



Commissioner's Overview



I am proud to present the 2001-02 Annual Report of the Queensland Police Service. The report highlights some of the Service's key achievements during this period and has been prepared in compliance with s.39 of the *Financial Management and Audit Act 1977*. To put this report in context, it is necessary to briefly consider the size of the organisation and the scope of its operations. At the end of June 2002, the Service had in excess of 11,500 employees. Of these, some 8,050 are police officers. The expenditure for the Service in 2001-02 was in the order of \$883 million, the majority of which went into the delivery of policing services through the 436 police stations, 28 neighbourhood police beats and 43 shopfronts located throughout the State.

This year's Annual Report has a dual theme, the first being "The Year of the Outback". Of the 436 police stations throughout Queensland, 166 are one and two officer stations located in small, and sometimes isolated, communities. This year's report will showcase the contribution made to policing and outback life generally by the dedicated police officers who work in these areas.

The other theme for this year's Annual Report is "People". The 2001-02 Annual Report is the second in a four-part series that will collectively address the four key areas of my personal vision for the Queensland Police Service: Professionalism, People, Performance and Partnerships.

Few would disagree that the success of an organisation is largely dependant on the professionalism and commitment of its people. Many of the achievements described in this report reflect the high quality of the members of the Service who have produced these results through: dedication, commitment, professionalism, initiative and innovation. From this sound base, a focus on people also requires high quality service delivery. This is achieved through the establishment of strategic partnerships, recognising and responding to the needs of victims of crime and striving for excellence in all aspects of client service. This approach is based on treating all of our clients with dignity and respect, regardless of circumstance or situation.

While this Annual Report highlights some of the Service's key achievements in 2001-02, this period is one that will no doubt be remembered for events that occurred on the international stage. The most tragic of these was the September 11 terrorist attacks in the United States of America. This event has redefined the context in which policing organisations in Australia and overseas conceptualise their fundamental responsibility of protecting the community. Previous assumptions about the nature and potential scale of terrorism are no longer valid. On 5 April 2002, the Prime Minister and State and Territory leaders agreed on 20 points that would form the basis of a new national framework to meet the challenges of combating terrorism, organised crime and multi-jurisdictional crime. The Agreement recognises the importance of effective cooperation between jurisdictions, and the need to build on arrangements that are currently in place to enable a fast and effective response to these challenges.

At the State level, the Service provided an integrated security operation in support of the Commonwealth Heads of Government Meeting (CHOGM), a Royal visit and a visit by former United States President Bill Clinton. This was an enormous undertaking with associated risks heightened by the international environment at the time. Two years of planning went into preparing for these events. CHOGM was originally scheduled to take place in October 2001, but was postponed until March 2002 in response to the events of September 11. CHOGM involved the largest security operation undertaken in the 138-year history of the Queensland Police Service. To bring it to a successful conclusion, while maintaining core policing services throughout Queensland, was an achievement that demonstrated the Service's capacity to manage security for large-scale events.

Since being appointed Commissioner in November 2000, I have been a strong advocate for continuous improvement, and the identification and application of best practice policing strategies. In order to further these objectives, I have implemented a process of Operational Performance Review to focus attention on operational performance and improve operational effectiveness. The results to date are very encouraging and it has been pleasing to see a greater emphasis now being placed on planning, coordination, analysis and problem-oriented, intelligence-led policing.



The Crime and Misconduct Commission was formed on 1 January 2002 with the merger of the Criminal Justice Commission and the Queensland Crime Commission. All matters of police misconduct now are devolved to the Service for resolution under the new legislative scheme. This additional responsibility is one that I take very seriously and, as a first step, I have approved the appointment of Regional Complaint Managers at the rank of inspector in all regions and commands. This will ensure the Service maintains its current high standards of professionalism and remains vigilant against corruption. The Crime and Misconduct Commission will continue to monitor and audit complaint management within the Service and conduct, or assume responsibility for, particular investigations where appropriate.

Policing is frequently carried out under difficult circumstances. While I had anticipated that the 2001-02 period would pose significant challenges for the Service, no one could have predicted the magnitude of events that would unfold. In light of all that has happened during this period, the one thing I am most proud of, and that gives me the greatest confidence as I look to the future, is the dedication and professionalism of the men and women of the Service.

I trust that the information provided in this Annual Report will highlight some of the achievements of members of the Service during the 2001-02 financial year. In the Year of the Outback, I would particularly acknowledge those serving in rural and remote areas of the State. I commend this report to you and it is with enthusiasm and confidence that I look forward to meeting the challenges of the year that lies ahead.

Bob Atkinson APM
Commissioner