

# Commissioner's Overview



I am pleased to present the Queensland Police Service Annual Report for 2004-05. This year's report focuses on *Our Commitment to Service Delivery* and highlights policing activities and services that have contributed to the achievement of the Queensland Government Priority, *Protecting our children and enhancing community safety*.

The 2004-05 Annual Report presented under four Outputs: Community Safety and Engagement; Crime Management; Traffic Management; and Professional Standards and Ethical Practice was implemented following a review of the Queensland Police Service Strategic Plan. The review sought to describe the core business of the Queensland Police Service and more closely align corporate strategy with Queensland Government priorities and the Service's performance management framework.

The Vision Statement, Mission and Guiding Principles of the Service continue to inform the manner in which policing services are delivered in Queensland. Principles of integrity, fairness, equity and accountability underpin every aspect of policing, and support the four key areas in which the Service focuses its efforts: *Professionalism, People, Performance and Partnerships*.

Engaging the community through constructive partnerships with key groups and individuals has provided the foundation for *Our Commitment to Service Delivery* throughout 2004-05. The positive results achieved throughout the year, and the effectiveness of policing strategies applied to address areas of community concern, have been monitored, assessed and guided through the use of an effective performance management framework. This demonstrates and supports our commitment to providing high quality policing services to all members of the community.

One example of the Service's efforts to engage and work with the community has been the establishment of a Seniors Task Force, which I was privileged to chair throughout 2004-05. The Task Force was initiated and established through the strong support of the Minister for Police and Corrective Services. The Task Force is progressing ways of improving the safety, security and well being of Queensland seniors. The publication of Queensland's first seniors' safety handbook, entitled "*Confident, Safe & Secure Living in Queensland. A Handbook on Safety for Seniors*" was one of a number of positive outcomes achieved by the Task Force.

Another important aspect of the Service's commitment to service delivery and community engagement has been the evolution and enhancement of our Police Liaison Officers program. 2005 saw the State's largest Police Liaison Officer intake, with 17 new liaison officers from Sudanese, Muslim, Chinese, Spanish, Vietnamese and Aboriginal and Torres Strait Islander backgrounds. In addition, South-East Queensland Police Liaison Officers celebrated 10 years of providing a valuable service to various communities throughout Brisbane. Commencing 14 years ago on Thursday Island, there are now 138 Police Liaison Officers across the State.

In March 2005, the Service hosted the Conference of Commissioners of Police of Australasia and the South West Pacific Region. Police Commissioners or their delegates attended from all Australian jurisdictions, New Zealand and many of our neighbours in the Asia-Pacific region. The conference theme of "*Performance Management*" reinforced and supported the Service's strong commitment in this area. A keynote address on performance management was delivered by Los Angeles Chief of Police Mr Bill Bratten, formerly Commissioner of the New York Police Department (NYPD). Chief Bratten received international acclaim for his commitment to performance management, and in particular, the introduction of the COMPSTAT model on which the Service has based its own performance management processes.

During 2004-05, the Service has continued to progress the implementation of key government policy directions, including increased police numbers and key infrastructure requirements such as new police beats, police stations, watchhouses, vessels, vehicles, equipment and information technology.


The Service's partnership-based approach to child protection has been one of our priority initiatives in 2004-05. Through the Juvenile Aid Bureau, dedicated investigative resources are applied to manage juvenile justice and child protection issues throughout the State. Additional government funding has allowed the Service to enhance this capacity with the creation of 50 additional Juvenile Aid Bureau positions. The establishment of a Child Safety Unit, and the introduction of a new Suspected Child Abuse and Neglect (SCAN) model have also been key outcomes of the implementation of the Government's Child Protection Blueprint.

Ensuring the Service is well prepared to respond to the threat of terrorism also remains a priority action area, and one that has seen further enhancement through the provision of additional government resources in 2004-05. A 19-seat aircraft has been purchased to replace an existing 12-seat aircraft, allowing for the quick deployment of the Service's Special Emergency Response Team to anywhere in the State. In addition, a permanent Counter-Terrorism Coordination Unit has now been established to progress ongoing activity in this important area.

While the Service has been actively addressing a range of strategic priorities, it is also important to recognise the good work that happens on a day to day basis at the local level. Each and every member in the Service has made a valuable contribution to the outcomes described in this report, and it is only through the efforts of each individual that the Service as an organisation can be successful.

I continue to be encouraged by the strong and positive interaction between local communities and their local police, as these relationships ultimately impact on the Service's ability to resolve and reduce crime and road trauma, and offer mutual support in times of emergency or tragedy. In this regard, I would like to formally acknowledge and express my appreciation for the strong community support provided to members of the Service throughout the State.

I would also like to formally acknowledge two retiring members of the Service's senior executive, Dr Ann Scott PSM and Assistant Commissioner Grahame Gronow APM. Each of these officers made an outstanding contribution to the Service over many years, and I sincerely thank them for their dedication and commitment to the Service and the Queensland community.



Commissioner