

Performance

Key performance measures

The services provided by the QPS focus on reducing and preventing the incidence of crime, public disorder and road trauma to build safe, caring and connected communities. These are delivered through one service area – Police Services.

The objective of the service area is to keep Queensland safe by working with the community and our partners to prevent, disrupt, respond and investigate crime and eliminate road trauma. A range of services are provided by the QPS to support this, including:

- protecting property and personal safety through prevention, disruption, response and investigation.
- maintaining public order and safety, including during major events and disasters.
- working with partners to reduce demand on the criminal justice system by addressing over-representation among vulnerable groups, including First Nations peoples.
- Preventing, disrupting, responding and investigating driver behaviours contributing to road trauma: speeding; red light offences; driving while distracted; driving under the influence of alcohol or drugs; driving while fatigued; and not wearing seatbelts.

The delivery of policing services to Queenslanders is supported by a range of activities designed to promote ethical behaviour, discipline and professional practice.

The impact of the COVID-19 health pandemic had a significant impact on Queenslanders. The QPS ongoing response to the COVID-19 health pandemic includes the allocation of resources to the SPOC, SDCC and increased patrols at Queensland's border, domestic and international airports and other identified COVID hotspots.

The following tables provide an overview of the key performance measures for the QPS for 2020-21. Data for 2019-20 is sourced from the Queensland Police Service 2019-20 Annual Report unless otherwise stated in the Notes.

Service Area: Police Services							
Performance measures	Notes	Strategic Plan	2020-21 SDS	RoGS	2019-20 Actual	2020-21 Target /Estimate	2020-21 Actual
Percentage of personal safety offences cleared within 30 days:	1,4	✓	✓				
• Homicide					71%	70-83%	86%
• Assault					57%	54-63%	53%
• Sexual assault					50%	48-57%	45%
• Robbery					66%	57-62%	64%
• Total personal safety					55%	54-61%	52%
Percentage of property security offences cleared within 30 days:	2, 4	✓	✓				
• Unlawful entry					22%	18-21%	22%
• Other property damage					27%	25-27%	29%

Performance measures	Notes	Strategic Plan	2020-21 SDS	RoGS	2019-20 Actual	2020-21 Target /Estimate	2020-21 Actual
• Motor vehicle theft		✓	✓		43%	36-39%	42%
• Other theft (excluding unlawful entry)					29%	26-28%	30%
• Total property security					30%	28-30%	30%
Percentage of good order offences cleared within 30 days	3, 4	✓	✓		78%	80-85%	79%
Rate of crime victimisation per 1,000 population	5	✓					
• Total person offences					7.0	<6.4	7.5
• Total property offences					49.7	<42.9	40.1
Proportion of young offenders who have another charged offence within 12 months of initial finalisation for a proven offence	6	✓			71%	<70.3%	75%
Percentage of proceedings where young offenders were offered and accepted a diversion option	7	✓	✓	✓	39.7%	≥40%	39.2%
Public perception of safety	8, 9, 10	✓	✓	✓			
• Feelings of safety walking alone in neighbourhood during the night					52.6%	>50%	52.3%
• Feelings of safety travelling alone on public transport during the night					33.0%	>25%	30.8%
Satisfaction of members of the public who had contact with police in the last twelve months	8	✓	✓	✓	81.7%	>85%	82.5%
Public satisfaction with police dealing with emergencies and disasters	8	✓	✓	✓	85.5%	>85%	83.8%
Public perception of police integrity	8	✓	✓				
• Police perform their job professionally				✓	86.0%	>85%	87.7%
• Police treat people fairly and equally				✓	71.8%	>75%	72.9%
• Police are honest				✓	73.0%	>75%	72.7%
• I do have confidence in the police					83.9%	>85%	83.7%

Performance measures	Notes	Strategic Plan	2020-21 SDS	RoGS	2019-20 Actual	2020-21 Target /Estimate	2020-21 Actual
Rate of complaints against police per 100 sworn (operational) staff	11	✓	✓	✓	9.4	<9.8	9.5
Rate (per 100,000 people) of road crash fatalities	12, 13	✓	✓		4.64	4.30	5.66
Rate (per 100,000 people) of people hospitalised following a road crash	12, 13	✓	✓		136.26	110	134.16
Percentage of code 1 and code 2 incidents attended within 12 minutes	14	✓	✓	✓	86.5%	≥80%	86.0%
Cost of police services per person	15	✓	✓	✓	\$482	\$488	\$490
Agency engagement	16	✓			53%	>53%	55%
Workforce diversity	17, 18, 19	✓					
• Women in SO, SES and above					14.0%	16.7%	16.3%
• First nations					2.4%	3.0%	2.2%
• People with Disability					2.8%	5.0%	2.9%
• People from non-English speaking background					6.7%	9.0%	6.6%
Discontinued measures							
Public satisfaction with police dealing with public order problems	20	✓	✓		72.0%	N/A	N/A
Youth diversions as a proportion of all youth offenders proceeded against by police	21, 22	✓	✓	✓	62.5%	>60%	56.8%
Offender Diversions as a proportion of all offenders proceeded against by police	21, 23	✓			10.7%	>10%	10.9%

