$'000	2024 \$'000	2024 \$'000	2024 \$'000	2024 \$'000	2024 \$'000	2024 \$'000	2024 \$'000
Gross value	560,675	2,098,774	48,184	702,345	70,074	14,807	199,996	3,694,854
Less: Accumulated depreciation	-	(924,343)	(28,000)	(459,838)	(1,150)	(4,062)	-	(1,417,392)
	<u>560,675</u>	<u>1,174,431</u>	<u>20,184</u>	<u>242,507</u>	<u>68,924</u>	<u>10,745</u>	<u>199,996</u>	<u>2,277,462</u>

Reconciliation

Opening balance	480,857	1,139,770	22,703	233,845	55,709	8,600	104,469	2,045,954
Acquisitions	10,847	1,755	-	56,524	832	-	176,358	246,315
Donations received	-	-	-	8	-	-	-	8
Net revaluation decrements in operating surplus	-	-	(1,704)	-	-	-	-	(1,704)
Net revaluation increments recognised in asset revaluation surplus	47,813	60,169	-	-	5,491	2,403	-	115,877
Transfers between classes	18,332	17,033	197	19,804	20,270	-	(75,636)	-
Transfers to operating surplus	-	-	-	-	-	-	(5,194)	(5,194)
Assets reclassified between held for sale and property, plant and equipment	1,406	107	-	192	(4,278)	-	-	(2,574)
Disposals	(1,294)	(459)	-	(7,778)	(43)	-	-	(9,575)
Transfers in from other Government entities	2,778	173	-	-	-	-	-	2,951
Transfers out to other Government entities	(4)	(68)	-	-	-	-	-	(72)
Donations made	(60)	-	-	-	-	-	-	(60)
Depreciation	-	(44,048)	(1,012)	(60,089)	(9,056)	(258)	-	(114,463)
Closing balance	<u>560,675</u>	<u>1,174,431</u>	<u>20,184</u>	<u>242,507</u>	<u>68,924</u>	<u>10,745</u>	<u>199,996</u>	<u>2,277,462</u>

	Land	Buildings	Heritage and cultural	Plant and equipment	Major plant and equipment	Infrastructure	Work in progress	Total
	2023 \$'000	2023 \$'000	2023 \$'000	2023 \$'000	2023 \$'000	2023 \$'000	2023 \$'000	2023 \$'000
Gross value	480,857	1,976,645	43,402	662,393	56,314	11,367	104,469	3,335,446
Less: Accumulated depreciation	-	(836,875)	(20,699)	(428,548)	(605)	(2,767)	-	(1,289,494)
	<u>480,857</u>	<u>1,139,770</u>	<u>22,703</u>	<u>233,845</u>	<u>55,709</u>	<u>8,600</u>	<u>104,469</u>	<u>2,045,952</u>

Reconciliation

Opening balance	501,197	1,049,483	22,368	222,438	53,331	8,206	91,986	1,949,008
Acquisitions	-	1,021	-	47,696	-	34	91,709	140,460
Donations received	1,864	-	-	50	-	-	-	1,914
Net revaluation increments in operating surplus	-	-	1,259	-	-	-	-	1,259
Net revaluation increments in asset revaluation surplus	(15,083)	100,425	-	-	13,436	482	-	99,260
Transfers between classes	48	38,167	110	36,453	2,175	139	(77,091)	-
Transfers to operating surplus	-	-	-	-	-	-	(3,831)	(3,831)
Assets reclassified between held for sale and property, plant and equipment	(7,555)	(2,413)	-	(699)	-	-	-	(10,667)
Disposals	(1,549)	(865)	-	(12,833)	(865)	-	-	(15,248)
Transfers in from other Government entities	4,110	74	-	-	-	-	1,696	5,880
Transfers out from other Government entities	(2,176)	(2)	(132)	-	-	-	-	(2,310)
Depreciation	-	(46,121)	(901)	(59,259)	(13,234)	(260)	-	(119,775)
Closing balance	<u>480,857</u>	<u>1,139,770</u>	<u>22,703</u>	<u>233,845</u>	<u>55,709</u>	<u>8,600</u>	<u>104,469</u>	<u>2,045,952</u>

Queensland Police Service
Notes to the financial statements
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13 Property, plant and equipment (continued)

Accounting Policy - Ownership and acquisitions of assets

Historical cost is used for the initial recording of all non-current physical asset acquisitions. Historical cost is determined as the value provided as consideration plus costs incidental to the acquisition and costs incurred in getting the asset ready for use. However, any training costs are expensed as incurred.

Assets acquired at no cost or for nominal consideration, other than from an involuntary transfer from another Queensland government department, are recognised at their fair value at the date of acquisition in accordance with AASB 116 *Property, Plant and Equipment*.

Where assets are received free of charge from another Queensland Government department (whether as a result of a machinery-of-Government change or other involuntary transfer), the acquisition cost is recognised as the gross carrying amount in the accounts of the transferor immediately prior to the transfer together with any accumulated depreciation.

Assets under construction are recorded as capital work in progress until the date of practical completion, at which time they are transferred to the appropriate asset class.

Accounting Policy - Recognition thresholds for property, plant and equipment

Items of property, plant and equipment, with a historical cost or other value equal to or in excess of the following thresholds are recognised for financial reporting purposes in the year of acquisition:

Class	Threshold (\$)
Land	1
Buildings	10,000
Heritage and cultural	5,000
Plant and equipment	5,000
Major plant and equipment	5,000
Infrastructure	10,000

Items purchased or acquired for a lesser value are expensed in the year of acquisition.

Land improvements undertaken by the department are included with buildings.

Accounting Policy - Componentisation of complex assets

Complex assets comprise separately identifiable components (or groups of components) of significant value, that require replacement at regular intervals and at different times to other components comprising the complex asset.

On initial recognition the asset recognition thresholds outlined above apply to the complex asset as a single item. Where the complex asset qualifies for recognition, components are then separately recorded when their value is significant relative to the total cost of the complex asset.

When a separately identifiable component (or groups of components) of significant value is replaced, the existing component(s) is derecognised. The replacement component(s) is capitalised when it is probable that future economic benefits from the significant component will flow to the department in conjunction with the other components comprising the complex asset and the cost exceeds the asset recognition thresholds specified above. Replacement components that do not meet the asset recognition thresholds for capitalisation are expensed.

Components are valued on the same basis as the asset class to which they relate.

The department's aircraft are categorised as complex assets.

Queensland Police Service
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13 Property, plant and equipment (continued)

Accounting Policy - Measurement of property, plant and equipment using fair value

Land, buildings, infrastructure, major plant and equipment and heritage and cultural assets are measured at fair value as required by Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector. These assets are reported at their revalued amounts, being the fair value at the date of valuation, less any subsequent accumulated depreciation and impairment losses where applicable.

The cost of items acquired during the financial year has been judged by management of the department to materially represent their fair value at the end of the reporting period.

Accounting Policy - Measurement of property, plant and equipment using cost

Plant and equipment, (that is not classified as major plant and equipment) is measured at cost in accordance with AASB 116 *Property, Plant and Equipment*. The carrying amounts for such plant and equipment at cost has been assessed as not materially different from their fair value.

Accounting Policy - Revaluation of property, plant and equipment measured at fair value

Property, plant and equipment classes measured at fair value are revalued on an annual basis either by appraisals undertaken by an independent professional valuer, internal experts or by the use of appropriate and relevant indices.

Revaluations for land, buildings, infrastructure and heritage and cultural assets using an independent professional valuer are undertaken on a rolling basis over a four year period. However, if a particular asset class experiences significant or volatile changes in fair value, that class is subject to specific appraisals in the current reporting period, where practicable, regardless of the timing of the last specific appraisal. Major plant and equipment assets (aircraft) are independently revalued on an annual basis.

