

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 to 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, integrity 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 included the allocation of resources at various locations across the state.

The following tables provide an overview of the key performance measures for the QPS for 2021-22. Data for 2020-21 is sourced from the Queensland Police Service 2020-21 Annual Report unless otherwise stated in the Notes.

Service Area: Police Services							
Performance measures	Notes	Strategic Plan	2021-22 SDS	RoGS	2020-21 Actual	2021-22 Target /Estimate	2021-22 Actual
Percentage of personal safety offences cleared within 30 days:	1,4	✓	✓				
• Homicide					86%	70-83%	73.2%
• Assault					53%	54-63%	58.9%
• Sexual assault	5				45%	48-57%	38.4%
• Robbery					64%	57-62%	62.3%
• Total personal safety					52%	54-61%	55.5%
Percentage of property security offences cleared within 30 days:	2, 4	✓	✓				
• Unlawful entry					22%	18-21%	24.0%
• Other property damage					29%	25-27%	36.0%
• Motor vehicle theft		✓	✓		42%	36-39%	43.1%

Performance measures	Notes	Strategic Plan	2021-22 SDS	RoGS	2020-21 Actual	2021-22 Target /Estimate	2021-22 Actual
• Other theft (excluding unlawful entry)		✓	✓		30%	26-28%	30.0%
• Total property security					30%	28-30%	31.4%
Percentage of good order offences cleared within 30 days	3, 4	✓	✓		79%	80-85%	78.3%
Rate of crime victimisation per 1,000 population	6	✓					
• Total person offences	7				7.5	<6.3	12.2
• Total property offences					40.1	<42.3	44.4
Percentage of proceedings where young offenders were offered and accepted a diversion option	8, 9	✓	✓	✓	39.2%	>40%	38.8%
Percentage of proceedings where all offenders were offered and accepted a diversion option	8, 9				14.8%	>10%	15.4%
Public perception of safety	10-13	✓	✓	✓			
• Feelings of safety walking alone in neighbourhood during the night					52.3%	>50%	51.2%
• Feelings of safety travelling alone on public transport during the night					30.8%	>25%	30.5%
Satisfaction of members of the public who had contact with police in the last twelve months	10, 13	✓	✓	✓	82.5%	>85%	74.5%
Public satisfaction with police dealing with emergencies and disasters	10, 13	✓	✓	✓	83.8%	>85%	77.8%
Public perception of police integrity	10, 13	✓	✓				
• Police perform their job professionally				✓	87.7%	>85%	82.6%
• Police treat people fairly and equally				✓	72.9%	>75%	67.5%
• Police are honest				✓	72.7%	>75%	67.5%
• I do have confidence in the police					83.7%	>85%	78.3%
Rate of complaints against police per 100 sworn staff	14	✓	✓	✓	9.5	<9.8	10.4

Performance measures	Notes	Strategic Plan	2021-22 SDS	RoGS	2020-21 Actual	2021-22 Target /Estimate	2021-22 Actual
Rate (per 100,000 people) of road crash fatalities	15, 16	✓	✓		5.66	4.3	5.57
Rate (per 100,000 people) of people hospitalised following a road crash	15, 16	✓	✓		134.16	110	150.09
Percentage of code 1 and code 2 incidents attended within 12 minutes	17	✓	✓	✓	86.0%	>85%	85.3%
Cost of police services per person	18	✓	✓	✓	\$490	\$494	\$502
Agency engagement	19	✓			55%	55%	51%
Workforce diversity	20-22	✓					
• Women in SO, SES and above					16.3%	16.7%	18.0%
• First nations					2.2%	3.0%	2.3%
• People with Disability					2.9%	5.0%	1.2%
• People from non-English speaking background					6.6%	9.0%	4.0%
Discontinued measures							
Proportion of young offenders who have another charged offence within 12 months of initial finalisation for a proven offence	23, 24	✓			75%	TBA	TBA

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 2021-22 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 complexity and protracted nature of sexual assault investigations, coupled with characteristics of the offence reported may impact the proportion of crimes cleared within a set

timeframe. Therefore, a definitive explanation for the variance between the 2021–22 Target/Estimate and 2021–22 Actual for sexual assault offences is not feasible.

