

# Crime Victims' Surveys 1996 - 2010

Results and Trends for

## Queensland

*Prepared for the*

**Queensland Police Service**

Office of Economic and Statistical Research  
Level 8, 33 Charlotte Street  
Brisbane, QLD, 4000  
Ph: (07) 3224 5326  
<http://www.oesr.qld.gov.au>

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# 1. Executive Summary

## 1.1 2010 Survey Results

The Crime Victims' Survey 2010 was conducted by the Office of the Government Statistician (OGS) within the Office of Economic and Statistical Research (OESR) on behalf of the Queensland Police Service (QPS), between 20 September 2010 and 17 December 2010. The survey was conducted with complainants who reported personal offences in Queensland in the 12 months from August 2009 to July 2010 and property offences in Queensland in the six months from February 2010 to July 2010.

Significant changes were made to the survey questionnaire between the 2008 and 2010 surveys. The questionnaire length was reduced and questions changed to improve the quality of data collected. In a number of cases, it is no longer possible to make comparisons between data collected in 2010 and previous surveys. In particular, it should be noted that in 2010 overall satisfaction was measured on a five-point satisfaction scale, whereas in 2008 it was measured on a four-point scale.

## 1.2 Overall Satisfaction with Service Provided by Police

### Overall Satisfaction with Service Provided by Police

Overall, in 2010, 73.6% of victims were satisfied or very satisfied with the service provided by the police in Queensland. There were 11.5% who were neither satisfied nor dissatisfied, and 14.9% who were dissatisfied or very dissatisfied. In 2008, 82.0% of victims were satisfied or very satisfied<sup>1</sup>.

### Overall Satisfaction with Service Provided by Police, by Offence Type, 2010

In Queensland, in 2010, overall satisfaction with the service provided by the police among victims of property offences (75.4%) was significantly higher than overall satisfaction among victims of personal offences (67.0%).

In Queensland, in 2010, overall dissatisfaction with the service provided by the police among victims of property offences (12.9%) was significantly lower than overall dissatisfaction among victims of personal offences (22.2%).

### Overall Satisfaction with Service Provided by Police, by Offence Category, 2010

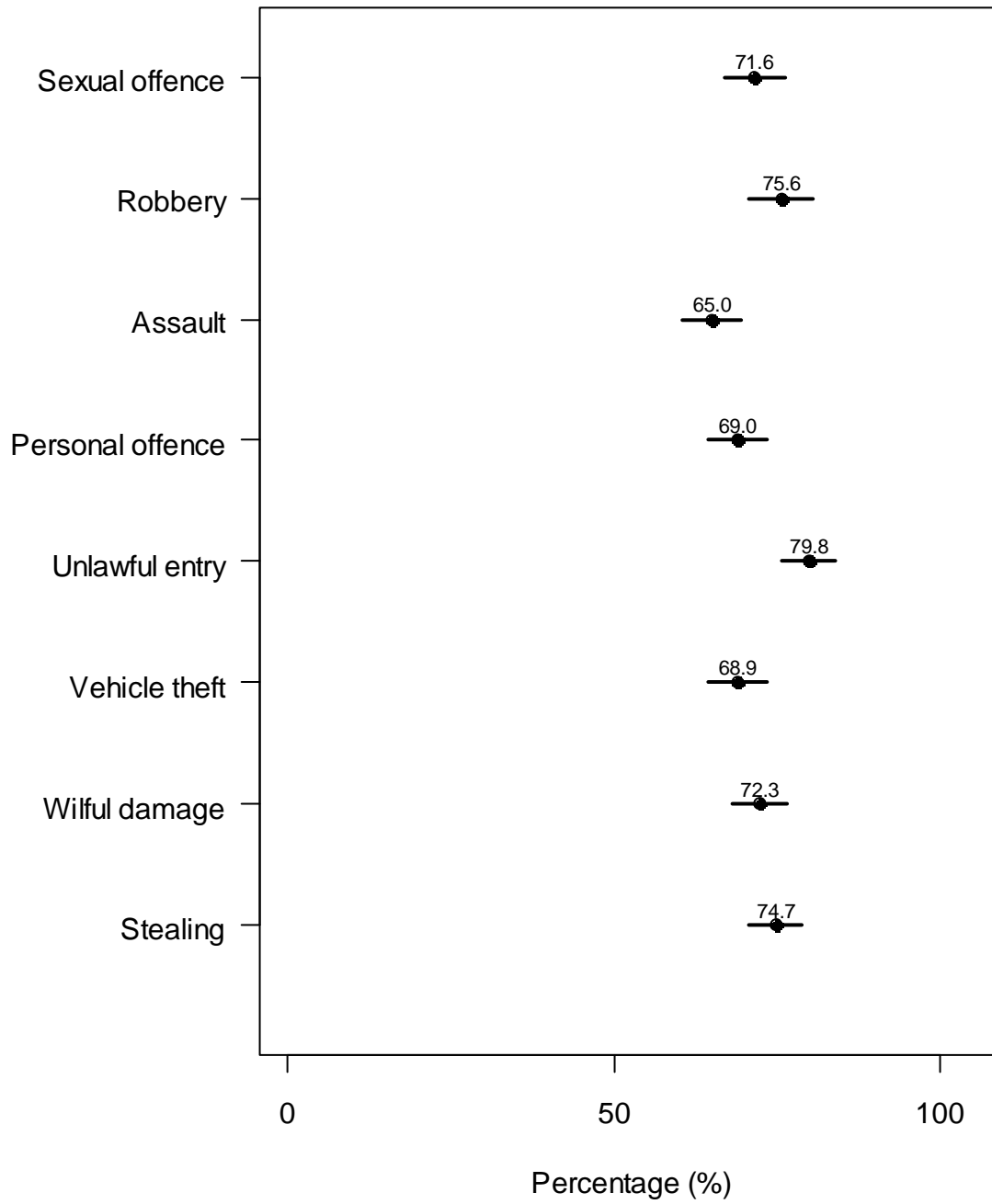
Victims of unlawful entry (79.8%) in 2010 were significantly more likely than those of assault (65.0%), vehicle theft (68.9%) and personal crimes (69.0%) to rate their overall satisfaction as satisfied or very satisfied. Victims of robbery (75.6%) and stealing (74.7%) were also more likely than victims of assault (65.0%) to be satisfied or very satisfied with the service provided by the police.

In 2010, victims of unlawful entry (8.0%) were significantly less likely than victims of wilful damage (16.1%), sexual offences (17.7%), personal crimes (22.2%) and assaults (24.0%) to be dissatisfied or very dissatisfied with the service provided by the police. Victims of assault (24.0%) were also more likely to be dissatisfied than victims of stealing (14.2%), wilful damage (16.1%) and robbery (12.5%).

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<sup>1</sup> In 2010 overall satisfaction was measured on a five-point satisfaction scale, whereas in 2008 it was measured on a four-point scale. Caution is advised when interpreting the results.

Figure 1: Overall satisfaction with service provided by police by offence category



### Overall Satisfaction with Service Provided by Police, by region, 2010

In 2010, the region with the highest overall satisfaction was the Southern Region. The region with the highest overall dissatisfaction was the Far Northern Region. See Table 1 for a break-down of satisfaction by region.

**Table 1: Regional comparison of overall satisfaction with police service**

Region	Overall satisfaction rated “satisfied” or “very satisfied” (%)			Overall satisfaction rated “dissatisfied” or “very dissatisfied” (%)		
	All offences	Property offences	Personal offences	All offences	Property offences	Personal offences
South Eastern Region	72.1	71.2	75.6	18.1	18.0	18.5
Metro South Region	74.8	77.0	66.1	10.7	7.8	21.5
Metro North Region	74.2	74.5	73.1	13.4	12.4	17.3
North Coast Region	77.0	79.9	65.9	13.9	11.4	23.4
Southern Region	78.7	81.2	69.1	12.5	10.3	20.9
Northern Region	66.1	69.6	52.6	18.3	15.2*	30.4*
Far Northern Region	64.0	66.7	53.5	19.7	17.0	30.3*
Central Region	77.7	81.8	62.2	15.3	12.3	26.8

\*Relative standard error exceeds 25%: use estimate with caution

### Common Reasons for Level of Satisfaction






Of those victims who were satisfied with the service provided by the police, the most common reasons for satisfaction were ‘Took appropriate action/ Did their job/ Did everything they could do’ (49.3%) and ‘Handled the matter well’ (42.0%).

Of those victims who were dissatisfied with the service provided by the police, the most common reasons for dissatisfaction were ‘Didn’t do enough’ (65.7%) and ‘Didn’t keep me informed’ (47.5%).

## 1.3 Change in Queensland Results (2008 to 2010)

The following information outlines how to interpret the symbols that are used in Table 3: Key Results. In general, solid arrows indicate statistically significant differences, while outlined arrows indicate non-significant differences.

**Table 2: How to interpret symbols used to represent results**

Symbol	Meaning
	Result significantly improved from 2008 to 2010
	Result non-significantly improved from 2008 to 2010
	Result similar 2008 to 2010
	Result non-significantly declined from 2008 to 2010
	Result significantly declined from 2008 to 2010
N/A	Comparison between 2008 and 2010 not possible

**Table 3: Key results**

Attribute	Change in Queensland Results (2008 to 2010)
Percentage of victims who were told how long the police would take to arrive	↘
Percentage of victims who were satisfied with police response time	↗
Percentage of victims who rated the level of concern shown by the police who attended their complaint as good or very good	↘
Percentage of victims who rated the level of helpfulness shown by the police who attended their complaint as good or very good	⇒
Percentage of victims who rated the level of respect shown by the police who attended their complaint as good or very good	N/A
Percentage of victims who rated the professional conduct shown by the police who attended their complaint as good or very good	↗
Percentage of victims who, after talking to the police, felt the police would be able to catch the offender or recover any property	↘
Percentage of victims who thought the responding officers could not have done more to improve the service	↗
Percentage of victims who rated their overall satisfaction with the service provided by the police as satisfied or very satisfied	N/A
Percentage of victims who would contact the police again if they experienced a similar problem	⇒
<b>Summary</b>	<b>3↗ 3↘ 2⇒</b>

#### **1.4 Additional Significant Factors - Overall Satisfaction with Police**

The following section analyses a series of demographic and other factors to test whether they are significantly associated with the key question of overall satisfaction with the police. The differences discussed in this section of the report are only those that were statistically significant.

##### Who Initiated Contact with the Police (Q3)

Victims who were initially contacted by the police (85.2%) were more likely to be satisfied or very satisfied with the service provided by the police than victims who:

- Initiated first contact with the police (73.3%); and
- Did not initiate contact with police, but someone else (other than the police) did (72.7%).

Victims who were initially contacted by the police (5.8%\*) were less likely to be dissatisfied or very dissatisfied with the service provided by the police than victims who:

- Initiated first contact with the police (14.7%); and
- Did not initiate contact with police, but someone else (other than the police) did (16.8%).

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\* Relative standard error exceeds 25%: use estimate with caution.

#### Method of First Contact with the Police

Victims whose initial contact with the police was by attending a police station or police shopfront in person (69.4%) were less likely to be satisfied or very satisfied with the service provided by the police than victims whose initial contact was:

- Over the phone (76.7%); and
- By the police attending the victim at their residence or at their business address (87.9%).

Victims whose initial contact with the police was by attending a police station or police shopfront in person (18.7%) were more likely to be dissatisfied or very dissatisfied with the service provided by the police than other victims.

#### Which Telephone Number was Used (Q5)

Victims who called their local police station (78.0%) were more likely to be satisfied or very satisfied with the service provided by the police than victims who called 000 (71.6%).

#### How Response Time was Rated (Q10)

Victims who rated the response time as prompt (93.6%) were more likely to be satisfied or very satisfied with the service provided by the police than victims who rated the response time as:

- Reasonable (81.7%);
- Somewhat long (43.4%); and
- Unreasonably long (41.5%).

Similarly, victims who rated the response time as reasonable (81.7%) were more likely to be satisfied or very satisfied with the service provided by the police than victims who rated the response time as:

- Somewhat long (43.4%); and
- Unreasonably long (41.5%).

