

Key priority area—Information management

Information and Communications Technology (ICT) provides professional and technical services that support the information management systems and processes employed by the Service.

ICT undertook a range of projects and improvements during the year.

QPRIME

The Queensland Police Records and Information Management Exchange (QPRIME) is one step closer to providing the QPS with a single, integrated operational policing information management system.

When implemented in October 2008, police will start using QPRIME to manage custody information, warrants, charges, photographs and offender histories.

QPRIME Mapping includes a capability called 'reverse geocoding', to make identifying, finding and recording difficult-to-describe locations quick, easy and accurate.



Public Safety Network

Throughout 2007-08 the Public Safety Network (PSN) Project has made significant progress toward providing the QPS, Queensland Corrective Services and the Department of Justice and Attorney-General with a more reliable, shared data network capable of exploiting the benefits of modern, convergent technologies.

The Public Safety Network Management Centre, a purpose-built service centre that operates under the joint governance of agencies participating in the PSN initiative, was established in July 2007 and has now successfully completed its first year of operations.

Integrated Justice Information Strategy

The Integrated Justice Information Strategy (IJIS) aims to enhance and automate information sharing between the QPS and criminal justice agencies to better manage the movement of people through the criminal justice system.

The *Justice and Other Information Disclosure Bill 2008* was passed by Parliament on 6 June 2008. This is ground breaking legislation for the Queensland Government which will enable Police, Justice, Corrections, Communities and Child Safety to share certain information to better support the community. The legislation will facilitate the coordinated management of people in the criminal justice system and improve collaboration among criminal justice sector agencies.

SCRAM

The Service has developed a computer application called the Suitability Checking, Reporting and Monitoring (SCRAM) System to automate national criminal history checking conducted for other government departments, and to monitor people of interest to those departments. Half a million checks are conducted by QPS each year for government and individuals. The automation of processes and the electronic transfer of files and check results enables QPS to efficiently manage the high volume of requests.

Radio and communication upgrade and enhancement

In 2007-08, the Government provided \$4.3 million to fund an upgrade of existing police radio communications systems across the State. This funding will assist in eliminating black spots throughout the State, support emerging digital technologies and enhance the safety of front-line operational police officers.

Programs of work funded by this \$4.3 million include:

- radio over Internet protocol (RoIP)
- the installation of four integrated radio and telephone communications consoles at four regional communications centres
- the installation of audio logging systems in regional communications centres
- upgrade of long range high frequency radios in regional Queensland.

Tenders and standing offer arrangements for the first three projects listed above have been prepared. Orders are currently being placed for the equipment; however delivery will not occur until later in the 2008-09 financial year.

A trial of RoIP was conducted up to March 2007 in Far North Queensland. RoIP enables remote communications sites to be connected to a communications centre to provide command and control functions.

The trial proved effective, validating the further rollout of radio communications to 20 additional sites to eliminate radio black spots.

RoIP also improves operational functionality. Consequently, in the 2008-09 financial year the QPS is rolling out RoIP capability to a total of 125 sites to further improve radio communications.

Digital recording equipment

The QPS has approximately 320 interview rooms around the State fitted with analogue electronic recording equipment. In 2007-08 the Service commenced replacement of this equipment with the purchase and installation of 104 Digital Electronic Recording of Interview Equipment units.

This project will place modern, computer based, digital recording equipment in all of the 320 interview rooms across the State by the end of the 2009 calendar year.

The project ensures compatibility between police and justice systems and the ability to network all systems to a centralised management and storage facility.



Police patrol the Fortitude Valley entertainment precinct.

Key priority area—Physical resource management

Administration Division directs the management and development of administrative and logistic support. Functional units include Logistics, Fleet Management, Property and Facilities, Weapons Licensing and Administration Branches and the Freedom of Information and Privacy Unit.

Logistics Branch functions include major procurement and contract management for the Police Service, warehousing and distribution of police uniforms and consumables, developing and introducing improved uniform and personal equipment items and providing in-house printing and armoury services.