Notes

1. The offence categories reported separately are those classified as 'violent' crimes and are the most significant personal safety offence categories in terms of their impact on the community. The 'total personal safety' offences figure also includes the offence categories of extortion, kidnapping, abduction and deprivation of liberty and other offences against the person. Homicide includes the offence categories of murder, attempted murder and conspiracy to murder.
2. The offence categories reported separately are considered high volume property security offences. The total property security offences figure also includes arson, fraud and handling stolen goods.
3. Good order offences include offences relating to public nuisance, obstructing police and other offences against good order. An increase in good order offences generally indicates an increase

in policing activity around public spaces and major events, and a range of related proactive policing strategies often focusing on liquor-related enforcement.

4. Performance is reported against a range rather than a single figure. The target ranges for 2020-21 consider recent results and any known factors that are likely to have an impact in the reporting period. Upper and lower values account for past variation from the recent historical average.
5. The measure counts the number of people or addresses classed as a 'victim' of a personal or property offence in the preceding 12-month period and represents this as a rate per 1,000 population. The figure is separate and distinct from the rates of offending. It is possible to have a reduction of the number of victims without a reduction in offences.
6. This measure of youth reoffending is currently used by QPS and the Department of Children, Youth Justice and Multicultural Affairs. The 2020-21 YTD Actual figure represents the proportion of young people who had a finalised proven offence during the period 1 July 2019 to 30 June 2020 when aged 10-15 years and who were subsequently charged with a new offence anytime during the following 12 months after their earliest finalisation with a proven offence. Only new charged offences presented at court in the 12-month follow-up period are included in the re-offending measure (excludes charges referred to a restorative justice conference by police).
7. This measure supersedes the previous measure – 'Youth diversions as a proportion of all youth offenders proceeded against by police' – owing to a nationally agreed amendment to the definition and counting rules for youth diversions. It has been determined by agreement of all Australian policing jurisdictions that the revised definition will apply for the 10 years to 2019-20. Therefore, the above-quoted figure will differ from that reported in the 2019-20 Annual Report (as noted).
8. Public satisfaction with police and perceptions of police are sourced from the results of the National Survey of Community Satisfaction with Policing. The National Survey of Community Satisfaction with Policing is a general community survey. Respondents to these questions may or may not have had contact with police in the last 12 months.
9. The figure refers to the percentage of Queensland survey respondents who selected "very safe" or "safe" for each of the following activities:
 - Walking alone in your neighbourhood during the night
 - Travelling alone on public transport during the night.
10. The measures for feelings of safety on public transport are based on the entire survey population and includes those participants who have not used public transport. The figure is reported to match the existing RoGS standard.
11. 'Complaints' are defined as statements by members of the public regarding police conduct, including officers on, off or unknown duty, when a person was in police custody or had voluntary or involuntary dealings with the police. Sworn (operational) staff refers to a police officer employed by the QPS who has sworn the Oath of Office under the *Police Service Administration Act 1990*, delivering a police or police-related service to an external customer.
12. Road safety in Queensland is a collaborative approach and enforcement strategies are one aspect of overall road safety efforts. The QPS collaborates with key industry and community organisations, research institutions, government agencies and peak bodies representing road user groups.
13. Variances between the 2020-21 Target/Estimates and 2020-21 Actuals are based on a number of societal influences that can vary throughout the year resulting in changes in the number of road crashes.
14. Code 1 and 2 incidents include very urgent matters when danger to human life is imminent and urgent matters involving injury or present threat of injury to person or property. The benchmark of 12 minutes was chosen for comparability with New South Wales Police who use similar methodology, business rules and systems.
15. Cost of police services per person is the total cost of delivering policing services divided by the estimated population of Queensland. This measure is reported in line with RoGS methodology.

16. Data for this measure is taken from responses of QPS employees to the whole-of-Government Working for Queensland survey, conducted annually. The measure describes employees' level of engagement with the organisation in relation to motivation, inspiration and pride.
17. In early 2016, the Leadership Board of Directors-General introduced and committed to sector-wide diversity targets, working from the principle that our workforce should closely represent the community we serve.
18. Data is based on substantive placements and includes paid and unpaid employees, excluding staff members engaged on a casual relief basis. Figures are based on self-reported data that is not mandatory which may result in under-reporting on at least some of the diversity categories included. Due to the operational requirements of police, the "People with disability" target is based on non-operational staff members only.
19. The targets listed for each group represent the target percentage representation for the year 2022. It is not considered appropriate to set an annual target in the context of police officers. The QPS workforce generally changes at a slower rate compared to other agencies as it has a lower attrition rate, and regarding police officers, generally positions are filled internally only. Consequently, it is challenging to achieve changes to the workforce except over an extended period.
20. The measure was discontinued in the 2020-21 SDS. By national agreement the question was removed from the National Survey of Community Satisfaction with Police from 1 July 2020 and, for this reason, no figure can be reported for the 2020-21 period.
21. The term 'diverted' includes diversions of offenders away from the courts by way of community conference, cautioning by police, intoxication diversion, drug diversion or graffiti diversion and infringement notices (excluding traffic infringement notices).
22. Young Offender Diversions refers to the number of young offenders who are diverted as a proportion of young offenders proceeded against by police. This measure will be discontinued due to the change in counting rules introduced for the related measure for youth diversions in RoGS. It will no longer be reported in QPS publications.
23. Offender Diversions refers to the number of offenders (young offenders or adults) who are diverted as a proportion of all offenders proceeded against by police. The amended measure, consistent with the revised counting rule for youth diversions, will be introduced in the 2021-22 Annual Report.