Victims who rated the response time as unreasonably long (34.7%) were more likely to be dissatisfied or very dissatisfied with the service provided by the police than victims who rated the response time as:

- Prompt (3.0%\*); and
- Reasonable (9.5%).

Similarly, victims who rated the response time as somewhat long (23.7%) were more likely to be dissatisfied or very dissatisfied with the service provided by the police than victims who rated the response time as:

- Prompt (3.0%\*); and
- Reasonable (9.5%).

#### Reporting for Insurance Purposes (Q15)

In Queensland, in 2010, 35.8% of victims of property crime indicated that one of the main reasons for reporting the offence was for insurance.

Victims of property crime who stated that one of the main reasons for reporting the matter to the police was for insurance purposes (82.9%) were more likely than victims who did not (71.0%\*) to be satisfied or very satisfied with the service provided.

Victims of property crime who stated that one of the main reasons for reporting the matter to the police was for insurance purposes (7.7%) were less likely than victims who did not (15.9%\*) to be dissatisfied or very dissatisfied with the service provided.

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\* Relative standard error exceeds 25%: use estimate with caution.

Provided with Advice on How to Reduce the Likelihood of the Crime Being Repeated (Q16)

Victims who were provided with advice on how to reduce the likelihood of the crime being repeated (85.8%) were more likely than victims who were not (63.4%\*) to be satisfied or very satisfied with the service provided.

Victims who were provided with advice on how to reduce the likelihood of the crime being repeated (6.4%) were less likely than victims who were not (22.0%\*) to be dissatisfied or very dissatisfied with the service provided.

Whether Someone Charged in Relation to the Incident (Q22)

Victims who thought that someone was charged in relation to the incident (84.1%) were more likely to be satisfied or very satisfied with the service provided by the police than victims who did not think that someone was charged in relation to the incident (68.8%).

Victims who thought that someone was charged in relation to the incident (9.4%) were less likely to be dissatisfied or very dissatisfied with the service provided by the police than victims who did not think that someone was charged in relation to the incident (18.6%).

Age

Victims aged 55 and over (82.7%) were more likely to be satisfied with the service provided by the police than victims from any other age group.

Victims aged 35-54 (75.3%) were more likely to be satisfied with the service provided by the police than victims aged 18-24 (66.8%).

Indigenous Status (Q28)

Those victims that identified themselves as Indigenous (60.5%) were less likely than non-Indigenous victims (74.1%) to rate their overall satisfaction with the service provided by the police as Satisfied or Very satisfied.

Victims that identified themselves as Indigenous (26.3%) were more likely than non-Indigenous victims (14.4%) to be dissatisfied or very dissatisfied overall.

## **2. Survey Overview**

The Crime Victims' Survey 2010 was conducted by the Office of the Government Statistician (OGS) within the Office of Economic and Statistical Research (OESR) on behalf of the Queensland Police Service (QPS), between 20 September 2010 and 17 December 2010.

### **2.1 Objective**

The objective of the survey was to evaluate client satisfaction with services provided by the QPS to victims of crime so that these services can be improved where possible. Reasons for client satisfaction and dissatisfaction with services were also requested, where applicable.

### **2.2 Survey Methodology**

#### **2.2.1 Collection Method**

The Crime Victims' Survey 2010 was conducted by Computer Assisted Telephone Interviewing (CATI). All potential telephone survey respondents (8,212) were first contacted via mail to inform them of an upcoming telephone call and give them the opportunity to decline the survey.

At the completion of the telephone survey, victims who were not able to be contacted or who had indicated that they would prefer to be contacted via mail, and victims who had not supplied a telephone number, were mailed a questionnaire (3,023). Victims who did not respond to the initial mailing were followed up with up to two reminder letters.

Survey responses were collected under the *Statistical Returns Act (1896)*. This Act prohibits the disclosure of identifiable information relating to an individual without their consent.

#### **2.2.2 Scope of the Survey**

The survey was conducted with complainants who reported personal offences in Queensland in the 12 months from August 2009 to July 2010 and property offences in Queensland in the six months from February 2010 to July 2010.

Where a complainant reported more than one offence in the time period specified, the offence they were interviewed about was determined using the following method:

- A complainant was asked about the most recent offence.
  - e.g. if a complainant reported offences to the police in March 2010 and in June 2010, the complainant was asked about the offence that occurred in June 2010.
- If a complainant reported more than one offence on the same day, the complainant was asked about a personal offence rather than a property offence.
  - e.g. if a complainant reported an assault (personal offence) and an unlawful entry (property offence), the complainant was asked questions in relation to the assault.

- If a complainant reported more than one offence of the same type (e.g. two or more personal offences, or two or more property offences) on the same day they were asked about the most serious offence they reported.
  - e.g. if a complainant reported two personal offences, one classified as a sexual offence and the other as an assault, the complainant was asked in relation to the sexual offence as this was considered the more serious of the two offences.
  - e.g. if a complainant reported two property offences, one classified as unlawful entry and the other as stealing, the complainant was asked in relation to the unlawful entry as this was considered the more serious of the two offences.

The following is a list of offences in order of decreasing seriousness:

- Personal offences:
  - Sexual offence;
  - Robbery;
  - Assault; and
  - Other personal offences.
- Property offences:
  - Unlawful entry;
  - Vehicle theft;
  - Wilful damage; and
  - Stealing.

Complainants who were usually resident in Queensland and interstate visitors were considered to be in-scope. Overseas complainants and police officers who were complainants were considered to be out-of-scope for the purposes of the survey. Complainants were only considered in-scope if they were aged 18 or over at the time of interviewing.

Offences included in the survey were personal offences, including assault, sexual offences, robbery and other personal offences (e.g. defamation, libel, driving causing grievous bodily harm), and property offences, including unlawful entry, stealing, motor vehicle theft and wilful damage.

Victims of personal offences were all private individuals, however property offence complainants did include some businesses.

### **2.2.3 Survey Frame**

The sampling frame was derived from an extract made from the Queensland Police Service QPRIME database, which records crime reports made to police officers.

Records that had insufficient or incomplete information were removed. This included records that did not have sufficient information to contact them, records that did not have the name of the complainant recorded, and records that did not have a date of birth recorded against them.

The sampling frame was then limited to persons who were in-scope using the definition given in Section 2.2.2 Scope of the Survey.

#### **2.2.4 Sample Design and Selection**

A total of 160 interviews for each of the 31 districts of interest were required, resulting in a total of up to 4,960 interviews. The sample was selected so that results for each offence type and for each police district would have similar levels of accuracy; therefore the sample was allocated to achieve 20 responding interviews for each of the 31 districts by the eight offence categories resulting in 248 distinct strata being created.

Response rates from 2008 were used to calculate the sample required to achieve 20 interviews per stratum. In some strata, particularly in western districts for personal offences, there were insufficient numbers in the frame to achieve the required sample size. In these cases, the sample sizes for the same offence in other districts within the region were increased to try to ensure adequate sample for the offence across the region. A total of 8,714 victims were selected. In addition, completed surveys (96) from the pilot were later combined with the results from those selected in the sample.

#### **2.2.5 Changes to Survey Instrument in 2010**

It should be noted that significant changes were made to the survey questionnaire between the 2008 and 2010 surveys. The questionnaire length was reduced and remaining questions were changed to improve the quality of data collected. In a number of cases, it is no longer possible to make comparisons between data collected in 2010 and previous surveys.

Key changes include:

- In 2010 overall satisfaction was measured on a five-point satisfaction scale, whereas in 2008 it was measured on a four-point scale (See section 2.2.6).
- The question asking respondents to rate how well the police were at “Putting you at ease” was replaced in 2010 with a question asking respondents to rate the level of respect shown by police as victims are better able to understand the concept and provide a response.
- A new question asking why victims were satisfied with the service provided by the police was added to the questionnaire in 2010.

See Section 4.1.3 for more detail of changes made to the survey instrument between 2008 and 2010.

#### **2.2.6 Changes to Satisfaction Measurement**

Previously, overall satisfaction with the service provided by the police was measured on a four-point scale. Beginning with the 2010 questionnaire, the category “Neither satisfied nor dissatisfied” has been added and hence it is no longer possible to make comparisons between data collected in 2010 and previous surveys.

In line with the Department of Premier and Cabinet’s guideline for measuring client and customer satisfaction, overall satisfaction with the service provided by the police is measured on a five-point scale. The level of satisfaction reported will include only the top two levels (very satisfied and satisfied) and will not include the mid-point, neither satisfied nor dissatisfied. Similarly the level of dissatisfaction will only include dissatisfied and very dissatisfied. This is because:

- Although it can be interpreted that a respondent who has selected a mid response has not stated that they are dissatisfied, it is also the case that they have not stated that they are satisfied.

- A mid-point, whether explicitly stated as “Neither satisfied nor dissatisfied” or not, is a legitimate opinion that exists among respondents. For example, it is fair to say that there are times when you do not feel (for whatever reason) that you are either positive or negative about a certain situation and would therefore class yourself as ‘somewhere in the middle’. The research industry generally believes this to be a fair response- and one that is different from ‘don’t know’.

## 2.2.7 Achieved Sample

**Table 4: Sample achieved**

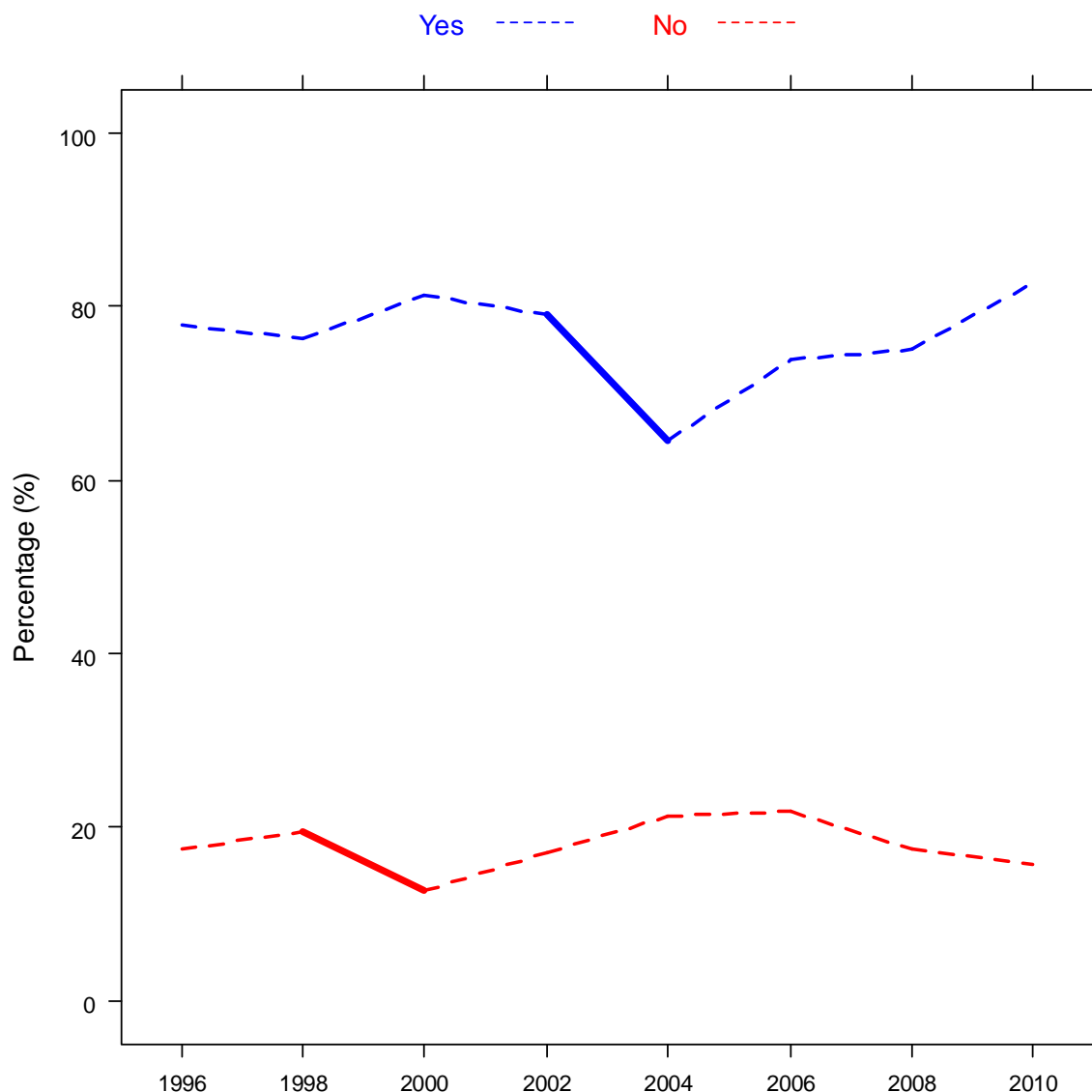
Area	Persons Selected	Persons Responding	Persons Not Responding	Persons Who Did Not Report A Crime / Other Out of Scope	Response Rate (%) <sup>2</sup>
Gold Coast District	310	202	99	9	67.2
Logan District	310	203	86	21	70.3
Coomera	280	196	68	16	74.1
South Brisbane District	310	202	88	20	69.8
Oxley District	310	198	95	17	67.5
Wynnum District	279	186	70	23	72.7
Brisbane Central District	310	196	95	19	67.4
North Brisbane District	279	184	78	17	70.2
Brisbane West District	280	189	72	19	72.4
Pine Rivers District	280	189	70	21	73.0
Sunshine Coast District	280	191	77	12	71.3
Redcliffe District	280	186	75	19	71.3
Maryborough District	280	171	90	19	65.5
Bundaberg District	280	174	91	15	65.8
Gympie District	280	149	98	33	60.4
Caboolture District	280	184	78	18	70.1
Ipswich District	523	332	158	33	67.8
Toowoomba District	461	290	144	27	66.8
Warwick District	229	161	51	17	75.9
Dalby District	197	127	47	23	72.8
Roma District	215	142	60	13	70.1
Charleville District	103	48	42	13	53.4
Townsville District	280	176	87	17	67.0
Mount Isa District	280	138	102	40	57.4
Cairns District	342	181	137	24	56.9
Mareeba District	270	156	94	20	62.5
Innisfail District	263	149	96	18	60.8
Rockhampton District	372	242	103	27	70.2
Mackay District	364	229	117	18	66.2
Gladstone District	316	203	89	24	69.5
Longreach District	79	49	21	9	69.8
Queensland	8,922	5,623	2,684	615	67.7