The fair values reported are based on appropriate valuation techniques that maximise the use of available and relevant observable inputs and minimise the use of unobservable inputs.

Where assets have not been specifically appraised in the reporting period, their previous valuations are materially kept up-to-date via the application of relevant indices. The department ensures that the application of such indices results in a valid estimation of the assets' fair values at reporting date. Jones Lang LaSalle (JLL) supplies the indices used for the land, buildings, infrastructure and heritage and cultural assets. Such indices are either publicly available, or are derived from market information available. JLL provides assurance of their robustness, validity and appropriateness for application to the relevant assets. Indices used are also tested for reasonableness by applying the indices to a sample of assets, comparing the results to similar assets that have been valued by an independent professional valuer or internal expert, and analysing the trend of changes in values over time. Through this process, which is undertaken annually, management assesses and confirms the relevance and suitability of indices provided by JLL based on the department's own particular circumstances.

Any revaluation increment arising on the revaluation of an asset is credited to the asset revaluation surplus of the appropriate class, except to the extent it reverses a revaluation decrement for the class previously recognised as an expense. A decrease in the carrying amount on revaluation is charged as an expense, to the extent it exceeds the balance, if any, in the revaluation surplus relating to that asset class.

Revaluation methodology

All revaluations were performed by JLL as at 31 March 2024. The fair value as at 30 June 2024 is materially the same as the valuation completed as at 31 March 2024.

Land

Independent revaluations were performed for land in the QPS Brisbane and North Coast Regions as at 30 June 2024, as part of the four year rolling program, by JLL.

Land not subject to market specific appraisal were revalued using indices supplied by JLL based on individual factor changes for each property as derived from a review of market transactions and having regard to the review of land values undertaken for local government locations.

Buildings and Heritage and cultural assets

Independent revaluations were performed for buildings in the QPS Brisbane and North Coast Regions as at 30 June 2024, as part of the four year rolling program, by JLL.

The process involved data collected by desktop and external inspection and was based on current replacement cost, unless a market price in an active and liquid market existed.

Buildings and Heritage and cultural assets not subject to market specific appraisal were revalued using the most appropriate method of indexation, determined by the type of asset, as provided by JLL. JLL calculates the indices by a weighted matrix based on various sources for both a cost approach and market approach. The indices data for the built asset classes are based on construction movements as well as other factors intrinsic to the construction process. These indices were determined to be the most appropriate when considering the department's asset types and were accepted and applied by management on the basis they resulted in a materially accurate representation of the fair value of buildings as at 30 June 2024.

Queensland Police Service
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13 Property, plant and equipment (continued)

Infrastructure

Independent revaluations were performed for infrastructure assets in the Brisbane and North Coast Regions as at 30 June 2024, as part of the four year rolling program, by JLL.

Infrastructure assets not subject to market specific appraisal were revalued using the most appropriate method of indexation, determined by the type of asset, as provided by JLL. JLL calculates the indices by a weighted matrix based on various sources for both a cost approach and market approach.

Major plant and equipment

Twelve aircraft were independently revalued by JLL as at 31 March 2024. The revaluations were determined using current market values. As a result of the volatility of the exchange rate, the fair value of aircraft was reassessed at balance date. No material change was noted as the impacts are expected to be temporary in nature, with recovery expected in the short to medium term. The revaluations were determined using current market values if sold on the open market, after investigating and analysing the sale prices of similar second-hand aircraft. Particular regard has been given to the aircraft's general appearance, condition and remaining useful life on all major components.

Accounting Policy - Fair value measurement

Fair value is the price that would be received to sell an asset in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price) regardless of whether that price is directly derived from observable inputs or estimated using another valuation technique.

Observable inputs are publicly available data that are relevant to the characteristics of the assets being valued. Observable inputs used by the department include, but are not limited to, published sales data for land and general office buildings.

Unobservable inputs are data, assumptions and judgements that are not available publicly, but are relevant to the characteristics of the assets being valued. Significant unobservable inputs used by the department include, but are not limited to, subjective adjustments made to observable data to take account of the characteristics of the department's assets, internal records of recent construction costs (and/or estimates of such costs), assets' characteristics/functionality, and assessments of physical condition and remaining useful life. Unobservable inputs are used to the extent that sufficient relevant and reliable observable inputs are not available for similar assets.

A fair value measurement of a non-financial asset takes into account a market participant's ability to generate economic benefits by using the asset in its highest and best use.

Fair Value Measurement Hierarchy

All assets of the department for which fair value is measured or disclosed in the financial statements are categorised within the following fair value hierarchy, based on the data and assumptions used in the most recent specific appraisals:

- Level 1 – represents fair value measurements that reflect unadjusted quoted market prices in active markets for identical assets;
- Level 2 – represents fair value measurements that are substantially derived from inputs (other than quoted prices included within level 1) that are observable, either directly or indirectly; and
- Level 3 – represents fair value measurements that are substantially derived from unobservable inputs.

None of the department's valuations of assets are eligible for categorisation into level 1 of the fair value hierarchy.

Categorisation of fair values recognised as at 30 June

	Level 2 \$'000		Level 3 \$'000		Total \$'000	
	2024	2023	2024	2023	2024	2023
Land	560,675	480,857	-	-	560,675	480,857
Buildings	201,703	200,112	972,728	939,658	1,174,431	1,139,770
Heritage and cultural	1,930	1,901	18,254	20,802	20,184	22,703
Infrastructure	-	-	10,745	8,600	10,745	8,600
Major plant and equipment	68,924	55,709	-	-	68,924	55,709

Queensland Police Service
Notes to the financial statements
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13 Property, plant and equipment (continued)

Level 3 fair value reconciliation

	Buildings		Heritage and cultural		Infrastructure		Total Level 3 assets	
	2024 \$'000	2023 \$'000	2024 \$'000	2023 \$'000	2024 \$'000	2023 \$'000	2024 \$'000	2023 \$'000
Carrying amount as at 1 July	939,658	900,721	20,802	20,590	8,600	8,206	969,060	929,517
Acquisitions	1,403	584	-	-	-	34	1,403	617
Net Transfers in from other Queensland Government entities	-	74	-	-	-	-	-	74
Net Transfers out to other Queensland Government entities	-	(2)	-	(132)	-	-	-	(134)
Disposals	(105)	(225)	-	-	-	-	(105)	(225)
Assets reclassified as held for sale	-	(999)	-	-	-	-	-	(999)
Transfer between classes	15,472	32,331	197	110	-	139	15,669	32,579
Net revaluation increments / (decrements) in operating surplus	-	-	(1,777)	1,117	-	-	(1,777)	1,117
Net revaluation increments in asset revaluation surplus	52,312	46,533	-	-	2,403	482	54,716	47,014
Depreciation	(36,011)	(39,360)	(969)	(883)	(258)	(260)	(37,239)	(40,502)
Carrying amount as at 30 June	972,728	939,658	18,254	20,802	10,745	8,600	1,001,726	969,060

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Notes to the financial statements
For the year ended 30 June 2024

13 Property, plant and equipment (continued)

Accounting Policy - Depreciation of property, plant and equipment

Land is not depreciated as it has an unlimited useful life.

Property, plant and equipment is depreciated on a straight-line basis so as to allocate the net cost or revalued amount of each asset, less its estimated residual value, progressively over its estimated useful life to the department.

Assets under construction (work-in-progress) are not depreciated until they have reached their service delivery capacity. Service delivery capacity relates to when construction is complete and the asset is first put to use or is installed ready for use in accordance with its intended application. These assets are then reclassified to the relevant classes within property, plant and equipment.

Where assets have significant separately identifiable components that are subject to regular replacement, these components are assigned useful lives distinct from the asset to which they relate and are depreciated accordingly. At reporting date only major plant and equipment are componentised.

Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalised and the new depreciable amount is depreciated over the remaining useful life of the asset to the department.