During 2007-08 Logistics Branch became responsible for managing the Central Exhibits and Tapes Facility, which is located at the West End Police Complex.

In addition, responsibility for motor vehicles was transferred to the newly formed Fleet Management Branch.

During 2007-08 the Logistics Branch provided procurement and logistical support for the following projects:

- Conducted Energy Device Project
- QPRIME
- Public Safety Network

- Legacy Migration Program
- Policelink
- Intelligent Traffic Policing Program
- Smartcard
- Purchase of three catamarans
- Purchase of two aircraft.

Fleet management

The Fleet Management Branch has continued to provide professional fleet management services to the Police Service, with an emphasis on selecting the most operationally suitable vehicles and achieving the optimum fit-out of those vehicles for Service use.

Vehicles used for the transporting of prisoners have undergone design changes over the period 2006-08. A national agreed specification for prisoner pods was developed in consultation with other police jurisdictions and approved by the Australian Centre for Policing Research.

Fleet Management Branch has developed purpose-built pods for the Holden Crewman and larger 'paddy wagon' sized dual cab utilities such as the Toyota HiLux. Increasing air ventilation was included in the design to cater for the wide range of climatic conditions experienced throughout Queensland.

This \$3 million project was completed in early 2008.

A Toyota HiLux fitted to meet QPS operational requirements

The purpose built pod on this HiLux has two entry doors and moulded seating for up to five adults in optimal circumstances. The pod is constructed of moulded reinforced plastic, which is illuminated within by concealed lighting. The Queensland built pod is resistant to wear, discolouration, damage and distortion.



Vessel management

The Vessel Management Plan for 2007-08 included 13 projects with a total cost exceeding \$12 million.

Key investments included the replacement of three Class 1 vessels. These vessels are equipped as mobile marine command operations centres, enabling water police to respond to major incidents (including search and rescue operations), and manage them from the scene. On delivery, the new vessels will offer substantially enhanced operational capability, including increased range and payload capacity.

The Service continues to increase its counter terrorism capability in the marine environment with a 9.5 metre tactical response and patrol vessel allocated to Brisbane Water Police, capable of being deployed throughout the State. This vessel is due for delivery in September 2008.

Patrol catamaran vessels at Hervey Bay and Brisbane have been repowered with advanced fourstroke diesel technology. The new engines meet the stringent American EPA Tier 2 exhaust specifications for all present and future emission requirements and provide better fuel efficiency through electronic monitoring and control.

New and re-fitted vessels have been delivered to Weipa, Gladstone and Palm Island. These vessels will increase the operating capabilities of police in the areas of minor search and rescue, vessel interception and crime related inquiries.

Aircraft

The Police Air Wing presently has five aircraft, which are based around the State. Currently, two aircraft are based in Brisbane, two in Cairns and one in Mount Isa. The most recent acquisition, a Cessna 208 Caravan, commenced service in June 2008 at Mt Isa.

The 2007-08 budget provided funding for the set up and delivery of an additional aircraft and related infrastructure to service the Torres Strait.

An order has been placed for this aircraft and delivery is expected by the end of the 2008-09 financial year.

Capital Works Program

During 2007-08, the Queensland Government allocated \$102.3 million for the continuation of the Capital Works Program.

This funding was used for a number of projects, including completion of the Caboolture District Office and Watchhouse, a new police station and watchhouse at Wujal Wujal, a replacement station at Miriam Vale, new police stations at Russell Island and Macleay Island, and a Police Beat at the Strand in Townsville.

The Service also commenced construction of new or replacement stations at Ayr, Charleville, Mango Hill/North Lakes, Stuart, and a new watchhouse at Strathpine. Several upgrades and refurbishments to existing stations have also been undertaken.

During the year land was acquired at Murgon, Holland Park, Ravenshoe and Reedy Creek.