<sup>2</sup> The response rate is defined as the percentage of persons responding out of all those selected that were within the scope of the survey.

## 2.3 Output Interpretation

The graphs in this report present the information available at the state level between 1996 and 2010.

Figure 2: An example of the style of graph presented throughout this report



### 2.3.1 Significant Differences

Results displayed on the graphs have lines of varying thicknesses to indicate whether two estimates are statistically 'significantly different' from one another. A solid line between two estimates indicates that the difference between these two estimates is considered 'statistically significant' because the 95% confidence intervals for these estimates (as provided in the accompanying output tables) do not overlap if compared. A dotted line between two estimates indicates that any differences between estimates cannot be considered 'statistically significant' because the 95% confidence intervals overlap.

### **2.3.2 A brief example**

In Figure 2 above, it can be seen that a solid line has been drawn between the 2002 and 2004 estimates. The interpretation that can be drawn from this is that the 2004 result is significantly lower (different) than the 2002 result. In contrast, while the 2006 result is higher than the 2004 result, the dotted lines indicate that the confidence intervals overlap, and hence they can not be considered 'significantly different'.

### **2.3.3 Interpretation of Tables**

In the tables of key changes (2008 to 2010), presented throughout this report, reference is made only to the categories 'Good or Very good', 'Yes' and 'Satisfied or Very satisfied'. The following information outlines how to interpret the symbols that are used to present the results in the Key Results Tables in Section 3. In general, solid arrows indicate statistically significant differences, while outlined arrows indicate non-significant differences.

**Table 5: How to interpret symbols used to represent results**

<b>Symbol</b>	<b>Meaning</b>
▲	<i>Significant Upward Change</i>
△	<i>Non Significant Upward Change</i>
□	<i>No Change</i>
▽	<i>Non Significant Downward Change</i>
▼	<i>Significant Downward Change</i>

### 3. Survey Results

#### 3.1 Whether Told How Long Police Would Be (Q8)

Respondents who were advised the police would come as soon as possible, were asked: Did the police tell you how long it would take for them to arrive?

The percentage of victims who were told how long the police would take to arrive decreased (non-significantly), from 35.6% to 32.2% between the 2008 survey and the 2010 survey.

Figure 3: Percentage of victims who were told how long the police would take to arrive

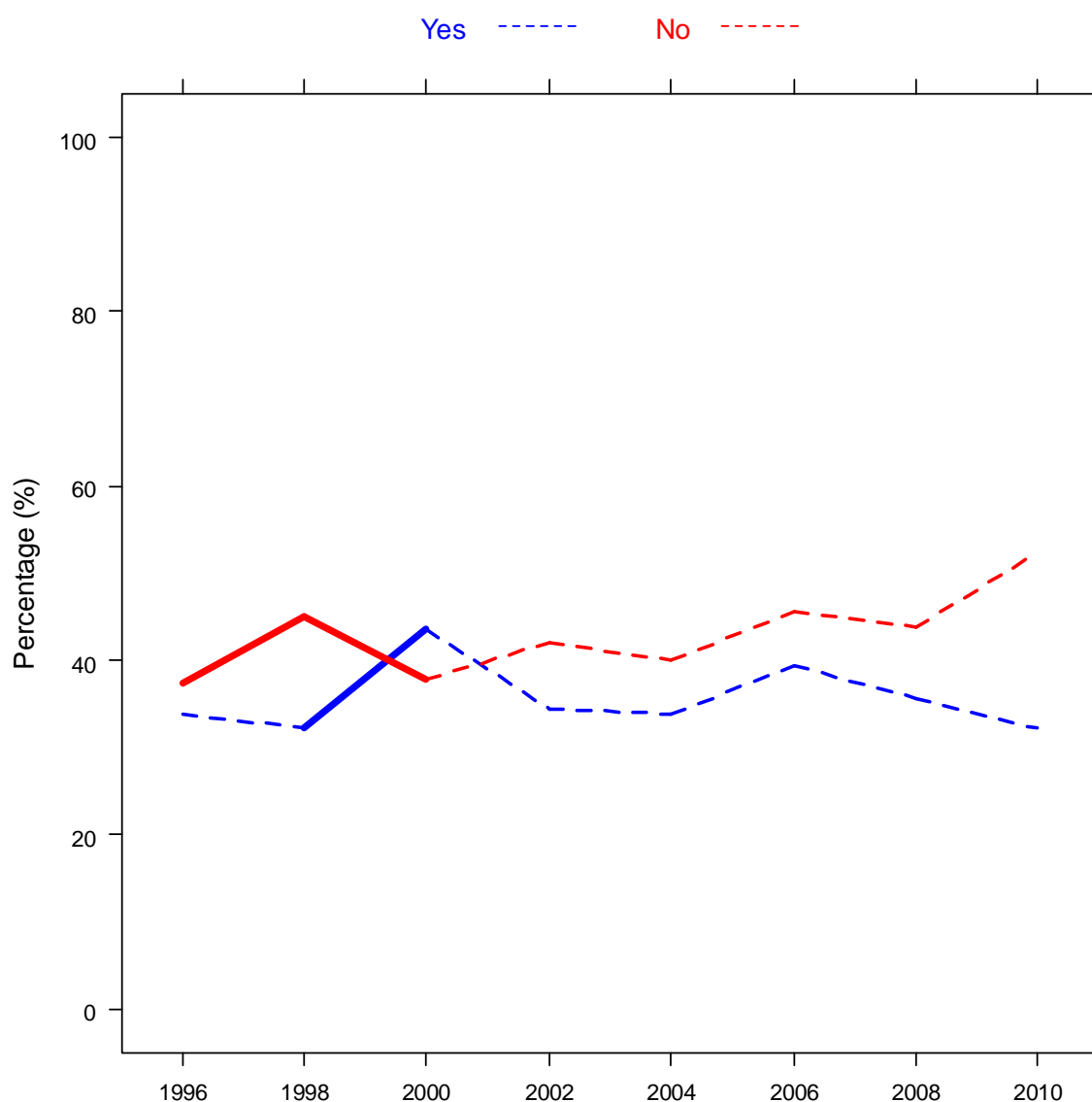


Table 6: Percentage of victims who were told how long the police would take to arrive

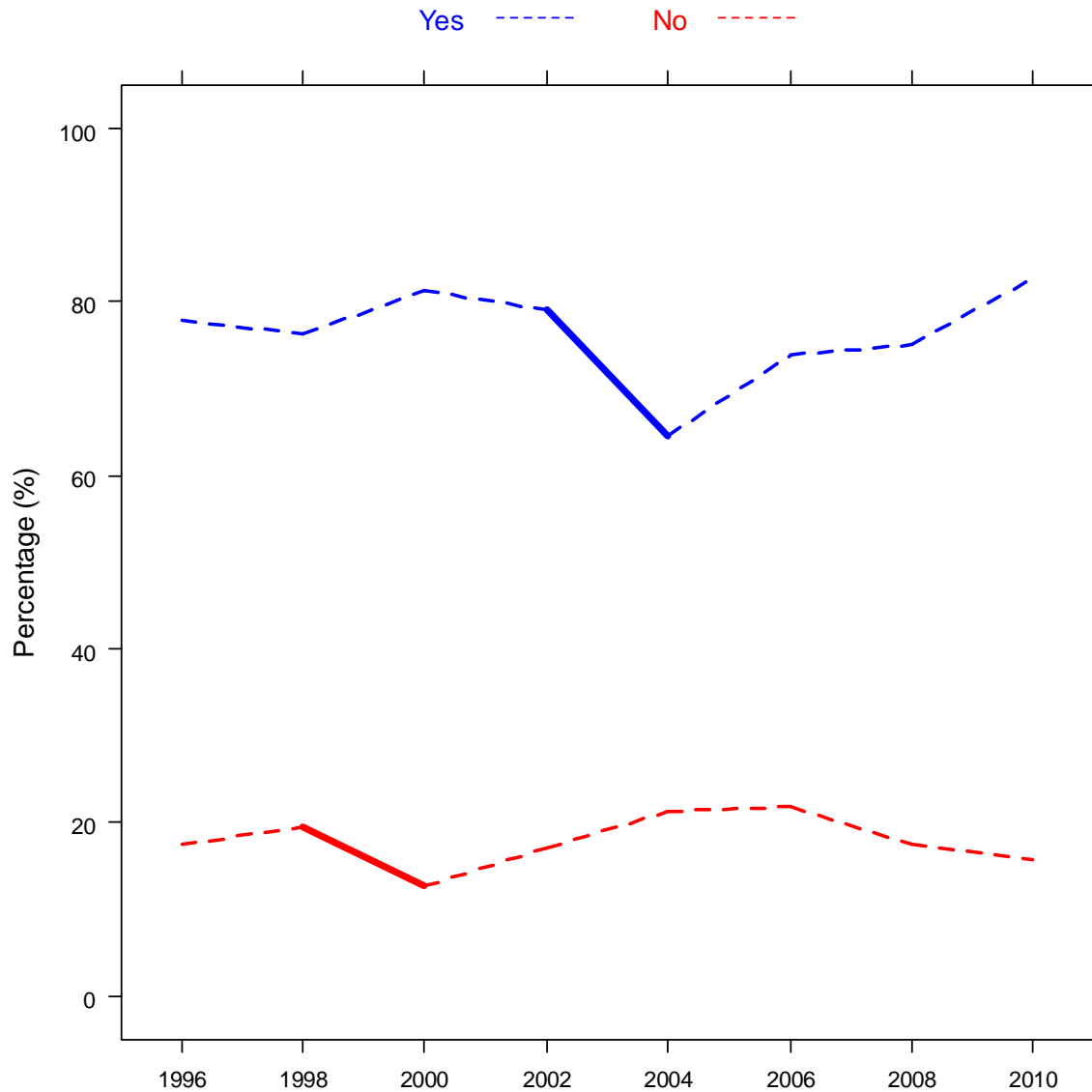
	1996	1998	2000	2002	2004	2006	2008	2010
<b>Yes</b>	33.8	32.2	43.6	34.4	33.9	39.5	35.6	32.2
<b>No</b>	37.5	45.1	37.8	42.1	40.1	45.5	43.8	52.3

### 3.2 Satisfaction with Timeliness (Q9)

**Respondents who were advised the police would come as soon as possible, were asked:** Were you satisfied with the response time?