Key

RoGS – Report on Government Services

SDS – Service Delivery Statement

Strategic Plan – Queensland Police Service Strategic Plan 2020-2024

2020-21 Key Highlights

This section reports on the objectives of the QPS Strategic Plan 2020-2024. To drive delivery of its objectives, the QPS focuses on four main strategies to make Queensland the safest state:

Our people: Build a connected, engaged and job-ready workforce, with the health, wellbeing and safety of our people a priority

Our community: Together with our community build a safer Queensland

Our relationships: Create a safer community and provide better services through connected and engaged relationships

Our commitment: Embrace new ideas and innovation to strengthen our capability to prevent, disrupt, respond and investigate crime and deliver safe and secure communities.

The below is a snapshot of the key performance highlights from 2020-21 and is not representative of all work undertaken during the reporting period. For more information and to keep up to date with QPS news, follow QPS on social media or Mypolice blog (refer to page 1).

Disaster Victim Identification Squad

In June 2021, the QPS celebrated the 40-year anniversary of the Disaster Victim Identification Squad (DVIS), first formed on 1 June 1981. The DVIS members remove and identify the remains of victims who have died as a result of major incidents, accidents, air and natural disasters. This is in addition to their substantive policing roles.

The DVIS has come a long way in its 40 years. The squad has 56 part-time dedicated members ranging from Constable to Senior Sergeant and a fulltime Senior Sergeant coordinator all of whom make ongoing and valuable contributions to the Queensland community, interstate and internationally, and most importantly to the families and friends of disaster victims.

The DVIS have participated in major overseas and interstate deployments, including the Thailand and Indian Ocean earthquake and resulting tsunami in 2004, Victorian Bushfires in 2009, Christchurch earthquake in 2011, New Zealand for the White Island Volcano Disaster in 2019 and Lockhart River Plane Crash in 2020.

QPS's eye in the sky

The two POLAIR helicopters, based in Brisbane and Gold Coast, provide tactical aerial support to police operations and improve officer and community safety and situational awareness of major events and critical incidents. From tracking offenders, to search and rescue, and providing real time situational awareness of major incidents, police helicopters help keep the community safe by providing quality support to frontline police. During 2020-21, the two helicopters:

- were the first police resource on scene for 526 reported incidents
- were responsible for monitoring and recovering more than 270 stolen vehicles, aided by contemporary equipment and technology
- located 79 missing persons, assisted by state-of-the-art night vision and infra-red technology
- located 866 offenders from intercepted vehicles of interest
- participated in 40 counter terrorism and covert surveillance operations.

Keeping our Queensland waterways safe

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

- maritime safety and enforcement activity on our coastal and inland waterways to a distance of 200 nautical miles offshore

- drug and alcohol enforcement activity and intelligence gathering
- search and rescue with approximately 750 operations undertaken annually
- a dedicated statewide Dive Unit with approximately 150 deployments each year
- providing ongoing on-water response to COVID threat across the state
- intercepting international and interstate vessels arriving in Queensland in collaboration with marine partners
- providing a policing and biosecurity overlay to members of the community in remote locations including Torres Strait, Yarrabah, Palm Island and Mornington Island.

The Water Police operates from 11 main water police bases across Queensland and has a fleet of 65 vessels to ensure the safety of the marine community.

First Nations and Multicultural Affairs Unit

The First Nations and Multicultural Affairs Unit (FNMAU) was established in November 2020 to develop culturally responsive strategies to strengthen organisational cultural capability and the Service's relationship with Queensland's First Nations and diverse cultural communities.

The focus of the FNMAU is to:

1. strengthen external engagements within the community
2. improve internal support system to build a respectful and culturally safe working environment for our First Nations and Culturally and Linguistically Diverse (CALD) staff
3. develop effective strategies to attract diverse applicants for police and non-police roles.