Significant works completed under the Watchhouse Upgrade Sub-Program included electronic security upgrades of Wynnum, Longreach and Clermont, and a physical upgrade of Cardwell Watchhouse.

Under a separate sub-program, the QPS has implemented a government commitment to install and/or upgrade CCTV in all public space areas of watchhouses in Indigenous communities.

Asset Strategic Plan

In November 2007, the QPS completed the *2007-11 Asset Strategic Plan*. In addition to collecting information about operating and replacement costs, the new plan was designed to:

- capture more strategic information linking assets to QPS outputs
- articulate how these assets support service delivery to ensure asset acquisitions remain aligned with the strategic direction of the Service
- be suitable for use by stakeholders when preparing 'internal' budget bids and encourage identification of operating and maintenance costs.

A Strategic Capital Planning Committee also commenced in 2007 to determine and oversee the development of capital infrastructure priorities for the QPS.

Environmental sustainability and infrastructure

The Queensland Police Service is committed to ensuring it is strategically placed to address challenges with respect to climate change and to minimise its impact on the environment.

Waste management

The Service has established a Waste Management Committee, with representatives from regions, commands and divisions to develop a Service Waste Management Strategic Plan. This committee is identifying issues and developing strategies, policies and procedures for the management of waste.

The Service, in conjunction with Visy Recycling Pty Ltd, is currently researching waste management policies and practices to improve the recycling of products and reduce waste production.

Water saving

Parts of Queensland are currently experiencing the worst drought on record. Saving water is therefore a priority for the QPS and strategies have been put in place to reduce the amount of water consumed in all policing establishments.

The Service conducted a desktop audit of water usage throughout South East Queensland. Police Headquarters was retrofitted with water saving devices. Efficient showerheads, restricted flow taps, dual-flush toilets and other initiatives have combined to give an estimated saving of 56.3%.

The Service is currently developing an environmental plan, which includes water saving strategies.

During 2007-08, an estimated saving of 20 million litres of water was achieved as a result of fitting water efficient toilets to facilities at stations throughout drought-afflicted south east Queensland.

The Service is examining retrofitting similar water efficient devices such as tap aerators, shower heads, and dual flush toilets to all other police facilities throughout Queensland to achieve further water savings.

Asbestos management

QPS buildings have been assessed for the presence of asbestos and where required, high risk (loosely bonded) asbestos has been removed.

The Service, in collaboration with the Department of Public Works, is undertaking an audit of its facilities in relation to asbestos to monitor and manage 'in-situ' any asbestos products in its built asset portfolio.

This approach is in line with the Queensland Government's Asbestos Management and Control Strategy for Government Buildings, and supports the Service's development of a long term program for the planned removal of asbestos containing material within buildings.

This program will include removals undertaken in conjunction with building renovation, refurbishment, demolition and maintenance programs, wherever feasible.



Use of modern vehicles has allowed the QPS to increase efficiency and decrease emissions.

Building design

Energy efficient solutions are being incorporated into the design of new facilities. New and replacement police stations are being designed to “J” Section of the Building Code of Australia, which deals with energy efficiency for design elements such as air-conditioning and ventilation systems, air movement, lighting, hot water supply and external glazing.