The percentage of victims who were satisfied with the police response time rose (non-significantly), from 75.1% to 82.6% between the 2008 survey and the 2010 survey.

**Figure 4: Percentage of victims who were satisfied with police response time**



**Table 7: Percentage of victims who were satisfied with police response time**

	1996	1998	2000	2002	2004	2006	2008	2010
<b>Yes</b>	77.8	76.3	81.2	79.0	64.5	73.9	75.1	82.6
<b>No</b>	17.4	19.4	12.7	17.0	21.3	21.8	17.5	15.7

### **3.3 Rating of Various Aspects of Police Service (Q12)**

**Respondents were asked:** How would you rate the police who responded to your complaint in the following areas?

- Concern
- Helpfulness
- Respect<sup>3</sup>
- Professional conduct

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<sup>3</sup> Data was not collected on the level of Respect shown by responding police prior to 2010 and hence no comparisons over time can be made.

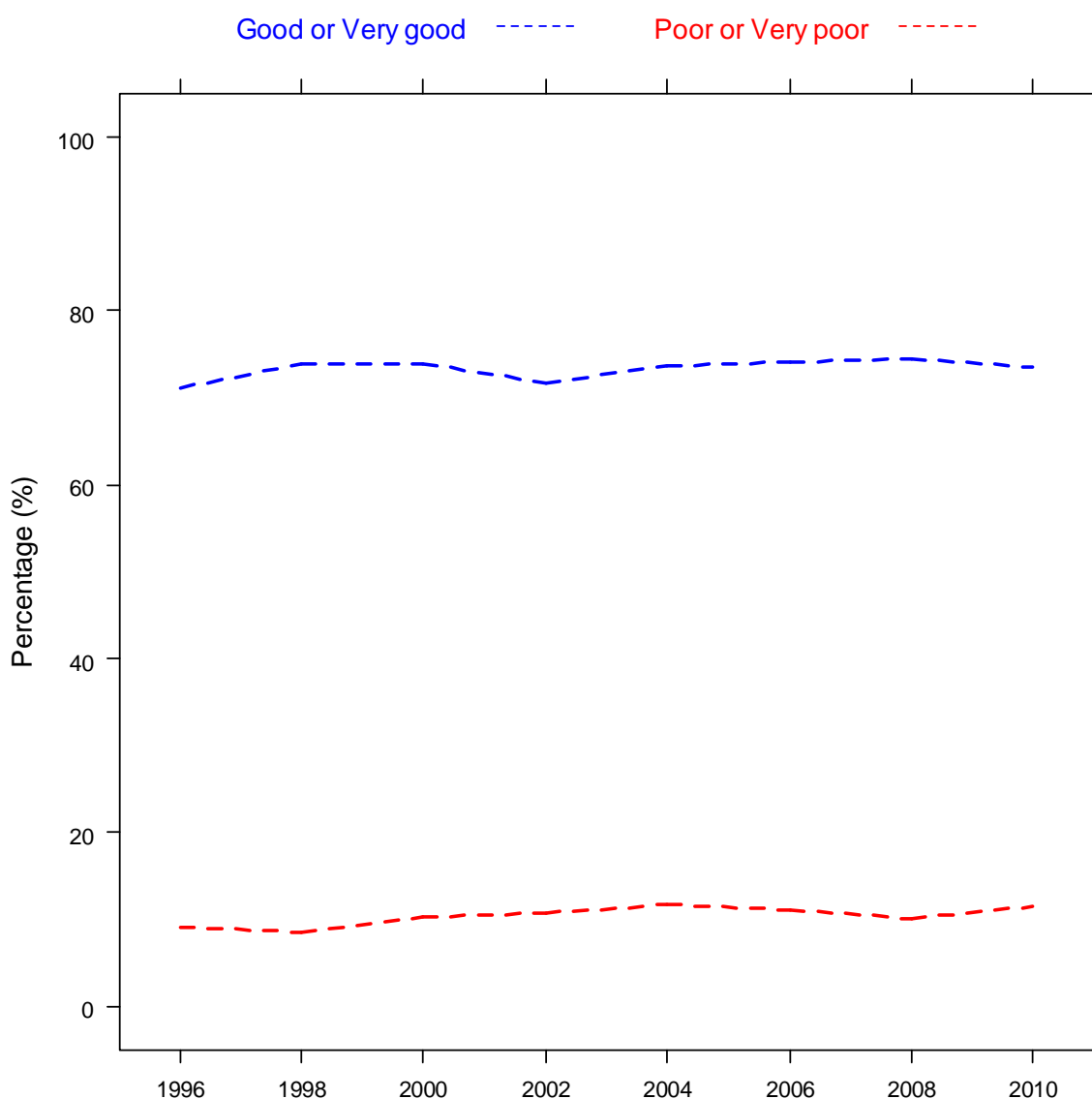
### 3.3.1 Concern

Overall, 73.6% of victims across the state rated the level of concern shown by the police who responded to their complaint as good or very good.

Overall, 11.5% of victims across the state rated the level of concern shown by the police as poor or very poor.

The percentage of victims who rated the level of concern shown by the police as good or very good decreased (non-significantly), from 74.6% on the 2008 survey and 73.6% on the 2010 survey.

**Figure 5: Percentage of victims who rated 'Concern' of police service as good or very good**



**Table 8: Percentage of victims who rated 'Concern' of police service as good or very good**

	1996	1998	2000	2002	2004	2006	2008	2010
<b>Good or Very Good</b>	71.1	73.9	73.9	71.8	73.8	74.2	74.6	73.6
<b>Poor or Very Poor</b>	9.2	8.5	10.3	10.7	11.7	11.2	10.2	11.5

Offence Type (Personal / Property)

Victims of personal crime (15.2%) were more likely than victims of property crime (10.6%) to rate the level of concern shown by the police as poor or very poor.

Offence Category

Victims of assaults (69.4%), personal offences (67.9%) and vehicle theft (68.4%) were all less likely than victims of sexual offences (78.0%), robbery (78.7%) and unlawful entry (81.1%) to rate the level of concern shown by the police as good or very good. Victims of unlawful entry were generally higher than others, including wilful damage (70.5%) and stealing (72.2%).

Who Initiated Contact with the Police (Q3)

Victims who initiated contact with the police (12.2%) were more likely than those who were first contacted by the police (5.2%\*) to rate the concern shown as poor or very poor.

How Response Time was Rated (Q10)

Victims who rated the response time as prompt (94.2%) were more likely to rate the level of concern shown by the police as good or very good than victims who rated the response time in any other way.

Victims who rated the response time as reasonable (79.9%) were more likely to rate the level of concern shown by the police as good or very good than victims who rated the response time as

- Somewhat long (40.1%); and
- Unreasonably long (48.4%).

Victims who rated the response time as prompt (1.4%\*) were less likely to rate the level of concern showed by the police as poor or very poor than victims who rated the response time in any other way.

Similarly, victims who rated the response time as reasonable (8.2%) were less likely to rate the level of concern shown by the police as poor or very poor than victims who rated the response time as:

- Somewhat long (32.5%); and
- Unreasonably long (23.7%).

Reporting for Insurance Purposes (Q15)

Victims of property crime who stated that one of the main reasons for reporting the matter to the police for insurance purposes (80.9%) were more likely than victims who did not (70.7%) to rate the level of concern shown by the police as good or very good.

Victims of property crime who stated that one of the main reasons for reporting the matter to the police for insurance purposes (7.5%) were less likely than victims who did not (12.4%) to rate the level of concern shown by the police as poor or very poor.

\* Relative standard error exceeds 25%: use estimate with caution.

#### Provided with Advice on How to Reduce the Likelihood of the Crime Being Repeated (Q16)

Victims who were provided with advice on how to reduce the likelihood of the crime being repeated (83.3%) were more likely than victims who were not (65.3%) to rate the level of concern shown by the police as good or very good.

Victims who were provided with advice on how to reduce the likelihood of the crime being repeated (11.2%) were less likely than victims who were not (16.9%) to rate the level of concern shown by the police as poor or very poor.

#### Whether Someone Charged in Relation to the Incident (Q22)

Victims who thought that someone was charged in relation to the incident (79.9%) were more likely to rate the level of concern shown by the police as good or very good than victims who did not think that someone was charged in relation to the incident (67.9%).

Victims who did not think that someone was charged in relation to the incident (15.4%) were more likely to rate the level of concern shown by the police as poor or very poor than victims who knew that someone was charged in relation to the incident (7.5%).

#### Age

Victims aged 55+ years (85.1%) were more likely than any other age group to rate the level of concern shown by the police as good or very good.

Victims aged 55+ years (5.5%) were less likely than any other age group to rate the level of concern shown by the police as poor or very poor.

#### Indigenous Status (Q28)

Those victims that identified themselves as Indigenous (56.4%) were less likely than non-Indigenous victims (74.2%) to rate the level of concern shown by the police as good or very good.

Victims that identified themselves as Indigenous (22.5%\*) were more likely than non-Indigenous victims (11.1%) to rate the level of concern shown by the police as poor or very poor.

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\* Relative standard error exceeds 25%: use estimate with caution.

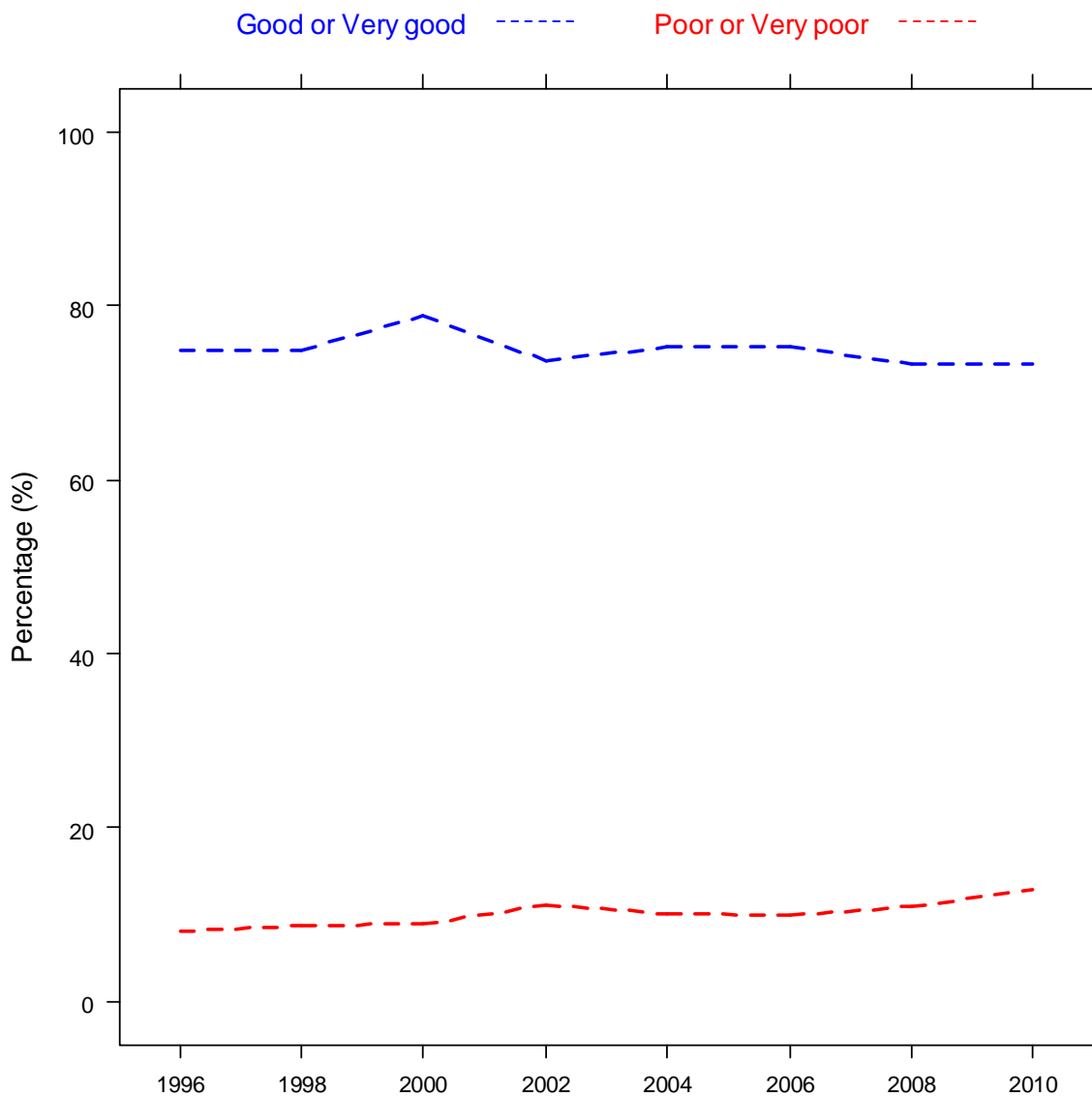
### 3.3.2 Helpfulness

Overall, 73.3% of victims across the state rated the helpfulness shown by the police who responded to their complaint as good or very good.