Major spares purchased specifically for particular assets are capitalised and depreciated on the same basis as the asset to which they relate.

For each class of depreciable asset the following depreciation rates are used:

Class	Depreciation rate (%)
Buildings	1 to 10
Heritage and cultural	1 to 3
Plant and equipment	2 to 50
Major plant and equipment	2 to 16
Infrastructure	2 to 6

Accounting Policy - Impairment of property, plant and equipment

All property, plant and equipment assets which are carried at cost are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the department determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

Where assets are measured at fair value, they are reviewed for indicators of a change in fair value/service potential since the last valuation was completed. Where there are indicators of movement in fair value, this is assessed and recorded as a revaluation movement.

Queensland Police Service
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14 Right-of-use assets and lease liabilities

Right-of-use assets

	Buildings	Major plant and equipment	Total
	2024 \$'000	2024 \$'000	2024 \$'000
Gross value	13,047	30,435	43,482
Less: Accumulated amortisation	(5,558)	(30,357)	(35,915)
	<u>7,489</u>	<u>78</u>	<u>7,567</u>
Reconciliation			
Opening balance	8,272	7,225	15,497
Acquisitions	589	-	589
Amortisation	(1,372)	(7,147)	(8,519)
Closing balance	<u>7,489</u>	<u>78</u>	<u>7,567</u>

	Buildings	Major plant and equipment	Total
	2023 \$'000	2023 \$'000	2023 \$'000
Gross value	12,458	30,435	42,894
Less: Accumulated amortisation	(4,187)	(23,210)	(27,397)
	<u>8,272</u>	<u>7,225</u>	<u>15,497</u>
Reconciliation			
Opening balance	9,819	59	9,878
Acquisitions	-	14,294	14,294
Adjustment due to change in lease	(224)	-	(224)
Amortisation	(1,323)	(7,127)	(8,451)
Closing balance	<u>8,272</u>	<u>7,225</u>	<u>15,497</u>

	2024 \$'000	2023 \$'000
Lease liabilities		
Current		
Lease liabilities	1,872	8,029
Non-current		
Lease liabilities	6,741	8,172
Total	<u>8,613</u>	<u>16,200</u>

Accounting Policy - Recognition of right-of-use assets

Right-of-use (RoU) assets with a lease term greater than 12 months and with a value equal to or in excess of \$10,000 are capitalised. Items for a short term period of 12 months or less or for a lesser value are expensed.

The right-of-use asset will initially be recognised at cost, consisting of the initial amount of the associated lease liability, plus any lease payments made to the lessor at or before the effective date, less any lease incentive received, the initial estimate of restoration costs and any initial direct costs incurred by the lessee.

Right-of-use assets are recognised and carried at their cost less accumulated depreciation and any accumulated impairment losses, adjusted for any re-measurement of the lease liability in certain circumstances.

Accounting Policy - Amortisation of right-of-use assets

Right-of-use assets are amortised on a straight line basis from the commencement date of the lease to the end of the lease term.

Accounting Policy - Impairment of right-of-use assets

All right-of-use assets are assessed for indicators of impairment. If an indicator of possible impairment exists, the department determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss. There were no impairments identified for 2022-23 or for 2023-24 financial years.

Queensland Police Service
Notes to the financial statements
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14 Right-of-use assets and lease liabilities (continued)

Accounting Policy - Lease liability

Lease liabilities are initially recognised at the present value of lease payments over the lease term that are not yet paid. Lease payments include fixed payments, variable lease payments that depend on an index or rate, option payments (if reasonably certain) and expected residual value guarantees. The present value of lease payments are discounted using the Queensland Treasury Corporation (QTC) fixed rate applicable to the term of the lease. Subsequently, the lease liabilities are increased by the interest charge and reduced by the amount of lease payments.

Disclosures - Leases as lessee

(i) Details of leasing arrangements as lessee

Major plant and equipment	In 2014, the department has entered into a 8-year lease with Surf Life Saving Queensland for two helicopters, this contract has been extended by a further two years through to 4 July 2024. The department has also entered into a contract with Surf Life Saving Queensland to provide three helicopters and pilots (fully serviced) for a period of 10 years from 4 July 2024. These assets will be recognised as both ROU assets and lease liabilities.
Buildings	The department routinely enters into leases for buildings and office accommodation. Some of these leases are short-term leases or leases of low value assets. Lease terms for buildings and office space that are recognised on balance sheet can range from 3 to 25 years. A number of leases have renewal or extension options. The options are generally exercisable at market prices and are not included in the right of-use asset or lease liability unless the department is reasonably certain it will renew the lease.

	2024	2023
	\$'000	\$'000
(ii) Amounts recognised in profit and loss		
Interest expense on lease liabilities	234	296
Breakdown of 'Lease expenses' included in Note 9		
- Expenses relating to short term leases	2,746	3,046
- Expenses relating to leases of low value assets	62	62
- Expenses relating to office accommodation provided by DHLGPPW	31,629	25,878
(iii) Total cash outflow for leases - Note 9	34,436	28,985

Cash flows of lease payments for lease liabilities is in the Statement of cash flows.

15 Payables

Current

Trade creditors	136,923	41,885
Other	1,897	1,692
Total	138,820	43,577

Accounting Policy - Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the nominal amount i.e. agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured and vendor payment terms are generally 30 days. In response to the COVID-19 pandemic and to minimise potential financial hardship for vendors, payment terms were temporarily changed to pay immediately effective from 25 March 2020. In July 2023, the Queensland Government approved a return to pre-COVID-19 pandemic arrangements. From 2 October 2023, the department returned to paying businesses in line with the terms specified in invoices received, excluding small business payments which are made within 20 calendar days as part of the Queensland Government's On-Time Payment Policy.

16 Accrued employee benefits

Current

Annual leave levy payable	61,970	59,282
Long service leave levy payable	14,963	12,924
Salaries and wages outstanding	16,985	105,624
Accrued allowances	2,939	2,019
Other	(2)	12
Total	96,854	179,862

Accounting Policy - Accrued employee benefits

No provision for annual leave or long service leave is recognised in the department's financial statements as the liability is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

Queensland Police Service
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For the year ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000
17 Other current liabilities			
Current			
Unearned revenue		2,330	3,773
Equity adjustment payable		2,675	189
Total		<u>5,005</u>	<u>3,962</u>

18 Related party transactions with other Queensland Government-controlled entities

The department's primary ongoing sources of funding from Government for its services are appropriation revenue and equity injections, both which are provided in cash via Queensland Treasury.

The department has received below fair value services as disclosed in Notes 6 and 10 which includes \$18.139m for the GWN managed by the Department of Transport and Main Roads (TMR) (2022-23: \$15.805m and \$1.457m received from the Department of Communities, Housing and Digital Economy and TMR respectively), \$1.334m from QH (2022-23: \$1.302m) and \$0.303m for services provided by Qld State Archives, Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts (2022-23: \$0.266m).

19 Commitments

Capital expenditure commitments

Capital expenditure commitments inclusive of non-recoverable GST, contracted for at reporting date but not recognised in the accounts are payable as follows:

Buildings			
Not later than 1 year		50,796	21,686
Later than 1 year but not later than 5 years		-	1,194
Total		<u>50,796</u>	<u>22,880</u>
Plant and equipment			
Not later than 1 year		30,597	44,103
Later than 1 year but not later than 5 years		1,534	-
Total		<u>32,131</u>	<u>44,103</u>
Major plant and equipment			
Not later than 1 year		18,279	109,224
Later than 1 year but not later than 5 years		-	11,779
Total		<u>18,279</u>	<u>121,003</u>
Intangibles			
Not later than 1 year		5,672	6,979
Total		<u>5,672</u>	<u>6,979</u>
RoU major plant and equipment			
Not later than 1 year		13,151	-
Later than 1 year but not later than 5 years		57,241	55,301
Later than five years		81,911	97,002
Total		<u>152,303</u>	<u>152,303</u>

20 Contingencies

Contingent liabilities

The department has 183 Queensland Government Insurance Fund (QGIF) and Partial Incapacity Payment Advice (PIPA) files outstanding as at balance date. Each of these files will be subject to a potential \$10,000 excess payment, if liability for the claim is accepted or the matters settled.