The FNMAU directly oversees First Nations and Multicultural engagements and is linked to district and regional functions such as Police Liaison Officers (PLO), Torres Strait Island Police Liaison Officers and Cross-Cultural Liaison Officers. Since the FNMAU was established to 30 June 2021, the unit has commenced significant bodies of work to build a culturally inclusive, responsive and capable workforce, including:

- establishing the First Nations Reference Group for QPS members and a trans-national forum for Australian and New Zealand policing agencies to discuss First Nations initiatives
- establishing the QPS Cultural and Linguistically Diverse (CALD) Consultative Group to build and strengthen relationships with multicultural members of the QPS and to better understand and service the diverse needs of the Queensland's multicultural community
- coordinating the annual First Nations Discrete communities and Torres Strait Mayors Summit held with the QPS Executive Leadership Team in April 2021 in Cairns. The summit was guided by QPS First Nations members adding First Nations voice to the proceedings and encompassing respect for both Aboriginal and Torres Strait Islander culture
- increasing cultural awareness and cultural inclusion through sharing stories and lived experiences of First Nations and culturally diverse QPS members via Workplace
- reviewing QPS systems, position descriptions and QPS Language Service Policy.

The FNMAU is embarking on additional bodies of work to improve QPS's cultural capability including:

- developing a clear narrative for police to enquire about a person's cultural background in an appropriate and respectful way to help frontline officers connect with their clients
- promoting the value of PLOs within the Service and improve recruitment and retention. PLOs help police officers navigate cultural and language differences, and help break down barriers.

Prior the establishment of the FNMAU, these responsibilities were undertaken by multiple areas of the QPS. FNMAU will bring enhanced coordination and centralised capability to the relevant bodies of work.

Amber Alert

The QPS values the information and assistance received from members of the public and strives to generate better outcomes for police and the people of Queensland. Amber Alerts are issued by police when they need urgent public assistance from the Queensland community to help locate abducted or high-risk missing children who are at imminent risk of death or serious harm. The alerts are broadcast to the public through secondary alerting partners including the media, commercial billboard companies, community groups and other government agency shared messaging, public transport messaging systems, a national emergency alerting company and on various social media platforms. The Amber Alert branding is now widely recognised by the community as an urgent 'call to action'.

In 2020-21, nine Amber Alerts were issued with all children safely located. Evidence shows the Amber Alerts played a significant role in the safe recovery of these children.

Mobile Police Beats

In keeping with our commitment to embrace new ideas and innovation to strengthen our capability to prevent, disrupt, respond and investigate crime and deliver safe and secure communities, the QPS deployed two new mobile police beats (MPB) in 2020-21 to North Brisbane and Sunshine Coast Districts as part of a new local policing strategy. Mobile Police Beats are a way of the future, delivering a high visibility policing presence when and where they are operationally needed.

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

Authorisations made relating to a terrorist act or threat

In terms of the *Police Service Administration Act 1990* section 5.17(15) Authorisation of non-state police officers, no authorisations were made relating to a terrorist act or threat during 2020-21.

Protecting our children

The Argos Unit is principally responsible for the investigation of organised child exploitation, including computer-facilitated offences to keep children safe and free from harm. Investigators proactively and reactively target a broad range of websites and mobile applications used by child sex offenders to prey on children. Argos staff also identify and implement new strategies to combat computer-facilitated crimes against children.

During the reporting period, Argos investigators:

- contributed to the identification of 201 children in circumstances of sexual harm nationally and internationally
- arrested 49 child sex offenders on 402 criminal charges
- referred 690 cases to law enforcement agencies nationally and internationally.

The Argos Unit is recognised as one of the world leaders in law enforcement in investigating child abuse which has resulted in:

- the deployment of four Investigators and one Intelligence Analyst to the Australian Centre to Counter Child Exploitation (ACCCE) to contribute to the development of national standards in online child sexual abuse investigations
- the Argos Victim Identification Team representing Australia on Europol's Victim Identification Taskforce working collaboratively with law enforcement agencies nationally and internationally to continually monitor newly circulating child abuse material with a view to identifying its source
- QPS providing its extensive victim image database to the ACCCE to establish the new Australian Victim Identification Database (AVID) which represents the largest image-based library in the Southern Hemisphere. The database contributes as a key resource for investigators nationally and internationally in the fight against child sexual abuse.

The QPS has, and will continue to, foster collaborative partnerships with national and international police jurisdictions to develop innovative and efficient approaches to preventing, disrupting, responding to, and investigating crime.

Crime and Intelligence Command

The new Crime and Intelligence Command (CIC) was established in August 2020 through the amalgamation of the former State Crime Command and the intelligence component of the former Intelligence and Covert Services Command. These specialist capabilities enable the CIC to assist the frontline in protecting the Queensland community through integrated and adaptable intelligence and investigative services to prevent, disrupt, respond and investigate crime.