Overall, 12.9% of victims across the state rated the helpfulness shown by the police as poor or very poor.

The percentage of victims who rated the helpfulness shown by the police as good or very good remained about the same, with 73.4% on the 2008 survey and 73.3% on the 2010 survey.

**Figure 6: Percentage of victims who rated 'Helpfulness' of police service as good or very good**



**Table 9: Percentage of victims who rated 'Helpfulness' of police service as good or very good**

	1996	1998	2000	2002	2004	2006	2008	2010
<b>Good or Very Good</b>	75.0	75.0	78.9	73.8	75.4	75.3	73.4	73.3
<b>Poor or Very Poor</b>	8.1	8.7	8.9	11.1	10.2	9.9	10.9	12.9

#### Offence Type (Personal / Property)

Victims of personal crime (17.6%) were more likely than victims of property crime (11.6%) to rate the helpfulness of the police as poor or very poor.

#### Offence Category

A higher percentage of victims of sexual offences (79.8%) and unlawful entry (80.0%) rated the helpfulness of the police service as good or very good than victims of assault (66.7%), vehicle theft (70.4%) and wilful damage (71.9%). Victims of robbery (78.6%) were also more likely to rate the helpfulness of the police as good or very good than victims of assault (66.7%).

Victims of robbery (7.4%) and unlawful entry (7.6%) were less likely than those of vehicle theft (15.0%), personal offences (17.1%) and assaults (19.7%) to rate the helpfulness of the police as poor or very poor.

#### Method of First Contact with the Police

Victims whose initial contact with the police was by phone (77.3%) were more likely to rate the helpfulness of the police as good or very good than victims whose initial contact was by the victim attending a police station or shopfront (68.9%).

Victims whose initial contact with the police was by attending a police station or police shopfront in person (16.8%) were more likely to rate the helpfulness of the police as poor or very poor than victims whose initial contact was by phone (10.6%).

#### How Response Time was Rated (Q10)

Victims who rated the response time as prompt (93.4%) were more likely to rate the helpfulness of the police as good or very good than victims who rated the response time in any other way.

Victims who rated the response time as reasonable (81.3%) were more likely to rate the helpfulness of the police as good or very good than victims who rated the response time as

- Somewhat long (43.2%); and
- Unreasonably long (52.2%).

Victims who rated the response time as prompt (2.1%\*) were less likely to rate the helpfulness of the police as poor or very poor than victims who rated the response time as

- Somewhat long (23.4%); and
- Unreasonably long (38.4%).

Similarly, victims who rated the response time as reasonable (6.5%) were less likely to rate the helpfulness of the police as poor or very poor than victims who rated the response time as:

- Somewhat long (23.4%); and
- Unreasonably long (38.4%).

#### Reporting for Insurance Purposes (Q15)

Victims of property crime who stated that one of the main reasons for reporting the matter to the police for insurance purposes (82.7%) were more likely than victims who did not (69.7%\*) to rate the helpfulness of the police as good or very good.

#### Provided with Advice on How to Reduce the Likelihood of the Crime Being Repeated (Q16)

Victims who were provided with advice on how to reduce the likelihood of the crime being repeated (84.3%) were more likely than victims who were not provided with advice (63.8%\*) to rate the helpfulness of the police as good or very good.

Victims who were provided with advice on how to reduce the likelihood of the crime being repeated (5.4%) were less likely than victims who were not (19.3% \*) to rate the helpfulness of the police as poor or very poor.

#### Whether Someone Charged in Relation to the Incident (Q22)

Victims who thought that someone was charged in relation to the incident (81.9%) were more likely to rate the helpfulness of the police as good or very good than victims who did not think that someone was charged in relation to the incident (68.4%).

Victims who thought that someone was charged in relation to the incident (8.3%) were less likely to rate the helpfulness of the police as poor or very poor than victims who did not think that someone was charged in relation to the incident (16.7%).

#### Age

Victims aged 55 and over (82.1%) were more likely than any other age group to rate the helpfulness of the police as good or very good.

Victims aged 35-54 (74.7%) were more likely to rate the helpfulness of the police as good or very good than victims aged 18-24 (66.3%).

Victims aged 55 and over (7.2%) were less likely than any other age group to rate the helpfulness of the police as poor or very poor.

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\* Relative standard error exceeds 25%: use estimate with caution.

### 3.3.3 Respect<sup>4</sup>

Overall, 83.3% of victims across the state rated the level of respect shown by the police who responded to their complaint as good or very good.

Overall, 6.6% of victims across the state rated the level of respect shown by the police as poor or very poor.

**Table 10: Percentage of victims who rated 'Respect' of police service as good or very good**

	2010
<b>Good or Very Good</b>	83.3
<b>Poor or Very Poor</b>	6.6

#### Offence Type (Personal / Property)

Victims of property crime (85.0%) were more likely than victims of personal crime (76.9%) to rate the level of respect shown by the police as good or very good.

Victims of personal crime (10.4%) were more likely than victims of property crime (5.6%) to rate the level of respect shown by the police as poor or very poor.

#### Offence Category

Victims of unlawful entry (89.5%) were more likely than victims of assault (75.1%), personal crime (77.5%) and vehicle theft (80.8%) to rate the level of respect shown by the police as good or very good. Fewer victims of assault (75.1%) were likely to rate the level of respect shown as good or very good than victims of wilful damage (83.7%).

Victims of unlawful entry (3.3%\*) were less likely than those of sexual offences (8.0%), personal crimes (10.7%) and assault (11.0%) to rate the level of respect as poor or very poor.

#### How Response Time was Rated (Q10)

Victims who rated the response time as prompt (96.0%) were more likely to rate the level of respect shown by the police as good or very good than victims who rated the response time in any other way.

Victims who rated the response time as reasonable (87.5%) were more likely to rate the level of respect shown by the police as good or very good than victims who rated the response time as somewhat long (64.5%).

Victims who rated the response time as unreasonably long (14.0%) were more likely to rate the level of respect shown by the police as poor or very poor than victims who rated the response time as prompt (1.3%\*)

#### Provided with Advice on How to Reduce the Likelihood of the Crime Being Repeated (Q16)

Victims who were provided with advice on how to reduce the likelihood of the crime being repeated (91.1%) were more likely than victims who were not provided with advice (76.6%) to rate the level of respect shown by the police as good or very good.

<sup>4</sup> Data was not collected on the level of Respect shown by attending police prior to 2010 and hence no comparisons over time can be made.

\* Relative standard error exceeds 25%: use estimate with caution.

Victims who were provided with advice on how to reduce the likelihood of the crime being repeated (2.6%) were less likely than victims who were not (10.0%) to rate the level of respect shown by the police as poor or very poor.

#### Age

Victims aged 55 and over (89.9%) were more likely than any other age group to rate the level of respect shown by the police as good or very good.

Victims aged 55 and over (3.3%\*) were less likely than victims aged 25-34 (8.8%) to rate the level of respect shown by the police as poor or very poor.

#### Indigenous Status (Q28)

Those victims that identified themselves as Indigenous (66.9%) were less likely than non-Indigenous victims (83.9%) to rate the level of respect shown by the police as good or very good.

Victims that identified themselves as Indigenous (19.9%\*) were more likely than non-Indigenous victims (6.1%) to rate the level of concern shown by the police as poor or very poor.

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\* Relative standard error exceeds 25%: use estimate with caution.

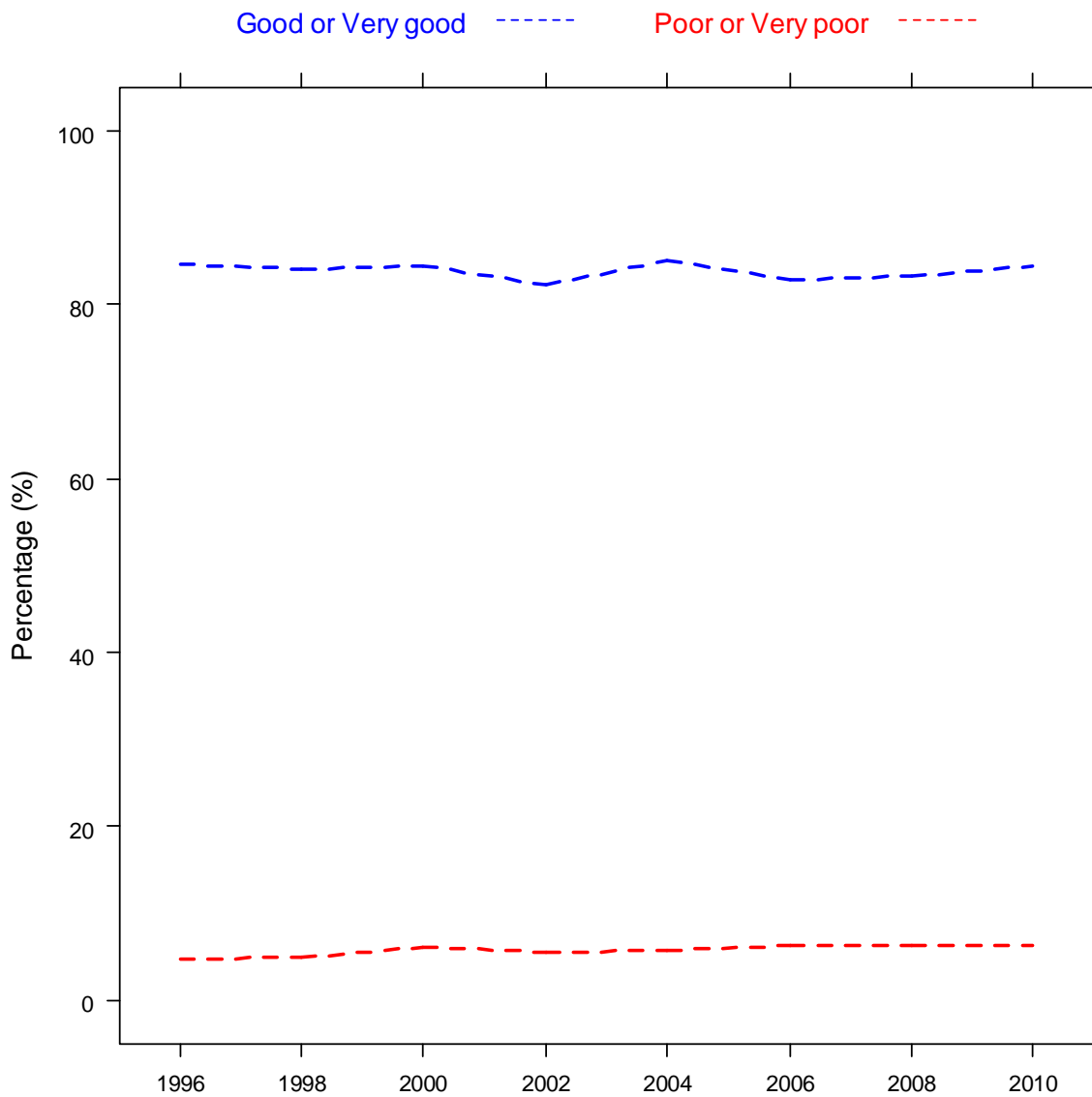
### 3.3.4 Professional conduct

Overall, 84.5% of victims across the state rated the professional conduct shown by the police who responded to their complaint as good or very good.