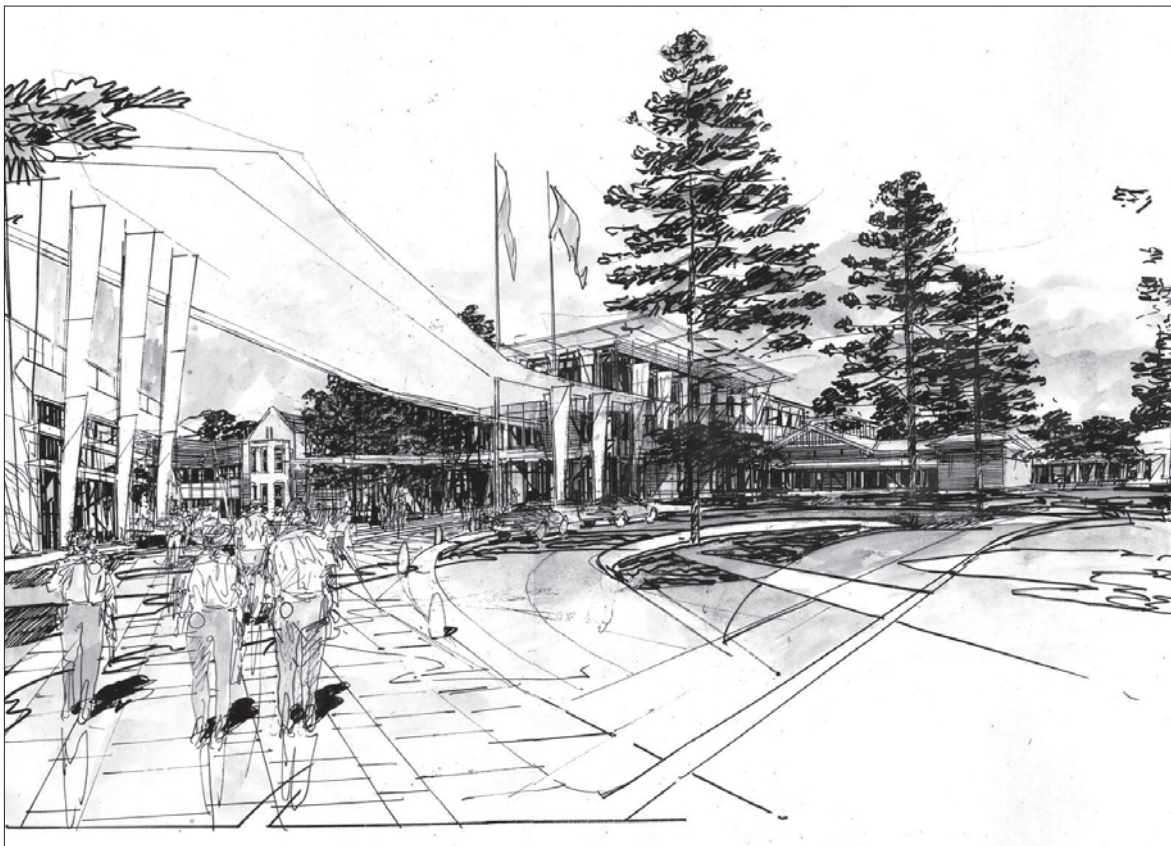
Notable examples of environmentally sustainable development in our major infrastructure include:

- The Joint Contact Centre facility (Policelink), which is being designed to achieve a 6 star environmental rating (world best practice) and will provide many unique features which will make the centre a safe and desirable place to work. Some of the features proposed include natural lighting during daylight hours; individual control of air flow, temperature and lighting at all work stations; and an emphasis on innovative internal acoustic control.
- The Queensland Police Academy 2012, which will become a distinctive purpose built facility, is adopting current environmental best practice and sustainable development principles.

It is proposed the building designs be appropriate for Brisbane's climate, and use natural ventilation, shading and positioning to reduce the need for items such as air conditioning.

Sustainability initiatives include, but are not limited to:

- water sensitive urban design
- water harvesting
- habitat protection
- environmentally friendly landscape character
- forest revegetation
- sustainable road design
- building design to achieve benchmarks in sustainable building performance.



An artist's impression of the new Queensland Police Academy.

Carbon emissions

The QPS is committed to the Queensland Government's *Environmental Protection (Waste Management) Policy 2000* and *ClimateSmart 2050*, which aim to reduce the Government's carbon footprint. Six gases have been identified under the Kyoto Protocol as the main gases that need to be accounted for. These gases are carbon dioxide, hydrofluorocarbons, methane, nitrous oxides, perfluorocarbons and sulphur hexafluoride. As part of standard emission accounting practices these gases are reported as carbon dioxide equivalent emissions (CO₂-e).