The CIC comprises Child Abuse and Sexual Crime, Drug and Serious Crime, Financial and Cyber Crime, Homicide, Organised Crime Gangs and State Intelligence Groups. Some key achievements for the CIC included (to 30 June 2021):

- Drug and Serious Crime Group, in partnership with the Australian Federal Police, Australian Border Force and Home Affairs, established a taskforce to investigate high volume detections of drugs and weapons seized at the border bound for Queensland-based criminal entities. Since its inception in February to 30 June 2021, the taskforce has charged or referred investigations to regions that have resulted in the commencement of proceedings on 73 offenders for 345 offences and the seizure of drugs valued at \$10.5M along with approximately \$1.1 million in cash.
- Child Abuse and Sexual Crime Group, in partnership with national and international law enforcement agencies, rescued 774 children nationally and worldwide since its inception in February 2017 to 30 June 2021 through the investigation and analysis of seized data from over 150 million media files.
- Financial and Cyber Crime Group undertook more frequent disruption and prevention activities, with focused investigative accounting analyses in conjunction with stakeholder partner engagement, including the investigation of an international remote access scam and money laundering group targeting Queenslanders. This operation resulted in 17 offenders arrested on 30 charges including money laundering, \$5.31 million of related offending and over 1,000 compromised bank accounts identified, and 'Prevention Together' messaging through local/national media and cultural groups to reduce victimisation of the Queensland community.

OMCG exit and prevention program

The QPS is committed to reducing Outlaw Motorcycle Gang (OMCG) recruitment, membership and community harm. In February 2021, the QPS, in partnership with Queensland Corrective Services launched Australia's first exit program for former OMCG members seeking a way out of the gang lifestyle for themselves and their families. The Exit program followed pioneering Queensland research with more than 50 ex-OMCG members who exposed the personal cost and truth of gang membership. The launch of the program coincided with the release of two new videos, produced in partnership with the Australian Federal Police (AFP), featuring the message 'you would not join a gang if you knew the truth'.

The Exit program, delivered and managed through community organisations and alongside government partners, provides for adult ex-gang members to access tailored support services including drug and alcohol, employment and training, mentoring, family relationships and mental health services.

Since its inception to 30 June 2021, 27 former OMCG members have joined the program. The program has changed many individual lives and benefited the community through reduced crime.

Cracking down on Outlaw Motorcycle Gangs

The Organised Crime Gangs Group (OCGG) works in partnership with police districts and various government departments to target crime linked to organised crime gangs (OCG) including Outlaw Motorcycle Gangs (OMCG) to protect the community of Queensland through prevention, disruption, response and investigation of OCG.

During 2020-21, the OCGG worked in partnership with the National Anti-Gang Squad Strike Team, Australian Federal Police and Australian Taxation Office to prevent, disrupt, respond to and investigate cross-jurisdictional gang related crime which resulted in:

- 272 OMCG participants arrested on 1,367 charges

- 185 official consorting notices issued, deterring recognised offenders from establishing, maintaining and expanding criminal networks
- 45 persons charged with wearing gang related prohibited items
- from March 2015 until 31 May 2021 in partnership with the Crime and Corruption Commission, 63 restraining orders have been obtained over property to the value of \$20.109 million, in addition to various ATO tax assessments being levied from operations identifying unexplained income.

Road Policing and the Fatal Five

Many road crashes involve at least one of the 'Fatal Five' high-risk road user behaviours which include speeding, drink and drug driving, not wearing a seat belt, driving while fatigued, and driver distraction and inattention. The QPS is committed to reducing these numbers by conducting multiple statewide road policing enforcement and education campaigns to influence driver behaviour and target offending on Queensland roads.

Road Policing and Regional Support Command have, in addition to road enforcement operations, partnered with rider groups and the Department of Transport and Main Roads to better educate riders as to the causes of motorcycle crashes and rider safety in general.

In 2020-21, the QPS delivered various high visibility road safety operations to target the Fatal Five high-risk road user behaviours and reduce lives lost on the roads which resulted in:

- more than 124,300 speeding infringement notices issued (excluding camera detected offences)
- approximately 5,300 infringement notices issued for not wearing seat belts
- more than 4,100 infringement notices issued for using mobile phones while driving
- over 1.55 million random breath tests which detected approximately 16,500 drink driving offences.

Dedicated Domestic, Family Violence and Vulnerable Persons Command

The QPS is committed to protecting our most vulnerable persons in the community, including victims of domestic and family violence, children, Elders, people living with disability and people with mental health issues. To enhance the Service's strategic capability to prevent, disrupt, respond and investigate domestic and family violence, the QPS established a dedicated Domestic, Family Violence and Vulnerable Persons Command led by an Assistant Commissioner in March 2021.

The command is reviewing QPS's systems, training and processes when responding to domestic and family violence calls for service and cross-agency interactions and information sharing practices to influence further change and drive greater reform across government.

In June 2021, the command hosted a three-day Vulnerable Persons Policing Conference in Brisbane with leaders in domestic and family violence reform from across Australia, including DV Connect, Red Rose Foundation, Queensland University of Technology, University of Wollongong, New South Wales and Victoria Police. The conference provided an opportunity to discuss the complexities and best practice responses when responding to domestic and family violence calls for service. The QPS proactively reviews processes and procedures to ensure the Service's response protects victims and holds perpetrators to account.