Overall, 6.4% of victims rated the professional conduct shown by the police as poor or very poor.

The percentage of victims who rated the professional conduct shown by the police as good or very good increased (non-significantly), with 83.3% in the 2008 survey and 84.5% in the 2010 survey.

**Figure 7: Percentage of victims who rated 'Professional conduct' of police service as good or very good**



**Table 11: Percentage of victims who rated 'Professional conduct' of police service as good or very good**

	1996	1998	2000	2002	2004	2006	2008	2010
<b>Good or Very Good</b>	84.7	84.1	84.5	82.3	85.0	82.9	83.3	84.5
<b>Poor or Very Poor</b>	4.7	5.0	6.2	5.5	5.7	6.3	6.4	6.4

Offence Type (Personal / Property)

Victims of property crime (86.4%) were more likely than victims of personal crime (77.6%) to rate the professional conduct shown by the police as good or very good.

Victims of personal crime (11.2%) were more likely than victims of property crime (5.2%) to rate the professional conduct shown by the police as poor or very poor.

Offence Category

Victims of assault (74.7%) were significantly less likely than all other offence types except for vehicle theft (81.7%) to rate the professional conduct shown by the police as good or very good. The percentage of victims of unlawful entry (90.8%) who rated professional conduct as good or very good was high compared with victims of vehicle theft (81.7%).

Victims of unlawful entry (3.0%\*) and robbery (5.0%) were less likely than victims of personal crimes (10.9%) and assault (12.4%) to rate the professional conduct of the police as poor or very poor. The percentage for unlawful entry victims (3.0%\*) was also lower than that for sexual offences (8.4%).

Method of First Contact with the Police

Victims whose initial contact with the police was by phone (87.8%) were more likely to rate the professional conduct shown by the police as good or very good than victims whose initial contact with the police was by attending a police station or shopfront (80.9%).

How Response Time was Rated (Q10)

Victims who rated the response time as prompt (97.2%) were more likely to rate the professional conduct shown by the police as good or very good than victims who rated the response time in any other way.

Victims who rated the response time as reasonable (91.5%) were more likely to rate the professional conduct shown by the police as good or very good than victims who rated the response time as

- Somewhat long (68.7%).
- Unreasonably long (70.0%).

Victims who rated the response time as prompt (1.1%\*) and victims who rated the response time as reasonable (3.3%\*) were less likely to rate the professional conduct shown by the police as poor or very poor than victims who rated the response time as

- Somewhat long (18.3%\*); and
- Unreasonably long (16.0%\*).

Reporting for Insurance Purposes (Q15)

Victims of property crime who stated that one of the main reasons for reporting the matter to the police for insurance purposes (89.9%) were more likely than victims who did not (84.6%) to rate the professional conduct shown by the police as good or very good.

\* Relative standard error exceeds 25%: use estimate with caution.

Victims of property crime who stated that one of the main reasons for reporting the matter to the police for insurance purposes (3.1%) were less likely than victims who did not (6.4%) to rate the professional conduct shown by the police as poor or very poor.

Provided with Advice on How to Reduce the Likelihood of the Crime Being Repeated (Q16)

Victims who were provided with advice on how to reduce the likelihood of the crime being repeated (91.4%) were more likely than victims who were not provided with advice (78.9%) to rate the professional conduct shown by the police as good or very good.

Victims who were provided with advice on how to reduce the likelihood of the crime being repeated (2.7%) were less likely than victims who were not (9.5%) to rate the professional conduct shown by the police as poor or very poor.

Age

Victims aged 55 and over (90.2%) were more likely than any other age group to rate the professional conduct shown by the police as good or very good.

Victims aged 55 and over (3.2%\*) were less likely than victims aged 25-34 (9.1%) to rate the professional conduct shown by the police as poor or very poor.

Indigenous Status (Q28)

Those victims that identified themselves as Indigenous (69.7%) were less likely than non-Indigenous victims (85.1%) to rate the level of professional conduct shown by the police as good or very good.

Victims that identified themselves as Indigenous (20.4%\*) were more likely than non-Indigenous victims (5.9%) to rate the level of professional conduct shown by the police as poor or very poor.

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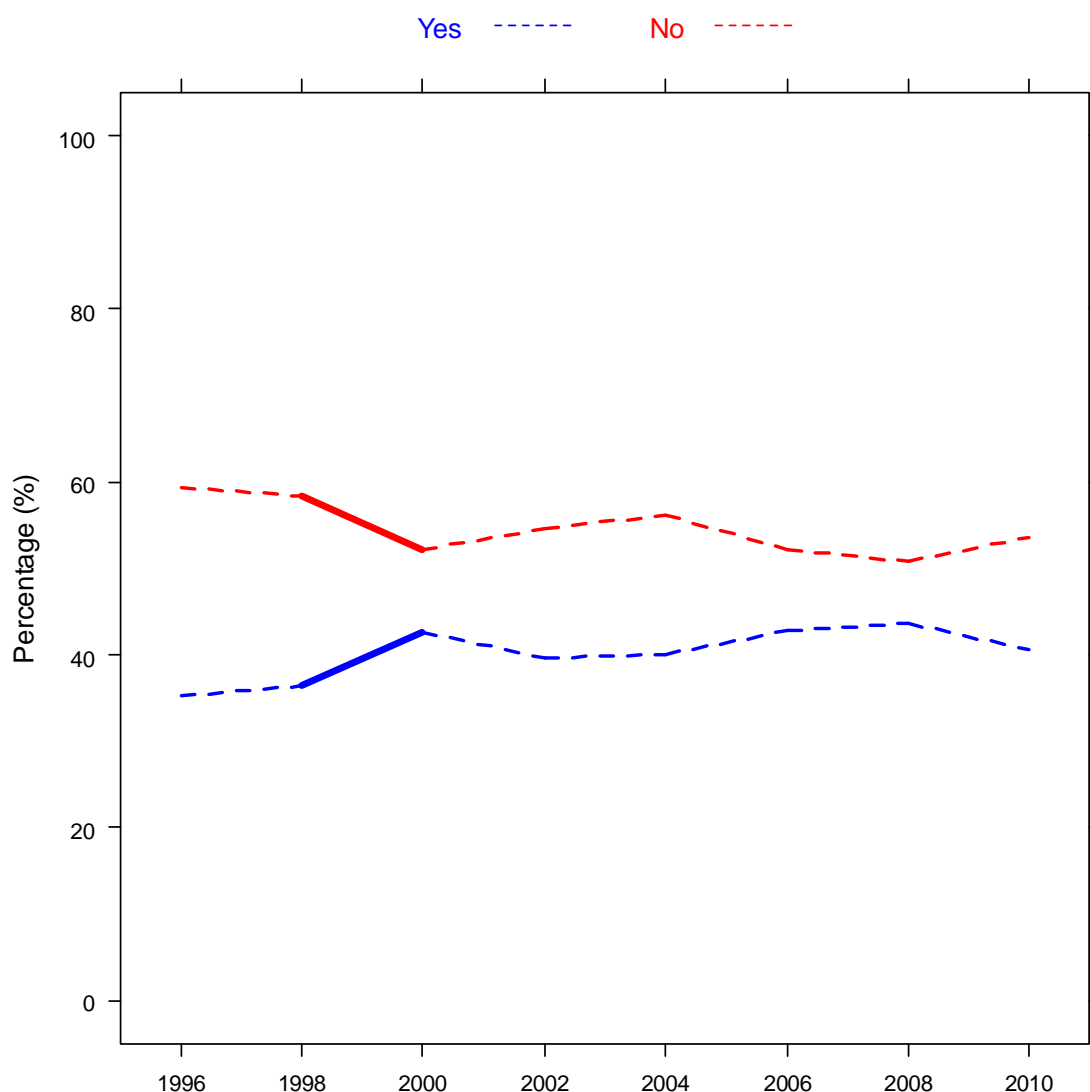
\* Relative standard error exceeds 25%: use estimate with caution.

### 3.4 Whether Felt the Police would be Able to Catch the Offender or Recover any Property (Q13)

**Respondents were asked:** After talking with the police, did you think they would be able to catch the offender or recover any property, if applicable?

The percentage of victims who, after talking with the police, felt they would be able to catch the offender or recover any property decreased (non-significantly), from 43.6% to 40.7% between 2008 and 2010.

**Figure 8: Percentage of victims who felt the police would be able to catch the offender or recover any property**



**Table 12: Percentage of victims who felt the police would be able to catch the offender or recover any property**

	1996	1998	2000	2002	2004	2006	2008	2010
<b>Yes</b>	35.2	36.5	42.7	39.6	40.0	42.8	43.6	40.7
<b>No</b>	59.3	58.4	52.1	54.5	56.2	52.2	50.8	53.6

### 3.5 Reasons Why Police Would Not Be Able to Do Anything in Relation to the Reported Incident (Q14)

Respondents who felt the police would not be able to catch the offender or recover any property, were asked: Why did you think they wouldn't be able to do anything?

- The primary reason why victims didn't think that the police would be able to do anything in relation to the reported incident was 'insufficient evidence' (44.8%).
- The next most common reason why victims didn't think that the police would be able to do anything was 'Stolen property hard to trace or retrieve' (31.6%).

Note that wording changes and instructions to interviewers regarding categorisation of responses were made between the 2008 and 2010 surveys. When making comparisons over time, caution should be used.

#### Key Changes (2008 to 2010)

Reasons Why Police Would Not Be Able To Do Anything About the Reported Incident	Change Indicator
No confidence in police	□
Lack of police resources	▽
No confidence in the Justice system	□
Lack of interest	▲
Insufficient evidence	△
Time required to solve the crime is not worth it	□
Offence committed by Juveniles	△
Stolen property hard to trace or retrieve	▲
Length of time after crime	□
Police said there was nothing they could do	▽
Nature of the offence	▼

Symbol	Meaning
▲	Significant Upward Change
△	Non Significant Upward Change
□	No Change
▽	Non Significant Downward Change
▼	Significant Downward Change

**Table 13: Reasons why the police would not be able to do anything in relation to the reported incident**

<b>Reasons Why Police Would Not Be Able to Do Anything about the Reported Incident</b>	<b>Queensland 2004 (%)</b>	<b>Queensland 2006 (%)</b>	<b>Queensland 2008 (%)</b>	<b>Queensland 2010 (%)</b>
No confidence in police	4.8	2.9	5.5	5.2
Lack of police resources	7.9	6.8	5.4	4.8
No confidence in the Justice system	1.7	0.6*	1.5*	1.5
Lack of interest	7.0	7.0	7.5	13.7
Insufficient evidence	30.6	28.3	39.8	44.8
Time required to solve the crime is not worth it	3.6*	2.5	4.0	4.0
Offence committed by Juveniles	7.8	5.9	3.5	6.0
Stolen property hard to trace or retrieve	19.7	21.0	12.5	31.6
Length of time after crime	-	-	5.1	5.1
Police said there was nothing they could do	10.2	7.4	8.7	7.9
Nature of the offence <sup>5</sup>	48.0	37.1	37.3	8.1

\*Relative standard error exceeds 25%: use estimate with caution

<sup>5</sup> In the 2010 survey, respondents who gave a response of 'Nature of the offence' were prompted for further details in order to allow recategorisation to more meaningful categories, leading to the significant drop in responses between 2008 and 2010.

### **3.6 Whether Responding Officers Could Have Improved the Service provided (Q17)**

**Respondents were asked:** Do you think the responding officers could have done anything more to improve the service to you?