The Queensland Government is developing whole-of-Government systems to standardise reporting on carbon emissions (measured in CO₂ equivalents). The basis for this reporting is consistent with national and international standards, including definitions outlined in the AS Standard ISO 14064 and the *Australian Government's National Greenhouse Accounts Factors* workbook, as detailed below:

- Scope 1 emissions that occur from sources that are owned or controlled by the company (e.g. emissions from departmental controlled vehicles, diesel generators, gas boilers etc.)
- Scope 2 emissions are classed as indirect emissions solely from the generation and consumption of purchased electricity or steam or heating/cooling. Scope 2 emissions are physically produced by the burning of fuels (coal, natural gas, etc.) at the power station or facilities not controlled by the organisation.
- Scope 3 emissions are the result of actions of a company, but occur from sources not owned or controlled by the company. Their inclusion should be based on their relevance to the operations of the organisation.

More broadly, scope 3 emissions can include:

- employee business travel (in vehicles or aircraft not owned or owned by the reporting organisation)
- employees commuting to and from work
- extraction, production and transport of purchased fuels consumed
- extraction, production and transport of other purchased materials or goods
- generation of electricity that is consumed in a transport and delivery system (reported by end user)
- out-sourced activities
- transportation of products, materials and waste.

In 2007-08 all Queensland Government agencies are reporting on the carbon emissions from:

- fuels used by vehicles
- purchased electricity
- domestic air travel on commercial airlines.

The Queensland Government is committed to continuing to improve data collection methods and reporting carbon emissions in line with national and international standards. While the best available data has been used, in some instances estimates have been reported due to the limitation of data collection systems. For example, in government-owned buildings where there are multiple tenants and the electricity usage cannot be attributed to a single agency, the Department of Public Works calculates the electricity usage by tenanted agencies based on the m² leased.

The following table outlines the QPS' carbon emissions during 2007-08:

	Category	Notes	Carbon emissions (Tonnes of CO ₂)
Scope 1	Fuels used by QPS police vehicles	1	18 022
Scope 2	Purchased electricity for major workplaces	2a	65 451
	<ul style="list-style-type: none"> • Government owned premises • Premises leased from the private sector 	2b	3 589
Scope 3	Domestic air travel on commercial airlines	3	1 184
	International travel on commercial airlines	3	81
	Domestic travel using Avis rental cars	4	60
	Air travel on QPS Airwing	5	521

Notes:

1. The calculated total is consistent with the QPS/QFleet agreed method for calculating emissions for the Annual Report.

Vehicle emission data is sourced from the Australian Federal Government's *Green Vehicle Guide* website. The test methods used for determining exhaust emissions and fuel consumption are specified in the Australian Design Rules (ADRs). The ADRs adopt the test methods from the United Nations ECE Regulations R83 and R101. The fuel consumption figures quoted in the GVG in litres/100km are derived from ADR81/01.

- 2a. Electricity – government owned premises

These figures are based on actuals from current available records of electricity accounts received by DPW, applicable for the period 1 July 2007 to 30 June 2008.

All electricity consumption has been converted to carbon emissions using a combined Scope 2 and Scope 3 conversion factor of 1.04 kg CO₂-e/kWh as recommended in the *Australian Government's National Greenhouse Accounts Factors* workbook.

- 2b. Electricity – premises leased from the private sector

These figures are based on actuals from current available records of electricity accounts received by DPW, applicable for the period 1 July 2007 to 30 June 2008 on full year leases. Where full year records were not available, data has been apportioned/extrapolated to provide an estimate of full year usage. Where leases are less than 12 months old the data relates to the actual period the lease was in place.

Based on historical data, tenant energy consumption equates to approximately 55% of total building energy use. The remaining 45% used to air condition the building and light the common areas of a building forms part of the carbon emissions for individual tenants. This 45% has been added to known electricity consumption for private sector leased accommodation.