During February 2024, the Queensland Supreme Court released a judgement on the COVID-19 vaccine mandates issued in 2021 for Queensland frontline workers including police. The Queensland Police Service has acknowledged the judgement and has determined that the financial impact, if any, brought forward by this judgement is unable to be reliably estimated as at balance date.

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000
21 Financial instruments			
Financial instrument categories			
The department has the following categories of financial assets and financial liabilities:			
Financial assets			
Cash		181,647	51,128
Receivables at amortised cost:			
Receivables	11	<u>186,599</u>	<u>268,650</u>
Total		<u>368,246</u>	<u>319,778</u>
Financial liabilities			
Financial liabilities at amortised cost:			
Payables	15	<u>138,820</u>	<u>43,577</u>
Total		<u>138,820</u>	<u>43,577</u>

No financial assets or financial liabilities have been offset and presented net in the statement of financial position.

Accounting Policy - Financial instruments

Recognition

Financial assets and financial liabilities are recognised in the statement of financial position when the department becomes party to the contractual provisions of the financial instrument.

The department has not entered into transactions for speculative or hedging purposes. The department holds no financial assets classified at fair value through the profit or loss.

Financial risk management

(a) Risk exposure

Financial risk management is implemented pursuant to Government and QPS policies. These policies focus on the unpredictability of financial markets and seek to minimise potential adverse effects on the financial performance of the department.

The department's activities expose it to a variety of financial risks as set out in the following table:

Risk exposure	Definition	Exposure
Credit risk	Credit risk exposure refers to the situation where the department may incur financial loss as a result of another party to a financial instrument failing to discharge their obligation.	The department is exposed to credit risk in respect of its receivables (refer Note 11).
Liquidity risk	Liquidity risk refers to the situation where the department may encounter difficulty in meeting obligations associated with financial liabilities that are settled by delivering cash or another financial asset.	The department is exposed to liquidity risk in respect of its payables (refer Note 15).
Market risk	The risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk comprises three types of risk: currency risk, interest rate risk and other price risk. Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates.	The department is exposed to risk through future acquisitions in foreign currency including aircraft. The department is exposed to interest rate risk through its leases and cash deposited in interest bearing accounts.

(b) Risk measurement and management strategies

The department measures risk exposure using a variety of methods as follows:

Risk exposure	Measurement method	Risk management strategies
Credit risk	Ageing analysis, earnings at risk	The department manages credit risk through the use of a credit management strategy. This strategy aims to reduce the exposure to credit default by ensuring that the department invests in secure assets and monitors all funds owed on a timely basis. Exposure to credit risk is monitored on an ongoing basis.
Liquidity risk	Sensitivity analysis	The department manages liquidity risk through the use of a liquidity management strategy. This strategy aims to reduce the exposure to liquidity risk by ensuring the department has sufficient funds available to meet employee and supplier obligations as they fall due. This is achieved by ensuring that minimum levels of cash are held within the various bank accounts so as to match the expected duration of the various employee and supplier liabilities.
Market risk	Interest rate sensitivity analysis	The department does not undertake any hedging in relation to interest rate risk and manages its risk as part of the department's overall liquidity management strategy.
Market risk	Exchange rate sensitivity analysis	The department undertakes hedging to mitigate exchange rate risk as part of the department's overall liquidity management strategy. The department will continue to explore hedging options in partnership with Queensland Treasury where it is commercially beneficial to do so.

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

21 Financial instruments (continued)

(c) Liquidity risk - contractual maturity of financial liabilities

The following table sets out the liquidity risk of financial liabilities held by the department. It represents the contractual maturity of financial liabilities, calculated based on undiscounted cash flows relating to the liabilities at reporting date.

Financial liabilities	Note	2024 Payable in			
		<1 year \$'000	1-5 years \$'000	>5 years \$'000	Total \$'000
Payables	15	138,820	-	-	138,820
Lease liabilities		1,997	4,412	2,933	9,343
Total		140,818	4,412	2,933	148,163

Financial liabilities	Note	2023 Payable in			
		<1 year \$'000	1-5 years \$'000	>5 years \$'000	Total \$'000
Payables	15	43,577	-	-	43,577
Lease liabilities		8,029	4,583	3,589	16,200
Total		51,605	4,583	3,589	59,777

2024 **2023**
\$'000 **\$'000**

22 Schedule of administered items

Administered revenues

Taxes, fees and fines	18,569	13,591
Other	591	318
Total	19,160	13,909

Administered expenses

Transfers of administered income to Government *	19,160	13,909
Total	19,160	13,909

Administered assets

Current

Cash	1,797	1,422
Receivables	(3)	(9)
Total current assets	1,794	1,414

Administered liabilities

Current

Unclaimed monies to remit to Treasury	1,077	866
Payable to Government	712	534
Other	5	14
Total current liabilities	1,794	1,414

* The department periodically transfers to the Queensland Government the amount of all cash collected in respect of Administered revenue.

Accounting Policy - Administered transactions and balances

The department administers, but does not control, certain resources on behalf of the Government. In doing so, it has responsibility and is accountable for administering related transactions and items, but does not have the discretion to deploy the resources for the achievement of the department's objectives.

Administered transactions and balances are not significant in comparison to the department's overall financial performance/financial position.

Accounting policies applicable to administered items are consistent with the equivalent policies for controlled items, unless otherwise stated.

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

23 Trust transactions and balances

	2024 \$'000	2023 \$'000
Trust assets		
<i>Current</i>		
Cash	40,132	40,333
Total current assets	<u>40,132</u>	<u>40,333</u>
Trust liabilities		
<i>Current</i>		
Payables	40,132	40,333
Total current liabilities	<u>40,132</u>	<u>40,333</u>

The trust activities are included in the audit performed by the Auditor-General of Queensland.

Accounting Policy - Trust transactions and balances

The department undertakes certain trustee transactions and maintains related balances on behalf of various parties (e.g. exhibits or funds seized from alleged illicit activities, held pending determination by a court as well as unclaimed and returned QPS cheques).

As the department performs only a custodial role in respect of these transactions and balances, they are not recognised in the department's financial statements but are disclosed in these notes for the information of users.

24 Climate risk disclosure

No adjustments to the carrying value of assets were recognised during the financial year as a result of climate-related risks impacting current accounting estimates and judgements. No other transactions have been recognised during the financial year specifically due to climate-related risks impacting the department. The department continues to monitor the emergence of material climate-related risks that may impact the financial statements of the department, including those arising under the Queensland Government's Queensland 2035 Clean Economy Pathway, and other Queensland Government climate-related policies or directives.

25 Events occurring after balance date

Following the initiation of reform implementation in 2023-24 pertaining to the transfer of SES and MRQ functions to QPS, further transfer activities and data migration will continue to be progressively executed throughout 2024-25, with the first two units MRQ Mackay and MRQ Gladstone effectively transferred in during July 2024.

Under the multi-agency Camera Detected Offence Program (CDOP), some functions of the Road Safety Camera Office (RSCO), were transferred from QPS to Queensland Treasury (QT) in 2021-22. The remaining functions of RSCO, including Fixed Camera Operations, Systems, Prosecutions Support and the Calibration Lab transferred from QPS to TMR, effective 1 August 2024 as per the *Public Service Departmental Arrangements Notice (No. 1) 2024*.