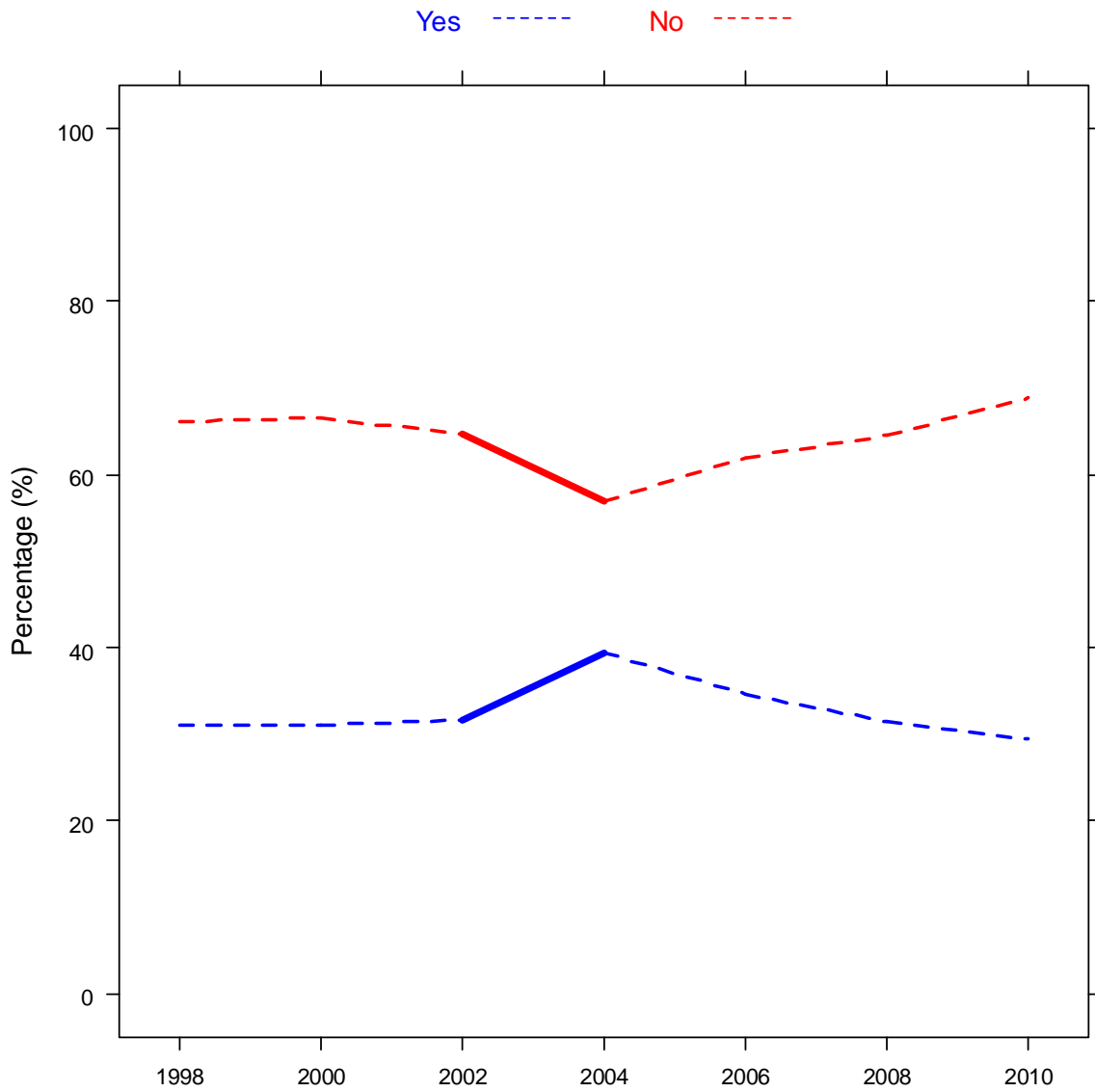
The percentage of victims who thought the responding officers could have done more to improve the service decreased (non-significantly), from 31.4% to 29.4% between 2008 and 2010.

Note that prior to 2010 victims were asked 'What more do you think the responding officers could have done to improve the service to you?'<sup>6</sup>, where one of the categories was 'Nothing more could be done'. Where victims selected any other category for this question, they were considered to have a 'Yes' response for the purposes of comparison over time. Hence changes between the 2008 and 2010 surveys should be used with caution.

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<sup>6</sup> See Section 3.7 for results of this question in 2010.

**Figure 9: Percentage of victims who thought responding officers could have improved the service provided**



**Table 14: Percentage of victims who thought responding officers could have improved the service provided**

	1996	1998	2000	2002	2004	2006	2008	2010
<b>Yes</b>	-	31.0	31.0	31.6	39.4	34.6	31.4	29.4
<b>No</b>	-	66.2	66.6	64.8	57.0	61.9	64.5	68.9

### 3.7 Ways Responding Officers Attending Could Have Improved the Service provided (Q18)

Respondents who thought responding officers could have improved the service provided, were asked: What more do you think the responding officers could have done to improve the service to you?

- The primary suggestion for ways responding officers attending could have improved the service provided was 'Taken more action' (47.4%).
- The second most common suggestion for ways responding officers attending could have improved the service provided was 'Kept me informed' (40.0%).

Note that questionnaire changes between the 2008 and 2010 surveys led to a reduction in the number of categories to remove ambiguities and improve the quality of data collected. When making comparisons over time, caution should be used.

#### Key Changes (2008 to 2010)

Ways Police Could Improve Service Provision	Change Indicator
Arrived quicker	▽
Caught the offender	△
Kept me informed	▲
Taken more action	▲
Been more cooperative/polite	▲
Shown more interest/more caring	▲
Quicker action	▲

Symbol	Meaning
▲	Significant Upward Change
△	Non Significant Upward Change
□	No Change
▽	Non Significant Downward Change
▼	Significant Downward Change

**Table 15: Suggestions by victims for ways responding officers attending could have improved the service provided**

<b>Ways Police Could Improve Service Provision</b>	<b>Queensland 2004 (%)</b>	<b>Queensland 2006 (%)</b>	<b>Queensland 2008 (%)</b>	<b>Queensland 2010 (%)</b>
Arrived quicker	15.9	15.9	13.2	12.5
Caught the offender	20.6	9.5	10.3	13.5
Kept me informed	27.3	27.2	28.8	40.0
Taken more action	30.9	29.5	29.5	47.4
Been more cooperative / polite	9.4	7.7	7.8	16.2
Shown more interest / more caring	17.4	19.6	18.4	38.2
Quicker action	9.9	9.6	5.9	14.9

### **3.8 Overall Satisfaction with Service Provided by the Police (Q19)<sup>7</sup>**

**Respondents were asked:** Overall, how satisfied were you with the service you received from the police?

Overall, 73.6% of victims were satisfied or very satisfied with the service provided by the police in Queensland in 2010, while 14.8% were dissatisfied or very dissatisfied.

#### Offence Type (Personal / Property)

In Queensland, overall satisfaction with the service provided by the police among victims of property offences (75.4%) was significantly higher than overall satisfaction among victims of personal offences (67.0%).

In Queensland, overall dissatisfaction with the service provided by the police among victims of property offences (12.9%) was significantly lower than overall dissatisfaction among victims of personal offences (22.2%).

#### Offence Category

Victims of unlawful entry (79.8%) were more likely than those of assault (65.0%), vehicle theft (68.9%) and personal crimes (69.0%) to be satisfied or very satisfied. Victims of robbery (75.6%) and stealing (74.7%) were also more likely than victims of assault to be satisfied or very satisfied with the service provided by the police.

Victims of unlawful entry (8.0%) were less likely than victims of wilful damage (16.1%), sexual offences (17.7%), personal crimes (22.2%) and assaults (24.0%) to be dissatisfied or very dissatisfied with the service provided by the police. Victims of assault (24.0%) were more likely to be dissatisfied than victims of stealing (14.2%), wilful damage (16.1%) and robbery (12.5%).

#### Who Initiated Contact with the Police (Q3)

Victims who were initially contacted by the police (85.2%) were more likely to be satisfied or very satisfied with the service provided by the police than victims who

- Initiated first contact with the police (73.3%); and
- Did not initiate contact with police, but someone else (other than the police) did (72.7%).

Victims who were initially contacted by the police (5.8%\*) were less likely to be dissatisfied or very dissatisfied with the service provided by the police than victims who

- Initiated first contact with the police (14.7%); and
- Did not initiate contact with police, but someone else (other than the police) did (16.8%).

#### Method of First Contact with the Police

Victims whose initial contact with the police was by attending a police station or police shopfront in person (69.4%) were less likely to be satisfied or very satisfied with the service provided by the police than victims whose initial contact was

- Over the phone (76.7%); and
- By the police attending the victim at their residence or at their business address (87.9%).

Victims whose initial contact with the police was by attending a police station or police shopfront in person (18.7%) were more likely to be dissatisfied or very dissatisfied with the service provided by the police than other victims.

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<sup>7</sup> Due to changes in the measurement of satisfaction in the 2010 questionnaire it is not possible to make comparisons with previous year's results.

\* Relative standard error exceeds 25%: use estimate with caution.

#### Which Telephone Number was Used (Q5)

Victims who called their local police station (78.0%) were more likely to be satisfied or very satisfied with the service provided by the police than victims who called 000 (71.6%).

#### How Response Time was Rated (Q10)

Victims who rated the response time as prompt (93.6%) were more likely to be satisfied or very satisfied with the service provided by the police than victims who rated the response time as:

- Reasonable (81.7%);
- Somewhat long (43.4%); and
- Unreasonably long (41.5%).

Similarly, victims who rated the response time as reasonable (81.7%) were more likely to be satisfied or very satisfied with the service provided by the police than victims who rated the response time as:

- Somewhat long (43.4%); and
- Unreasonably long (41.5%).

Victims who rated the response time as unreasonably long (34.7%) were more likely to be dissatisfied or very dissatisfied with the service provided by the police than victims who rated the response time as:

- Prompt (3.0%\*); and
- Reasonable (9.5%).

Similarly, victims who rated the response time as somewhat long (23.7%) were more likely to be dissatisfied or very dissatisfied with the service provided by the police than victims who rated the response time as:

- Prompt (3.0%\*); and
- Reasonable (9.5%).

#### Reporting for Insurance Purposes (Q15)

In Queensland, in 2010, 35.8% of victims of property crime indicated that one of the main reasons for reporting the offence was for insurance.

Victims of property crime who stated that one of the main reasons for reporting the matter to the police was for insurance purposes (82.9%) were more likely than victims who did not (71.0%\*) to be satisfied or very satisfied with the service provided.

Victims of property crime who stated that one of the main reasons for reporting the matter to the police was for insurance purposes (7.7%) were less likely than victims who did not (15.9%\*) to be dissatisfied or very dissatisfied with the service provided.

#### Provided with Advice on How to Reduce the Likelihood of the Crime Being Repeated (Q16)

Victims who were provided with advice on how to reduce the likelihood of the crime being repeated (85.8%) were more likely than victims who were not (63.4%\*) to be satisfied or very satisfied with the service provided.

Victims who were provided with advice on how to reduce the likelihood of the crime being repeated (6.4%) were less likely than victims who were not (22.0%\*) to be dissatisfied or very dissatisfied with the service provided.

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\* Relative standard error exceeds 25%: use estimate with caution.

#### Whether Someone Charged in Relation to the Incident (Q22)

Victims who thought that someone was charged in relation to the incident (84.1%) were more likely to be satisfied or very satisfied with the service provided by the police than victims who did not think that someone was charged in relation to the incident (68.8%).

Victims who thought that someone was charged in relation to the incident (9.4%) were less likely to be dissatisfied or very dissatisfied with the service provided by the police than victims who did not think that someone was charged in relation to the incident (18.6%).

#### Age

Victims aged 55 and over (82.7%) were more likely to be satisfied with the service provided by the police than victims from any other age group.

Victims aged 35-54 (75.3%) were more likely to be satisfied with the service provided by the police than victims aged 18-24 (66.8%).

#### Indigenous Status (Q28)

Those victims that identified themselves as Indigenous (60.5%) were less likely than non-Indigenous victims (74.1%) to rate their overall satisfaction with the service provided by the police as Satisfied or Very satisfied.

Victims that identified themselves as Indigenous (26.3%) were more likely than non-Indigenous victims (14.4%) to be dissatisfied or very dissatisfied overall.

### 3.9 Reasons why satisfied with Police Service (Q20)<sup>8</sup>

Respondents who indicated they were satisfied or very satisfied with the service provided by the police, were asked: Why were you satisfied?

- The primary reason given by victims for being satisfied with the service provided by the police was 'Took appropriate action/ Did their job/ Did everything they could do' (49.3%).
- The next most common reasons given by victims for being satisfied with the service provided by the police were 'Handled the matter well' (42.0%) and 'Helpful' (41.7%).