Referral services

The QPS has many strategies to prevent, disrupt, respond and investigate domestic and family violence in Queensland. In addition, the Queensland Police Referral Service allows officers to connect at-risk and vulnerable persons with over 530 external support providers covering 67 different vulnerabilities including domestic and family violence, mental health, homelessness and victim support.

In 2020-21, the QPS referred over 122,300 people to external support providers.

Protecting victims of domestic and family violence

Throughout 2020-21, the QPS conducted policing operations to target high risk and high harm perpetrators of domestic and family violence, including:

- Operation Sierra Alessa launched in August 2020 and ran for two months, targeting domestic violence perpetrators who were the subject of three or more Domestic Violence Orders. The operation identified 319 perpetrators responsible for committing domestic and family violence against 1,156 victims.
- Operation Tango Alessa commenced in March 2021 and proactively engaged high risk, high harm domestic and family violence perpetrators to ensure compliance with police orders, victim safety and to provide support services to victims and perpetrators.

In March 2021, the Queensland Government established the Women's Safety and Justice Taskforce to independently examine coercive control and the need for a commit domestic violence offence, and the experience of women across the criminal justice system. The taskforce is being chaired by The Honourable Margaret McMurdo AC and represented by Deputy Commissioner Tracy Linford on behalf of QPS and other representatives from the criminal justice system and domestic and family violence sector.

Youth Justice

The QPS continues to work collaboratively across the state to implement the Queensland Government Youth Justice Strategy – Working Together Changing the Story 2019-2023 Action Plan.

The QPS is the lead agency for two ongoing actions in the Action Plan:

1. Increasing police diversions of young offenders
 - The QPS continues to enhance policing strategies for dealing with young offenders with an emphasis on building more robust processes to divert young people away from the youth justice system in appropriate circumstances. In 2020-21, the QPS there were 1,439 Restorative Justice referrals, 12,756 cautions administered, 132 Protected Admissions accepted and 1,134 drug and graffiti diversions.
2. Framing the Future
 - Following the success of Project Booyah, the QPS initiated Framing the Future (FtF) – a dedicated mentoring and support program for graduates of Project Booyah and the new Booyah Respect program. In 2020-21, 157 young people were being supported through the Project Booyah FtF across nine locations in Queensland.

The Service continued to work collaboratively with Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) and other key stakeholders to implement the Youth Justice Five Point Action Plan which includes:

1. Tougher action on bail. Offenders posing a risk to the community should not get bail
 - A targeted approach to bail compliance by conducting intensive bail supervision activities through regular curfew checks on young offenders to improve bail compliance and minimise reoffending of young people on bail. To complement conventional bail checks, police are also referring at risk youth to early intervention programs to address their offending behaviours. This activity is undertaken in Cairns, Townsville, Rockhampton, Moreton, Ipswich, South Brisbane, Gold Coast and Logan.
2. Police blitz on bail, appealing children's court decisions where appropriate
 - QPS Specialist Bail Prosecutors will advocate in the Children's Court on complicated bail matters, take carriage of bail reviews, provide advice and support for operational police and other prosecutors in respect of the application of new legislation when preparing objections to bail, show cause determinations and electronic monitoring device conditions in addition to providing an 'on call' service for out of hours state-wide assistance.
3. 24/7 Co-responder Team, a police/youth justice worker partnership targeting high-risk offenders
 - The co-responder teams work towards best outcomes for at risk youths undertaking various activities, including de-escalating and problem solving where groups congregate, transporting them to safety, connecting with families and support services, exploring diversionary pathways and reducing unnecessary remand. Activities support a local case and place response to best meet the needs of the communities in each location. On 1 July 2020, there

were five sites operating on a 24/7 basis in Cairns, Townsville, Rockhampton, Moreton and Logan. Three additional sites also commenced in Mackay in March 2021 and North Brisbane and Gold Coast in April 2021.

- In June 2021, Townsville’s co-responder team was expanded to encompass a second vehicle to boost the services to the local community and help break the cycle of crime. The co-responder vehicle, wrapped in the *Look to the Stars* artwork created by Gilimbaa artist Jenna Lee of the Larrakia people, will help guide the Townsville Youth Co-Responder Team as they work with the community, our young people and their families.
4. Culture-based rehabilitation for indigenous offenders through new On Country initiatives
- On Country Programs are an initiative led by DCYJMA in Townsville, Cairns and Mount Isa, and are designed and delivered by Aboriginal and Torres Strait Islander People. Utilising cultural knowledge and skills to provide supportive and therapeutic responses, these programs aim to support high risk repeat offenders return to work or education. The courts and QPS can refer high risk Aboriginal and Torres Strait Islander offenders aged 10-17 years to the program.
5. Empowering local communities with \$2 million for community-based organisations for local community-based solutions.
- Locally established Community Based Crime Action Committees allocate funds to deliver prevention initiatives that meet the needs of the community across 10 locations including Cairns, Townsville, Mount Isa, Ipswich, Gold Coast, Toowoomba, Logan, Rockhampton, Caboolture and North Brisbane. The programs are run by a range of organisations, such as PCYCs, non-government organisations and independent operators across the state. Initiatives supported include sport and healthy lifestyle diversion activities as well as organisations that assist young people and families to engage with services in their local areas that provide assistance with education, health and gaining employment.