- 3 Air travel includes all recorded air travel booked under arrangements managed by the Queensland Government Chief Procurement Office (QGCPPO) for:

- a. international travel on all airlines
- b. domestic air travel on both the mainline 'trunk' carriers (Qantas and Virgin Blue)
- c. travel on smaller, regional carriers for the period 1 July 2007 to 30 June 2008.

QGCPPO calculates the number of passengers per sector for domestic (Qantas, Qantaslink, Jetstar and Virgin Blue) for the period 10 December 2007 to 30 June 2008. This information is then passed on to the respective airline for calculation of carbon emissions.

For regional and international air travel for 2007-08 and domestic air travel as defined above for the period 1 July 2007 to 9 December 2007, the following methodology is used:

From data provided by each airline, agency or travel management company QGCPPO calculates the kilometres flown. The kilometre figure is divided by 100 and multiplied by an industry average number of litres of fuel burnt per passenger per 100 kms. A factor of 5 has been used for regional, international and domestic travel.

- 4 The hire car vehicle emissions show only emissions for Avis vehicles booked under Standing Offer Arrangement QP681 managed by the Queensland Government Chief Procurement Office; Avis is the major supplier under this arrangement. They supply emission figures based on the *Green Vehicle Guide* published by the Department of Infrastructure Transport Regional Development and Local Government. Their emission calculation scheme for carbon will be accredited for their offset scheme. Vehicle use linked to other suppliers is not available.

- 5 QPS Airwing air travel is not purchased through the QGCPPO.

Vehicle fleet carbon emission action plan

The QPS has developed an action plan to deliver progressive reductions in the CO₂ emissions of the QPS fleet in line with the targets set by the Government's Fleet Manager.

The targets set a reduction of CO₂ emissions of at least 15 percent by 31 December 2010, 25 percent by 2012 and 50 percent by 2017 compared to a baseline of 30 June 2007.

The initiatives to achieve imminent and future targets include:

- changing the vehicle selections to more efficient general duty sedans and turbo diesel powered automatic 4WDs
- introducing a range of hybrid and small turbo diesel sedans
- evaluating future technological developments by manufacturers
- redesigning operational equipment as necessary
- reviewing some operational procedures to accommodate the changes in vehicle technology and equipment.

The QPS has already achieved the 2010 target with current initiatives.

Early response to mitigating climate change has seen the overall fleet fuel efficiencies improve. The fleet has travelled 9 percent more in 2008 than 2007, but at approximately the same 2007 fuel bill, in spite of increasing fuel costs.

Energy consumption action plan: QPS buildings

ClimateSmart Buildings Strategic Energy Efficiency Policy for Queensland Government Buildings is a whole-of-Government strategy for reducing carbon emissions and energy consumption in government-owned commercial office buildings throughout Queensland. This includes all QPS-owned stations and facilities as well as any premises leased by the QPS. This policy does not apply to residential buildings.

The Strategic Energy Management Plan outlines strategies and initiatives planned by the QPS to achieve the mandatory targets of 5% reduction by 2010 and a 20% reduction by 2015.

In order to meet the first mandatory target of a 5% reduction by 2010, the QPS has liaised extensively with the Department of Public Works Government Energy Management Strategy Unit.

Larger buildings, such as district and regional offices including Police Headquarters, will be considered for energy performance contracts. In these instances, energy performance contractors will analyse the buildings individually and identify retrofits and improvements to energy performance. A reduction of at least 20% in energy consumption is likely to be achieved.

Other reporting

Weapons licensing

The Weapons Licensing Branch issued 12 818 new or replacement licences, renewed 42 088 licences and received 32 078 applications for the issue of permits to acquire firearms. There are 45 772 licences due for renewal in 2008-09. The Branch also provided support, training and advice to internal and external clients throughout the year.

Recordkeeping

The Registry Section is responsible for the development, review and maintenance of Police Service corporate records management policies, procedures, standards, guidelines and training programs to ensure that the Service meets its responsibilities under the *Public Records Act 2002* and continues to improve recordkeeping processes to enhance compliance with Information Standard 40.