**Table 16: Reasons victims were satisfied with the service provided by the police**

Reasons for Satisfaction	Queensland 2010 (%)
Took appropriate action/ did their job/ did everything they could do	49.3
Was Prompt	26.1
Approachable/ friendly	18.3
Helpful	41.7
Courteous	24.0
Professional/ fair	27.8
Handled the matter well	42.0
Was efficient	13.4
Kept informed/ followed up	16.3
Used clear/ simple language	2.4
Goods were returned/ retrieved	3.3
Caught offender	2.3
Compassionate, concerned, interested	4.3

<sup>8</sup> Reasons why satisfied with the service provided by the police (Q20) was first asked on the 2010 questionnaire.

### 3.10 Reasons Why Not Satisfied With Police Service (Q21)<sup>9</sup>

Respondents who indicated they were dissatisfied or very dissatisfied with the service provided by the police, were asked: Why weren't you satisfied?

- The primary reason given by victims for not being satisfied with the service provided by the police was 'Didn't do enough' (65.7%).
- The next most common reasons given by victims for not being satisfied with the service provided by the police were 'Didn't keep me informed' (47.5%) and 'Not interested/didn't want to listen' (46.9%).

**Table 17: Reasons victims were not satisfied with the service provided by the police**

<b>Reasons for Dissatisfaction</b>	<b>Queensland 2010 (%)</b>
Didn't do enough	65.7
Too slow in attending	13.7
Didn't keep me informed	47.5
Uncooperative	19.2
Rude	13.3
Not interested/didn't want to listen	46.9
Not caring	31.0

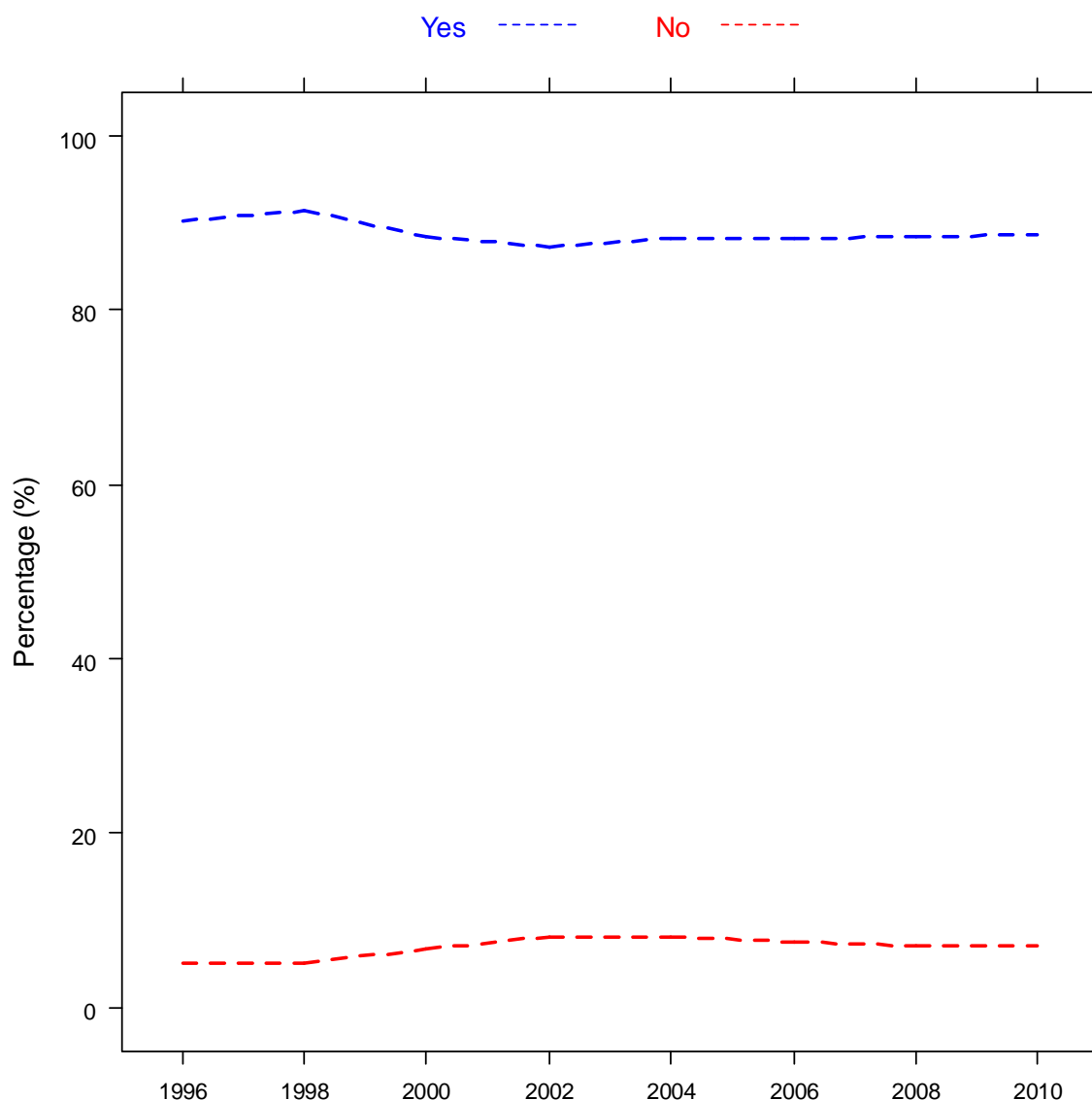
<sup>9</sup> Due to changes in questionnaire design it is not possible to compare results to Q21 with previous year's survey results.

### 3.11 Whether Would Contact the Police Again if the Same Problem Experienced in Future (Q23)

**Respondents were asked:** If you experienced the same problem in the future, would you contact the police?

The percentage of victims who would call the police again if they experienced a similar problem remained about the same, with 88.5% in 2008 and 88.6% in 2010.

**Figure 10: Percentage of victims who would contact the police again if the same problem experienced in future**



**Table 18: Percentage of victims who would contact the police again if the same problem experienced in future**

	1996	1998	2000	2002	2004	2006	2008	2010
<b>Yes</b>	90.3	91.5	88.4	87.3	88.2	88.3	88.5	88.6
<b>No</b>	5.2	5.1	6.8	8.2	8.1	7.5	7.1	7.2

## 4. Appendix

### 4.1 Technical Issues Relating to the Survey Output

#### 4.1.1 Standardisation

Generally, satisfaction levels in each Crime Victims' Survey carried out since 1996 have depended strongly on the type of offence reported to the Queensland Police Service, with people who report crimes against the person having lower satisfaction levels overall compared with those who report property crime. The relative proportions of reported crime of different types may vary from time to time within an area. Consequently, even where satisfaction levels within offence type do not change, overall satisfaction levels may change with time because of the change in offence 'mix'.

One way of removing the influence of offence mix is to standardise results. In this case, standardisation involves multiplying each of the two offence type-specific results (for an area) by a constant (where the two constants sum to one), and totalling these. While, in principal, any set of constants that sum to one can be used, it is usual to choose some 'sensible' set of values. For this report, the proportions of each offence type for all Queensland in 2004 were used. The year 2004 was first used in the 2006 survey and has been used as the reference year in each subsequent survey. To the extent that there is little variation in overall offence mix from year to year, using proportions for other survey years would change standardised results only slightly.

The following worked example demonstrates the effect of standardisation on district level data for question 23. Results in Section 3 of this report have been standardised for offence type.

#### An Example

The table below shows the proportion and number of victims, by type of offence, who said that if they experienced the same problem in the future, they would contact the police (Q23), for one of the QPS Districts (called here 'District A'), for the years 2004 and 2010.

#### Sample 2010 Weighted Results in a Sample District, Not Standardised by Offence Type (only Category 'Yes' Presented)

Offence Type (Personal/Property)	Whether would contact the police again if the same problem experienced in future			
	Yes			
	Number	Per cent	95% LCL	95% UCL
Personal Offence	1058	85.8	77.9	93.7
Property Offence	8323	87.2	78.0	96.3
Total	9381	87.0	78.9	95.1

The 'total' percentages that appear in the last row of each table are simply the total number of victims who said 'yes' divided by the total. So the percentage is  $9,381/10,783 = 0.870$ , or 87.0%. At this stage, comparison of the district's overall results with other years is risky, as the proportional offence mix will have changed between years.

The table below shows the proportions of each offence type, by year for District A in 2010 and for all of Queensland in 2004. As can be seen from the table, the offence mix was distinctly different in each.

**Proportions of Victims of Each Offence Type, District A 2004, 2010 and Queensland 2004**

Offence	District A 2010 (%)	Queensland 2004 (%)
Personal offence	11.4	20.8
Property offence	88.6	79.2

Property offences were far more common in both years presented, but still the proportions have varied across year. This means that when we compare a 2006 estimate, say, to the 2010 estimate, it is possible that much or all of the difference between the two figures may be accounted for by variations in offence mix. However, District level estimated proportions for Q23 can be generated that allow comparison of estimates within district over time to be fairly compared by using standardisation. This simply asks the question, 'What would the District A estimate be if the offence type-specific estimates for the district were the same as those for Queensland in 2004.' We can calculate this by multiplying each 2010 district level offence type-specific estimate by the relative proportion of the offence at the 2004 state level.

For example, for the 2010 Q23 estimate, the overall estimate for 'yes' would be calculated as follows:

$$P = 85.8 * 0.208 + 87.2 * 0.792$$

$$= 86.9\%$$

This method of standardisation has been used and is intended to improve district, regional and state comparisons across years. Thus, it affects all these estimates.

**4.1.2 Comparisons with Previous Year**

Few, even relatively large, differences between 2008 and 2010 results were significant at the district level, for any combination of district and question. This general lack of statistical power to detect real differences between survey years is caused by a number of factors.

1. The district level samples were chosen to provide a moderate degree of precision for results for questions asked of the entire respondent group. However, when aiming to detect real differences at a district level, the smaller sample size for the district causes the confidence intervals widths to increase and in turn this reduces the statistical power. For some questions this is further amplified as the question is only asked of a subset of respondents. An example of this phenomenon would be the sample size for questions asked of the group of respondents who said they were not satisfied with some aspect of the police behaviour, where, say, only 15% of respondents were dissatisfied.
2. Sample sizes were not designed with inter-survey comparisons in mind. If the confidence intervals in each of two surveys are of width L (i.e. they span an interval

+L about the result), then the results from the two surveys have to be around 2L percentage points apart before they are likely to be found to be significantly different. Due to the size of L, this only occurs in a few cases.

#### **4.1.3 Changes to Questionnaire Design**

A review of the survey instrument was undertaken between the 2008 and 2010 surveys. A number of questions were changed to improve respondent understanding and hence data quality, to remove ambiguities from question categories.

Changes include the following:

- In 2010 overall satisfaction was measured on a five-point satisfaction scale, whereas in 2008 it was measured on a four-point scale (See section 2.2.6).
- The question asking respondents to rate how well the police were at “Putting you at ease” was replaced with a question asking respondents to rate the level of respect shown by police as victims are better able to understand the concept and provide a response.
- A new question asking why victims were satisfied with the service provided by the police was added to the questionnaire.
- In the 2010 survey questions have been altered and new questions added to determine how contact was made with the police, in an effort to obtain more reliable results. The same information is collected, however by redesigning the instrument to ask more but simpler questions, the data is of a better quality with fewer categorisation errors.
- When asked to rate the response time, respondents are now given the option to select “Prompt”, “Reasonable”, “Somewhat long” and “Unreasonably long” as opposed to specific time categories such as “Less than 15 minutes”. This addresses the issue of recall, where some offences may have occurred up to 15 months prior to the data collection.
- The survey no longer asks questions concerning other officers who may have attended the respondent after the initial attending officers.
- The survey no longer asks what the respondent’s main reason for reporting the offence was, but specifically asks victims of property offences if they were reporting for insurance purposes as this is known to have an effect on satisfaction.
- In 2010, a number of categories in multiple response questions were changed to remove ambiguous or overlapping categories and remove rarely selected categories. In addition, for some categories such interviewers were prompted to ask for more details in the 2010 survey to allow recategorisation of responses to categories more useful to the Queensland Police Service.