New Youth Justice Taskforce

On 9 February 2021, the Queensland Government appointed Assistant Commissioner Cheryl Scanlon to lead a Youth Justice Taskforce to implement sweeping changes to youth justice across the state, target recidivist youth offenders and reduce re-offending. The taskforce brings together government and private sector agencies and the community to address youth justice issues and to further strengthen legislative reforms.

The *Youth Justice and Other Legislation Amendment Act 2021*, which came into effect on 30 April 2021, resulted in:

- reversal of the general presumption of bail requiring offenders to show cause
- permitting courts and police to take into consideration the willingness of a parent or guardian to support the child on bail when deciding to grant bail
- the Charter of youth justice principles – recognising the community should be protected from recidivist high risk youth offenders
- courts being able to impose electronic monitoring as a condition of bail.

Metal detecting wands

The QPS is demonstrating its commitment to preventing and disrupting knife-related crime through the 12-month trial of handheld metal detecting wands on the Gold Coast. The *Police Powers and Responsibilities Act 2000* was amended in April 2021 to allow authorised police officers in the two Gold Coast Safe Night Precincts (SNP) to stop a person and use a metal detecting wand to scan them for a knife. The QPS secured 100 wands to support the 12-month trial being conducted in the Gold Coast SNPs.

For the period 30 April to 30 June 2021, there were 653 persons wanded, including 435 adults and 218 juveniles and resulted in the seizure of 24 weapons and 44 persons charged for offences, including 14 counts of possessing a knife in a public place. The trial has been well-received by the public for reducing knife-related crime in these SNPs.

The QPS has commissioned an independent evaluation to be conducted at the conclusion of the 12-month trial.

Hooning

In April 2021, new anti-hooning laws were passed in Parliament to target illegal mass hoon gatherings. The new laws equip police with powers to serve notices on the owner of the vehicle involved in hooning offences. There is a reverse onus on vehicle owners who claim they weren't driving at the time of the offence they will need to prove it.

The QPS Road Policing Units will be equipped with high-tech camera technology and traffic CCTV networks will assist to target mass hoon gatherings to keep communities safer.

The new legislation, combined with a fleet of high-tech cameras, has seen the QPS roll out a range of strategies, including an ongoing operation to target mass gatherings, to disrupt and prevent hooning activities on Queensland's roads.

New Bob Atkinson Operational Capabilities Centre for Policing

The QPS has demonstrated its commitment to strengthen our capability to prevent, disrupt, respond and investigate through the completion and official opening of the Bob Atkinson Operational Capabilities Centre (BAOCC) in Wacol, Brisbane in September 2020. The centre incorporates two identical 24/7 indoor firing ranges suitable for recruit, in-service and tactical training. The training offered at the BAOCC and across the Service is focused on techniques and methodologies designed to reduce response times, whilst maintaining the highest safety standards for officers and the Queensland community.

Large multi-function spaces can be converted to accommodate the complete range of physical and operational skills, including soft fall areas for open and closed hand tactical training and large covered concrete areas for vehicles. A purpose-built scenario village, which includes urban and commercial precincts, such as high and low-set houses, apartments, shops and offices spaces, 70-seat stadium, nightclub, petrol station, police station and watchhouse, and railway and bus stations assists in the delivery of simulated training. A major advantage of this new world class facility is the ability to accommodate different user groups simultaneously, which allows multiple training sessions to run concurrently throughout the day.

What's happening in the regions

The QPS's five police regions, comprising 15 districts and 340 police stations, deliver first class frontline policing services to the communities of Queensland. Each region operates in partnership with the community to ensure the policing response is agile, adaptable and adequately targets the issues and crime trends affecting local communities.

The regional police officers play a pivotal role and are often the first response officers to crimes and calls for services. The regions include Brisbane, South Eastern, Southern, Northern and Central. Refer to page 18 for a map of the police regions.

In addition to the services provided through the newly established Domestic, Family Violence and Vulnerable Persons Command (refer to page 35 for more information), the regions worked with partners and the community to enhance their services to better manage domestic and family violence calls for service. This includes:

- Sunshine Coast District, in partnership with the Department of Children, Youth Justice and Multicultural Affairs, established the **Multi-Agency Triage and Case-Led Allocation (MATCLA) initiative** to enhance the coordination and collaboration of domestic and family violence services. MATCLA offers a multi-agency approach to triage high-risk perpetrators to enhance the coordination and collaboration of domestic and family violence services increasing capacity.
- Mount Isa District established the **Watchhouse Engagement Project** which provides timely and culturally appropriate responses to domestic violence and diverts respondents to appropriate support pathways. Since the project's inception in April 2020 to 30 June 2021, 94 respondents have been engaged in the Watchhouse, of which 86% have accepted referrals to support agencies.