The Public Safety Network (PSN) functions will be transitioned from QPS to the Centre for Information Technology and Communication (CITEC). In addition, certain functions of the QPS Frontline & Digital Division (FDD) that directly support other departments, will transition to the Queensland Fire Department (QFD, previously QFES) and QAS. Per the *Public Service Departmental Arrangements Notice (No. 6) 2024*, the effective transfer date for the above functions is 1 September 2024.

There were no other events occurring after balance date that management considers would have a material impact on the information disclosed in these financial statements.

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

26 Budgetary reporting

Statement of comprehensive income	Variance note	Budget 2024 \$'000	Actual 2024 \$'000	Variance \$'000
Income from continuing operations				
Appropriation revenue	26(a)	3,064,184	3,212,816	148,632
User charges and fees	26(b)	181,241	226,483	45,242
Grants and other contributions		29,900	38,603	8,703
Other revenue	26(c)	3,964	28,059	24,095
Total revenue		3,279,289	3,505,961	226,672
Gains on disposal		2,000	3,730	1,730
Gains on revaluation of assets		-	-	-
Total income from continuing operations		3,281,289	3,509,691	228,402
Expenses from continuing operations				
Employee expenses		2,662,399	2,654,126	(8,273)
Supplies and services	26(d)	443,525	660,599	217,074
Grants and subsidies		29,663	34,454	4,791
Depreciation and amortisation		117,349	127,533	10,184
Impairment losses/(gains)		-	182	182
Revaluation decrement		-	1,704	1,704
Finance costs		188	234	46
Other expenses		28,165	30,859	2,694
Total expenses from continuing operations		3,281,289	3,509,691	228,402
Operating result from continuing operations		-	-	-
Operating result for the year		-	-	-
Total other comprehensive income		-	115,877	115,877
Total comprehensive income		-	115,877	115,877

Explanation of major variances

- 26(a) Appropriation revenue increase is primarily attributed to deficit support funding (\$70.0m), additional funding received for WorkCover (\$30m), QPS Enterprise Bargaining Certified Agreements (\$25.5m). Funding also covered the Commission of Inquiry into Queensland Police Service responses to domestic and family violence (\$15m) and Community Support Funding for Non-Government Organisations (\$12.0m).
- 26(b) User charges and fees variance is primarily due to increased revenue generated from security services (\$10.7m), Service Level Agreements for the provision of ICT services to QFES and QAS (\$4.5m), special services which include wide load escorts, traffic control and policing major events (\$7.3m) and criminal history checks (\$1.3m).
- 26(c) Other revenue variance is predominately attributed to additional cost recoveries from services provided to other agencies including ICT services, and chartered flights recovered from Queensland Corrective Services for prisoner transfers.
- 26(d) Supplies and services costs have increased primarily due to inflationary pressures for plant and equipment repairs and maintenance, and accommodation leasing costs. ICT and computer related expenditure have also increased against the budget.

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

26 Budgetary reporting (continued)

Statement of financial position	Variance note	Budget 2024 \$'000	Actual 2024 \$'000	Variance \$'000
Assets				
Current assets				
Cash	26(e)	(22,936)	181,647	204,583
Receivables	26(f)	115,444	186,599	71,155
Inventories		7,067	8,032	965
Other current assets	26(g)	52,643	26,898	(25,745)
Non-current assets classified as held for sale		799	1,823	1,024
Total current assets		153,017	404,999	251,982
Non-current assets				
Intangible assets	26(h)	17,654	38,920	21,266
Property, plant and equipment	26(i)	2,205,465	2,277,462	71,997
Right-of-use assets		7,931	7,567	(364)
Total non-current assets		2,231,050	2,323,949	92,899
Total assets		2,384,067	2,728,948	344,881
Liabilities				
Current liabilities				
Payables	26(j)	37,153	138,820	101,667
Accrued employee benefits	26(k)	74,780	96,854	22,074
Lease liabilities		1,317	1,872	555
Other current liabilities		8,121	5,005	(3,116)
Total current liabilities		121,371	242,552	121,181
Non-current liabilities				
Lease liabilities		7,440	6,741	(699)
Total non-current liabilities		7,440	6,741	(699)
Total liabilities		128,811	249,293	120,482
Net assets		2,255,256	2,479,655	224,399
Equity				
Total equity		2,255,256	2,479,655	224,399

Explanation of major variances

- 26(e) The cash variance is mainly driven by the rescheduling of the capital acquisition program and increased payables resulting from the timing of invoices and payments.
- 26(f) Receivables variance is mainly due to the timing of the receipt of appropriation revenues and cost recoveries for services provided to other agencies.
- 26(g) Other current assets variation is predominantly due to a timing difference in the capitalisation of prepayments relating to major plant and equipment acquisitions.
- 26(h) Intangible assets variance is primarily attributed to additional development expenditure related to the QLITE mobile app, and the capitalisation of software projects previously budgeted as plant & equipment, subsequently categorised as intangible assets.
- 26(i) Property, plant and equipment variance is mainly due to the increase in the asset revaluation surplus and capital acquisitions including the Wacol Youth Remand Centre and the QGAir Fixed Wing fleet.
- 26(j) Payables variance is mainly due to the timing of invoices/payments relating to building works and other services.
- 26(k) Accrued employee benefits variance is primarily attributed to a timing difference in the payroll cycle, and impacts from QPS Enterprise Bargaining Certified Agreements.

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

26 Budgetary reporting (continued)

Statement of cash flows	Variance note	Budget 2024 \$'000	Actual 2024 \$'000	Variance \$'000
Cash flows from operating activities				
<i>Inflows:</i>				
Service appropriation receipts	26(l)	3,118,097	3,306,907	188,810
User charges and fees	26(m)	193,286	221,283	27,997
Grants and other contributions		10,525	13,912	3,387
GST input tax credits from ATO		-	91,201	91,201
GST collected from customers		-	20,407	20,407
Other		39,077	27,858	(11,219)
<i>Outflows:</i>				
Employee expenses		(2,716,312)	(2,742,888)	(26,576)
Supplies and services	26(n)	(478,638)	(584,104)	(105,466)
Grants and subsidies		(29,663)	(34,454)	(4,791)
GST paid to suppliers		-	(92,957)	(92,957)
GST remitted to ATO		-	(20,407)	(20,407)
Other		(18,835)	(10,563)	8,272
Net cash provided by/(used in) operating activities		117,537	196,195	78,658
Cash flows from investing activities				
<i>Inflows:</i>				
Sales of property, plant and equipment	26(o)	13,710	21,089	7,379
<i>Outflows:</i>				
Payments for property, plant and equipment	26(p)	(337,577)	(223,312)	114,265
Payments for intangibles		-	(6,221)	(6,221)
Net cash provided by/(used in) investing activities		(323,867)	(208,444)	115,423
Cash flows from financing activities				
<i>Inflows:</i>				
Equity injections		202,735	207,424	4,689
<i>Outflows:</i>				
Equity withdrawals		(58,734)	(56,248)	2,486
Lease payments		(810)	(8,410)	(7,600)
Net cash provided by/(used in) financing activities		143,191	142,766	(425)
Net increase/(decrease) in cash		(63,139)	130,519	193,658
Cash at beginning of financial year		40,203	51,128	10,925
Cash at end of financial year		(22,936)	181,647	204,583

Explanation of major variances

- 26(l) Appropriation receipts increase is mainly attributed to 2022-23 deficit support funding (\$49.7m), additional funding received for WorkCover (\$30.0m), the QPS Enterprise Bargaining Certified Agreements (\$54.7m), superannuation on ordinary time earnings (\$54.5m), revenue received for the Commission of Inquiry into Queensland Police Service responses to domestic and family violence (\$9.3m), and Community Support Funding for Non-Government Organisations (\$12.0m).
- 26(m) User charges and fees inflows variance is primarily due to increased revenue generated from security services (\$10.7m), Service Level Agreements for the provision of ICT services to QFES and QAS (\$4.5m), special services which include wide load escorts, traffic control and policing major events (\$7.3m) and criminal history checks (\$1.3m).
- 26(n) Supplies and services cash outflows have increased primarily due to inflationary pressures on plant and equipment repairs and maintenance, as well as higher leasing expenses. ICT expenditure has also increased against the budget as a result of additional cost pressures.
- 26(o) Variance is mainly due to increased proceeds from the sale of land and buildings (\$6.1m), aircraft (\$4.2m) and motor vehicles (\$10.8m).
- 26(p) Decrease is mainly due to capital deferrals such as ICT infrastructure, aviation capability and capital works.