Key activities in 2007-08 included:

- ongoing consultation with Police Service business areas to improve recordkeeping practices
- large-scale training sessions in recordkeeping practices to improve records management within the Service, including compliant records disposal practice
- further rollout of a compliant electronic document and records management system (eDRMS) to key offices within the Police Service
- involvement in whole-of-Government negotiations with eDRMS vendors to expand the range of eDRMS products approved for use in Queensland Government agencies
- participation in the review of the *Queensland State Government Business Classification Scheme and Thesaurus of Administrative Terms* (QKey) to provide agencies with a relevant and standard set of terminology for use in managing administrative records.

Freedom of information

In 2007-08 the Freedom of Information (FOI) and Privacy Unit received 2 598 FOI applications. All applications were processed within statutory timeframes. The unit continues to provide support, training, and advice to internal and external clients, while maintaining professional relationships with the Office of the Information Commissioner and other FOI sections within government.



Queensland Police who resigned from the Service and lost their lives fighting in World War II have received a unique honour.

In the lead up to National Police Remembrance Day a memorial plaque in recognition of the former officers was unveiled at the Rocky Creek War Memorial Park at Tolga on 12 August 2007.

During World War I, police officers could enlist while being an active member of the Service. Queensland lost thirty men who are honoured on National Police Remembrance Day. In World War II it was declared officers must resign from the Service in order to fight. The exact number of resignations and deaths as a result of the war is unknown.

Over 1 000 people turned out for the unveiling including family members, police and military personnel. It was a fitting tribute to the officers who made the decision to not only protect their communities but to protect the safety and security of all Australians.

Key future initiatives

Human resource management

The **Healthy Workplaces Project** is a collaborative research project between the Service and Griffith University, and is assisted by a Queensland Smart State Fellowship Grant.

The project will span three years and include a pre and post study involving an intervention group and a control group. The project is expected to realise outcomes such as improved workforce practices; improved health, safety and wellbeing; improved delivery of policing services; and the development and implementation of a sustainable model for building leadership capability.

Chaplaincy is in the final planning stage to host the 2008 National Police Chaplains' Conference which will bring together chaplains from Australia and New Zealand. This annual national conference provides a forum for ongoing training and development for chaplains, as well as strengthening the national group and thereby enhancing our ability to provide support and assistance across jurisdictional boundaries.

Information management

The **National Police Reference System**, previously known as the Minimum Nationwide Person Profile initiative will go live, providing Queensland person of interest information to other Australian law enforcement jurisdictions in October 2008. Receiving person of interest information from other jurisdictions will be implemented in Queensland by February 2009.

The **Digital Electronic Recording of Interview Equipment Project** will place modern, computer based, digital recording equipment in all of the 320 interview rooms across the State by end of the 2009 calendar year.

The workforce model for **Policelink**, the future Police Contact Centre, will be developed and a graduated internal communications and marketing strategy will be launched in July 2008.

The Policelink contact centre is scheduled to commence operations in January 2010.

The introduction of Policelink will result in significant changes and operational benefits within the QPS. It is anticipated that the introduction of Policelink will:

- save about 250 000 operational police hours annually
- improve access to non-urgent police assistance and information
- reduce call volumes to police operation centres by 30%.

Physical resource management

Improved energy performance

Throughout 2008-09 an Energy Performance Contract assessment will be conducted in Police Headquarters and the Brisbane Watchhouse to identify retrofits and improvements to energy performance.

The majority of police stations in Queensland are considered medium sized buildings. Throughout 2008-09 the lighting and heating, ventilation and air conditioning (HVAC) systems will be audited for possible upgrades. Lighting upgrades at Mount Isa and Toowoomba police stations will be completed.

In 2008-09, smaller QPS buildings are to be upgraded through maintenance programs and, subject to the availability of funding, incandescent globes will be replaced with fluorescent tubes or globes.