- Darling Downs District in Southern Region initiated **Project Vulnerable** in November 2020 to identify repeat victims of domestic and family violence. Officers proactively contact victims to assess their safety and ascertain other support services that can be provided to the victim. Since its inception to 30 June 2021, the QPS identified and reached out to 107 victims with 46 accepting assistance offered by the QPS.
- Cairns District in Northern Region established the **Prevention Together Unit** bringing together units from across the Service including Crime Prevention, Domestic and Family Violence, High Risk Team, Youth Justice Co-Responder teams as well as detectives and Police Liaison Officers. The unit provides a wholistic approach to support persons impacted by domestic and family violence, including repeat victims and works to prevent and disrupt recidivist offenders through education and support.

The QPS established a Youth Justice Taskforce in February 2021 to target youth crime and reoffending in Queensland (refer to page 35 for more information). In addition, the regions have also implemented campaigns and targeted local programs to address youth offending in their local areas, which include:

- Wide Bay Burnett District established the **'Walk of Life Program'** – a child prevention and child protection initiative aimed at teaching student's life skills including cooking, first aid, map reading and soft skills including leadership, teamwork, resilience and time management. In 2021, the QPS partnered with a registered training organisation, Paramount Adventure Centres and local non-for-profit Where Youth Live Dreams projects to attain a Certificate II in Outdoor Education.
- The QPS's Logan District has implemented multiple programs aimed at re-engaging youth offenders to reduce re-offending and steer them onto a positive path, including:
 - **Pedalz Up Program** which is successfully changing the attitudes and behaviours of youth offenders. The program runs for eight weeks and is targeted at young people aged between 11 and 14, who work alongside police officers to restore and refurbish recycled bicycles and facilitate one-on-one conversations about different aspects of life. Program participants who successfully complete the program and meet the established goals keep the bike they refurbished. The program conducted evaluations at the start of the sessions with 70% of students indicating they did not like police officers. Another evaluation was conducted at the end of program resulting in 90% of students indicating they liked police officers. The program is helping to break down barriers between youth offenders and police.
 - **Logan New Directions Youth Support Program**, established in 2019, brings together representatives from across government including police, youth justice, child safety, health and education to provide a unique collaborative approach to help disengaged youths get their lives back on track.
- Southern Region has commenced campaigns and implemented programs to reduce youth crime and violence across the region, including:
 - **'I live my life without a knife'** campaign which aims to reduce knife violence in the community. The campaign is being delivered through an extensive marketing strategy including television advertisements, posters and social media, and is widely supported by local engagement. It also supports the **Moreton Knife Crime Prevention Campaign** which aims to educate young persons and the community about knife possession laws and the associated risks to life and safety.
 - **Youth At Risk Network (YARN)** is a well-established program operating in Caboolture and Redcliffe areas to support young people aged 10 to 17 years and their families at risk of entering the youth justice system or engaging in anti-social behaviour. YARN also supports young people currently in the youth justice system to help prevent recidivist behaviour.
 - **Intensive Bail Supervision**, which forms Point 1 of the Youth Justice Five Point Action Plan, monitors and records bail compliance activities for young offenders. Since its inception in March 2021 to 30 June 2021, there were over 390 street checks generated for young persons on bail.
- Brisbane Region has implemented programs to provide key services to young people at risk, including:

- **Inala Youth Support Program** provides a multi-agency collaborative approach for young offenders and their families to curb future recidivist behaviour. During 2020-21, 49 young people participated in the program.
- **Youth Justice Co-Responder Team** in Brisbane's north is comprised of officers from QPS and Youth Justice working collaboratively on a 24/7 rotational roster to provide vital support for young people at risk. This includes facilitating diversions of young offenders, intensive supervision of young offenders on bail, engaging young people for early intervention, transporting young people to safety and referring young people to appropriate service providers for support.
- In the Far North, in response to an increase in cross-border crime between Queensland and the Northern Territory (NT), the QPS and NT police services met in June 2021 to discuss and develop strategies to target:
 - the transport of alcohol from Mount Isa to restricted communities in NT
 - cross border major crime including planning for multi-jurisdictional policing operations to target high risk recidivist offenders
 - future joint policing operations to combat emerging issues and crime trends
 - information sharing practices between agencies.

The QPS will continue to work collaboratively with NT police and other police jurisdictions to target cross border crime.

Palm Island Community Based State Protective Security Officers (SPSO)

In support of QPS's objectives to prevent, disrupt, respond and investigate, the Service inducted six new Senior Protective Security Officers (SPSO) into the QPS to perform duty on Palm Island. The SPSO's are the first ever First Nations group to serve, protect and provide security services within a First Nations community.

SPSO's provide security to state government buildings and work closely with police officers on Palm Island to ensure the safety of the community and the buildings on the Island.