Queensland Police Service
Notes to the financial statements
For the year ended 30 June 2024

26 Budgetary reporting (continued)

Schedule of administered items	Variance note	Budget 2024 \$'000	Actual 2024 \$'000	Variance \$'000
Administered revenues				
Taxes, fees and fines	26(q)	11,594	18,569	6,975
Other		2,532	591	(1,941)
Total revenue		14,126	19,160	5,034
Administered expenses				
Transfers of administered revenue to Government		14,126	19,160	5,034
Total expenses		14,126	19,160	5,034
Administered assets				
<i>Current</i>				
Cash		1,634	1,797	163
Receivables		(7)	(3)	4
Total current assets		1,627	1,794	167
Administered liabilities				
<i>Current</i>				
Payables		1,068	1,077	9
Transfers to Government payable		559	712	153
Other		-	5	5
Total current liabilities		1,627	1,794	167

Explanation of major variances

26(q) Taxes, fees and fines variance is predominantly due to increased weapons licences and permits.

**Queensland Police Service
Management Certificate
For the year ended 30 June 2024**

These general purpose financial statements have been prepared pursuant to s.62(1) of the *Financial Accountability Act 2009* (the Act), section 38 of the *Financial and Performance Management Standard 2019* and other prescribed requirements. In accordance with s.62(1)(b) of the Act we certify that in our opinion:

(a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and

(b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Queensland Police Service for the financial year ended 30 June 2024 and of the financial position of the department at the end of that year; and

The Commissioner as the Accountable Officer of the department acknowledges responsibility under s.7 and s.11 of the *Financial and Performance Management Standard 2019* for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period.



S Gollschewski APM

Accountable Officer
Commissioner



N Viles
B.C.A. Grad Cert Prof Acctg, MIPA, AFA

Chief Finance Officer

Date 27/8/24

Date 27/08/2024

INDEPENDENT AUDITOR'S REPORT

To the Accountable Officer of Queensland Police Service

Report on the audit of the financial report

Opinion

I have audited the accompanying financial report of Queensland Police Service.

The financial report comprises the statement of financial position as at 30 June 2024, the statement of comprehensive income, statement of changes in equity, statement of cash flows and, notes to the financial statements including material accounting policy information, and the management certificate.

In my opinion, the financial report:

- a) gives a true and fair view of the department's financial position as at 30 June 2024, and its financial performance for the year then ended; and
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

Basis for opinion

I conducted my audit in accordance with the *Auditor-General Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the department in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Key audit matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial report of the current period. I addressed these matters in the context of my audit of the financial report as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

Specialised building valuation (\$1,174.431 million) and depreciation expense (\$44.048 million)

Refer to note 13 in the financial report.

Key audit matter	How my audit addressed the key audit matter
<p>Buildings were material to Queensland Police Service (QPS) at balance date and were measured at fair value using the current replacement cost method except in rare circumstances where a market price in an active market exists.</p> <p>The QPS values its buildings each year through a combination of specific appraisals for selected regions on a rolling basis, with the remainder of buildings revalued by applying relevant indices in the years between specific appraisals.</p> <p>The current replacement cost method comprises:</p> <ul style="list-style-type: none"> Gross replacement cost, less Accumulated depreciation <p>The QPS derived the gross replacement cost of its buildings at balance date using unit prices that required significant judgements for:</p> <ul style="list-style-type: none"> identifying the components of buildings with separately identifiable replacement costs developing a unit rate for each of these components, including: <ul style="list-style-type: none"> estimating the current cost for a modern substitute (including locality factors and oncosts), expressed as a rate per unit (e.g. \$/square metre) identifying whether the existing building contains obsolescence or less utility compared to the modern substitute, and if so estimating the adjustment to the unit rate required to reflect this difference. <p>The measurement of accumulated depreciation involved significant judgements for determining condition and forecasting the remaining useful lives of building components.</p> <p>The significant judgements required for gross replacement cost and useful lives are also significant judgements for calculating annual depreciation expense.</p> <p>Using indexation required:</p> <ul style="list-style-type: none"> significant judgement in determining changes in cost and design factors for each asset type since the previous revaluation reviewing previous assumptions and judgements used in the last comprehensive valuation to ensure ongoing validity of assumptions and judgements used. 	<p>My procedures included, but were not limited to:</p> <ul style="list-style-type: none"> assessing the adequacy of management's review of the valuation process and results reviewing the scope and instructions provided to the valuer assessing the appropriateness of the valuation methodology and the underlying assumptions with reference to common industry practices assessing the appropriateness of the components of buildings used for measuring gross replacement cost with reference to common industry practices assessing the competence, capabilities and objectivity of the experts used to develop the models for unit rates, on a sample basis, evaluating the relevance, completeness and accuracy of source data used to derive the unit rate of the: <ul style="list-style-type: none"> modern substitute (including locality factors and oncosts) adjustment for excess quality or obsolescence evaluating the relevance and appropriateness of the indices used for changes in cost inputs by comparing to other relevant external indices evaluating useful life estimates for reasonableness by: <ul style="list-style-type: none"> reviewing management's annual assessment of useful lives at an aggregated level, reviewing asset management plans for consistency between renewal budgets and the gross replacement cost of assets testing that no building asset still in use has reached or exceeded its useful life enquiring of management about their plans for assets that are nearing the end of their useful life reviewing assets with an inconsistent relationship between condition and remaining useful life where changes in useful lives were identified, evaluating whether the effective dates of the changes applied for depreciation expense were supported by appropriate evidence.

Responsibilities of the accountable officer for the financial report

The Accountable Officer is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards, and for such internal control as the Accountable Officer determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The Accountable Officer is also responsible for assessing the department's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the department or to otherwise cease operations.

Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of my responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at:

https://www.auasb.gov.au/auditors_responsibilities/ar6.pdf

This description forms part of my auditor's report.

Report on other legal and regulatory requirements

Statement

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2024

- a) I received all the information and explanations I required.
- b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

Prescribed requirements scope

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the department's transactions and account balances to enable the preparation of a true and fair financial report.



30 August 2024

Michael Claydon
as delegate of the Auditor-General

Queensland Audit Office
Brisbane

Appendices

Government bodies

Commissioner for Police Service Reviews	
Act/instrument	The Commissioner for Police Service Reviews is established under the <i>Police Service Administration Act 1990</i> and Police Service Administration Regulation 2016.
Functions	<p>The Review Commissioner is responsible for hearing grievances from police officers relating to appointments, promotions, transfers or disciplinary actions made under the Act.</p> <p>Appeals are heard before a Review Commissioner nominated by the Crime and Corruption Commission yet otherwise independent of the Crime and Corruption Commission and the QPS. Where a matter progresses to a hearing, the Review Commissioner will consider the material presented and prepare written recommendations for the Police Commissioner who will make the final decision. Where the Police Commissioner does not implement the recommendation, reasons must be provided to the Review Commissioner and the parties to review.</p> <p>The Crime and Corruption Commission provides secretariat support to the review function.</p>
Further information about the Commissioner for Police Service Reviews is available at www.ccc.qld.gov.au/ .	
Controlled Operations Committee	
Act	The Controlled Operations Committee is established under the <i>Police Powers and Responsibilities Act 2000</i> .
Functions	The Controlled Operations Committee is responsible for considering and making recommendations about applications for an authority, or variation to an authority, to conduct a controlled operation under Chapter 11 of the <i>Police Powers and Responsibilities Act 2000</i> .
Achievements	<p>The committee provides its own annual report after 30 June each year, detailing the work and activities of the QPS under Chapter 11 Controlled Operations of the Act for the preceding 12 months.</p> <p>The committee's annual report is available online at www.parliament.qld.gov.au/work-of-assembly/taled-papers.</p>
Financial reporting	Records are inspected by the Chairperson of the Controlled Operations Committee. Transactions of the entity are accounted for in the QPS financial statements which are certified by the Auditor-General of Queensland.

Remuneration					
Position	Name	Meetings	Approved fee	Approved sub-committee fees	Actual fees received
Independent Member and Chairperson	The Honourable Roslyn Atkinson AO	16 (Includes annual inspection)	\$520	n/a	\$8,320
Acting Independent Member and Chairperson	Mr Manus Boyce	1	\$520	n/a	\$520
Member (QPS Commissioner's nominee)	Acting Detective Chief Superintendent Craig Morrow	7	n/a	n/a	n/a
Member (QPS Commissioner's nominee)	Acting Detective Chief Superintendent Craig McGrath	4	n/a	n/a	n/a
Member (QPS Commissioner's nominee)	Acting Detective Chief Superintendent Denzil Clark	4	n/a	n/a	n/a
Member (QPS Commissioner's nominee)	Acting Detective Chief Superintendent Colin Briggs	1	n/a	n/a	n/a
Member (CCC Chairperson)	Bruce Barbour	16	n/a	n/a	n/a
No. of scheduled meetings	17 (includes annual inspection)				
Total out of pocket expenses	\$8,840				

Public Interest Monitor	
Act	The Public Interest Monitor is appointed under the <i>Police Powers and Responsibilities Act 2000</i> and the <i>Crime and Corruption Act 2001</i> .
Functions	<p>The Public Interest Monitor has the following functions for surveillance device warrants, retrieval warrants, approvals of the use of surveillance devices under emergency authorisations, and covert search warrants:</p> <ol style="list-style-type: none"> a) to monitor compliance by police officers with chapter 9 of the <i>Police Powers and Responsibilities Act 2000</i> (the Act) in relation to matters concerning applications for covert search warrants b) to monitor compliance by law enforcement officers with chapter 13 of the Act in relation to matters concerning applications for surveillance device warrants, retrieval warrants and approvals of the use of surveillance devices under emergency authorisations c) to appear at any hearing of an application to a Supreme Court judge for a warrant or approval mentioned in paragraph a) or b), or to a magistrate for a warrant mentioned in paragraph b), to test the validity of the application, and for that purpose at the hearing, to— <ol style="list-style-type: none"> (i) present questions for the applicant to answer and examine or cross-examine any witness (ii) make submissions on the appropriateness of granting the application to appear at a consideration of a report made to a Supreme Court judge or a magistrate or given to the monitor and referred to a judge or magistrate under section 357 of the Act d) to appear at a consideration of a report made to a Supreme Court judge or a magistrate or given to the monitor and referred to a judge or magistrate under section 357 of the Act e) to gather statistical information about the use and effectiveness of covert search warrants, surveillance device warrants, control orders, preventative detention orders, official warnings for consorting and public safety orders. f) to report as required by the Act on any matter about which the Act expressly requires the Public Interest Monitor to report g) whenever the Public Interest Monitor considers it appropriate <ol style="list-style-type: none"> (i) to give to the Commissioner a report on noncompliance by police officers with Chapter 9 of the Act; or (ii) to give to the chief executive officer of a law enforcement agency a report on noncompliance by law enforcement officers of the law enforcement agency with Chapter 13 of the Act. <p>The Public Interest Monitor also has the following functions:</p> <ol style="list-style-type: none"> a) under the <i>Criminal Code 1995</i> (Cth), to exercise the power conferred on the monitor under the following sections – <ul style="list-style-type: none"> • section 104.12 (Service, explanation and notification of an interim control order) • section 104.12A (Election to confirm control order) • section 104.14 (Confirming an interim control order) • section 104.18 (Application by the person for a revocation or variation of a control order) • section 104.17 (Service of a declaration, or a revocation, variation or confirmation of a control order) • section 104.19 (Application by the Australian Federal Police Commissioner for a revocation or variation of a control order) • section 104.23 (Application by the Australian Federal Police Commissioner for addition of obligations, prohibitions or restrictions)

	<p>b) under the <i>Terrorism (Preventative Detention) Act 2005</i>, to exercise the power conferred on the monitor under the following sections –</p> <ul style="list-style-type: none"> • section 14 (General provisions that apply if the Public Interest Monitor must be notified about an application to the issuing authority) • section 73 (Supreme Court hearing and decision). <p>c) to gather statistical information about the use and effectiveness of control orders and preventative detention orders under the Acts mentioned in paragraphs a) and b)</p> <p>d) whenever the Public Interest Monitor considers it appropriate – to give to the Commissioner a report on noncompliance by police officers with the <i>Terrorism (Preventative Detention) Act 2005</i>.</p> <p>The Public Interest Monitor must also report in relation to:</p> <ul style="list-style-type: none"> • official warnings for consorting (“OWFC”) issued by QPS officers; and • public safety orders made by QPS commissioned officers under the <i>Peace and Good Behaviour Act 1982</i>. <p>The Public Interest Monitor is required to report on the following matters:</p> <ul style="list-style-type: none"> • the number of OWFC given during the year; • the number of times the giving of an OWFC led to a person committing an offence against: <ul style="list-style-type: none"> ○ section 790 PPRA (assault or obstruct police officer); or ○ section 791 PPRA (contravene direction or requirement of police officer); • the extent of compliance by the QPS with chapter 2, part 6A of the PPRA; and • the use of OWFC generally. <p>The Public Interest Monitor is responsible for the recording, reporting and inspection regime for telecommunications interception in accordance with the <i>Telecommunications Interception Act 2009</i> which enables the use by the QPS and the Crime and Corruption Commission of Commonwealth telecommunications interception powers as a tool for the investigation of serious offences.</p> <p>The Public Interest Monitor is entitled to appear at the hearing of the application for a telecommunications interception warrant to test the validity of the application and, for that purpose at the hearing, to –</p> <p>a) ask questions of any person giving information to the eligible Judge or nominated Administrative Appeals Tribunal member; and</p> <p>b) make submissions to the eligible Judge or nominated Administrative Appeals Tribunal member about the following matters –</p> <ol style="list-style-type: none"> (i) in relation to an application for a warrant in relation to a telecommunications service (ii) in relation to an application for a warrant in relation to a person. <p>In addition, the Public Interest Monitor has record-keeping oversight to ensure eligible authorities keep documents connected with the issue of warrants in accordance with the <i>Telecommunications Interception Act 2009</i>.</p> <p>As the inspecting entity for the QPS, the Public Interest Monitor:</p> <p>a) must inspect the eligible authority’s records as required under section 23 of the legislation to ascertain the extent of compliance by the authority’s officers</p> <p>b) must report in writing to the Minister about the results of the inspections</p> <p>c) may do anything necessary or convenient for the performance of the functions mentioned in (a) and (b).</p>
Achievements	The annual report of the Public Interest Monitor is available at www.parliament.qld.gov.au/work-of-assembly/tabled-papers .

Financial reporting	Financial transactions made with the Public Interest Monitor are accounted for in the QPS financial statements which are certified by the Auditor-General of Queensland.			
Remuneration				
Position	Meetings*	Approved fee	Approved sub-committee fees	Actual fees received**
Public Interest Monitor David Adsett	65	A service fee of \$450.00 per hour to a maximum of \$2,250.00 per day	n/a	\$191,540.50
Deputy Public Interest Monitor Gavin Rebetzke	50	A service fee of \$450.00 per hour to a maximum of \$2,250.00 per day	n/a	\$114,765.75
Deputy Public Interest Monitor Gail Hartridge	41	A service fee of \$450.00 per hour to a maximum of \$2,250.00 per day	n/a	\$75,718.50
No. of scheduled meetings	156			
Total out of pocket expenses	\$382,024.75			

* number of meetings refers to the number of court/tribunal appearances (where there may be one or multiple applications) and excludes inspections and incidental meetings.

** Actual fees received includes all fees related to the Public Interest Monitor functions including applications, inspections, incidental meetings and report preparation.

Acronyms

ADP	Abbreviated Disciplinary Hearing	DTMR	Department of Transport and Main Roads
ANZGPSF	Australia and New Zealand Government Protective Security Forum	eDRMS	Electronic Document Records Management System
ARCC	Audit, Risk and Compliance Committee	ELT	Executive Leadership Team
AVCGA	Australian Volunteer Coast Guard Association	EMCC	Emergency Management and Coordination Centre
AWEI	Australian Workplace Equality Index	ESC	Ethical Standards Command
AWS	Australian Warnings System	HRTs	High-Risk Teams
BoM	Board of Management	IDHR	Inclusivity, Diversity and Human Rights
CALD	Culturally and Linguistically Diverse	IGEM	Inspector-General Emergency Management
CaR	Culture and Reconciliation	IMU	Information Management Unit
CASA	Civil Aviation Safety Authority	KPOC	Key point of contact
DCC	Demand and Capability Committee	LCP	Leadership Capability Program
DCRO&YC	Deputy Commissioner Regional Operations and Youth Crime	LEAD	Leadership, Engagement and Development
DJAG	Department of Justice and Attorney-General	LinCT-AA	Leadership in Counter-Terrorism Alumni Association
DFV	Domestic and Family Violence	MHICs	Mental Health Intervention Coordinators
DFVC	Domestic Family Violence Coordinator	MOHRI	Minimum Obligatory Human Rights Information
DFVPM	Domestic, Family Violence Prevention Month	MRQ	Marine Rescue Queensland
DFVPC	Domestic, Family Violence and Vulnerable Persons Command	NHWQ	Neighbourhood Watch Queensland
NSCSP	National Survey of Community Satisfaction with Policing	QHVSG	Queensland Homicide Victims Support Group

OCG	Organised crime gangs	QIRC	Queensland Industrial Relations Commission
OCGG	Organised Crime Gangs Group	QPCYWA	Queensland Police-Citizens Youth Welfare Association
OIC	Officer in Charge	QPM	Queensland Police Museum
OLP	Online Learning Product	QPPD	Queensland Police Pipes and Drums
OMCG	Outlaw Motorcycle Gangs	QPS	Queensland Police Service
OWFC	Official warnings for consorting	QSA	Queensland State Archives
OWL	Operations Whiskey Legion	QSS	Queensland Shared Services
PACE	Police Abridged Competency Education	RAPS	Rapid Action and Patrol Groups
PCAP	People Capability Command	RTI	Right to Information
PCC	Police Communications Centre	RNR	Risk-Need-Responsivity
PCYC	Police-Citizens Youth Club	RoGS	Report on Government Services
PHN	Primary Health Network	RPAS	Remote Piloted Aircraft Systems
PIWU	Public Information and Warnings Unit	SDCC	State Disaster Coordination Centre
PMAG	Police Multicultural Advisory Unit	SES	State Emergency Service
QAO	Queensland Audit Office	SMHT	State Mental Health Team
QDMA	Queensland Disaster Management Arrangements	SNP	Safe night precincts
QFD	Queensland Fire Department	SSO	School Support Officer
QFES	Queensland Fire and Emergency Services	TFG	Taskforce Guardian
ViP	Volunteer in Policing	WfQ	Working for Queensland
VRE	Video Recorded Evidence	YCRT	Youth Co-Responder Teams
VMRQ	Volunteer Marine Rescue Queensland	YJSC	Youth Justice Services Centres
WAST	Workplace Assessment and Support Team		

Compliance checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	<ul style="list-style-type: none"> • A letter of compliance from the accountable officer or statutory body to the relevant Minister/s 	ARRs – section 7	2
Accessibility	<ul style="list-style-type: none"> • Table of contents • Glossary 	ARRs – section 9.1	3, 113-114
	<ul style="list-style-type: none"> • Public availability 	ARRs – section 9.2	1
	<ul style="list-style-type: none"> • Interpreter service statement 	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	1
	<ul style="list-style-type: none"> • Copyright notice 	<i>Copyright Act 1968</i> ARRs – section 9.4	1
	<ul style="list-style-type: none"> • Information Licensing 	<i>QGEA – Information Licensing</i> ARRs – section 9.5	1
General information	<ul style="list-style-type: none"> • Introductory Information 	ARRs – section 10	5-11, 14-22
Non-financial performance	<ul style="list-style-type: none"> • Government’s objectives for the community and whole-of-government plans/specific actions 	ARRs – section 11.1	9-11
	<ul style="list-style-type: none"> • Agency objectives and performance indicators 	ARRs – section 11.2	8-10, 26-32
	<ul style="list-style-type: none"> • Agency service areas and service standards 	ARRs – section 11.3	26-32
Financial performance	<ul style="list-style-type: none"> • Summary of financial performance 	ARRs – section 12.1	23-25
Governance – management and structure	<ul style="list-style-type: none"> • Organisational structure 	ARRs – section 13.1	19-22
	<ul style="list-style-type: none"> • Executive management 	ARRs – section 13.2	47-50
	<ul style="list-style-type: none"> • Government bodies (statutory bodies and other entities) 	ARRs – section 13.3	20, 58, 108-112
	<ul style="list-style-type: none"> • Public Sector Ethics 	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	58
	<ul style="list-style-type: none"> • Human Rights 	<i>Human Rights Act 2019</i> ARRs – section 13.5	11-12
	<ul style="list-style-type: none"> • Queensland public service values 	ARRs – section 13.6	7-8
Governance – risk management and accountability	<ul style="list-style-type: none"> • Risk management 	ARRs – section 14.1	63
	<ul style="list-style-type: none"> • Audit committee 	ARRs – section 14.2	54-55
	<ul style="list-style-type: none"> • Internal audit 	ARRs – section 14.3	65
	<ul style="list-style-type: none"> • External scrutiny 	ARRs – section 14.4	64
	<ul style="list-style-type: none"> • Information systems and recordkeeping 	ARRs – section 14.5	66

Summary of requirement	Basis for requirement	Annual report reference	
	<ul style="list-style-type: none"> • Information Security attestation 	ARRs – section 14.6	13
Governance – human resources	<ul style="list-style-type: none"> • Strategic workforce planning and performance 	ARRs – section 15.1	67-72
	<ul style="list-style-type: none"> • Early retirement, redundancy and retrenchment 	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	72
Open Data	<ul style="list-style-type: none"> • Statement advising publication of information 	ARRs – section 16	3
	<ul style="list-style-type: none"> • Consultancies 	ARRs – section 31.1	www.data.qld.gov.au
	<ul style="list-style-type: none"> • Overseas travel 	ARRs – section 31.2	www.data.qld.gov.au
	<ul style="list-style-type: none"> • Queensland Language Services Policy 	ARRs – section 31.3	www.data.qld.gov.au
Financial statements	<ul style="list-style-type: none"> • Certification of financial statements 	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	104
	<ul style="list-style-type: none"> • Independent Auditor's Report 	FAA – section 62 FPMS – section 46 ARRs – section 17.2	105-107

FAA – *Financial Accountability Act 2009*

FPMS – *Financial and Performance Management Standard 2019*

ARRs – Annual report requirements for Queensland Government agencies