6. 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.
7. From 1 July 2021 the QPS implemented a decision to enhance the consistent practice of recording criminal offences associated with domestic and family violence (DFV) investigations across the state within the QPS QPRIME computer system. When responding to and investigating a DFV occurrence, police across the state are now consistently recording all offences identified in the same incident in the QPRIME system. This means that police districts will likely see a statistical increase in a number of DFV related offence categories – for example DFV related assault, strangulation or wilful damage.
8. Offender Diversions refers to the number of offenders (young offenders or adult offenders) who are diverted as a proportion of all offenders proceeded against by police.
9. The term ‘diverted’ includes diversions of all offenders away from the courts by way of community conference, cautioning by police, intoxication diversion, drug diversion or graffiti diversion. For adult offenders, only infringement notices (excluding traffic infringement notices) are included in the count of ‘diversions’.
10. 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.
11. 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.
12. 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 Report on Government Services (RoGS) standard.
13. Queensland results mirror that occurring at a national level, indicating national-level factors affecting satisfaction with police. The results are likely a mix of local and national factors affecting attitudes to police generally, though the impact of any one factor (or group of factors) on satisfaction with or perceptions of police cannot be confirmed based on available data. Attitudinal data in particular can be influenced in the short term by significantly adverse or highly publicised events. Point-in-time responses can vary from people’s true underlying (or longer term) satisfaction with police and general community perceptions.
14. ‘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 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.
15. The variance between the 2021–22 Actual and 2021–22 Target / Estimate was based on a number of societal influences that can vary throughout the year resulting in changes in numbers of road crashes.
16. The QPS, in partnership with the Department of Transport and Main Roads, continues to implement various road safety initiatives and programs aimed at reducing lives lost and hospitalisations. The variance between the 2021–22 Actual and 2021–22 Target / Estimate was based on a number of societal influences that can vary throughout the year resulting in changes in numbers of road crashes.

17. 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.
18. 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.
19. 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.
20. 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.
21. 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.
22. 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.
23. This measure of youth reoffending is currently used by QPS and the Department of Children, Youth Justice and Multicultural Affairs. The measure is discontinued as of 1 July 2022 owing to a change to data definition to include the 10-17 year cohort in calculation of youth reoffending.
24. Data is not currently available and is expected to be published on the Department of Children, Youth Justice and Multicultural Affairs website in October 2022.

Key

RoGS – Report on Government Services

SDS – Service Delivery Statement

Strategic Plan – Queensland Police Service Strategic Plan 2021-2025

2021-22 Key Highlights

This section reports on the objectives of the QPS Strategic Plan 2021-2025. 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 2021-22 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).

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 2021-22, 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 113,500 speeding infringement notices issued (excluding camera detected offences)
- approximately 4,700 infringement notices issued for not wearing seat belts
- more than 3,700 infringement notices issued for using mobile phones while driving
- over 1.47 million random breath tests which detected approximately 16,600 drink driving offences
- over 52,100 roadside drug tests which detected approximately 10,200 drug driving offences.

Mobile Police Beats

In keeping with our commitment to embrace new ideas and innovation to strengthen our capability to prevent, disrupt, respond to and investigate crime and deliver safe and secure communities, the QPS deployed 10 new mobile police beats (MPB) in 2021-22. The MPBs are available in South Brisbane, Logan, North Brisbane, Ipswich, Gold Coast, Townsville, Moreton, Wide Bay Burnett and Darling Downs Districts as part of a new local policing strategy. Mobile Police Beats are the way of the future, delivering a highly visible 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.

Referral services

The QPS has many strategies to prevent, disrupt, respond to and investigate domestic and family violence (DFV) 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 65 different vulnerabilities including DFV, mental health, homelessness and victim support. In 2020-21, the QPS referred over 78,000 people to external support providers.

Protecting victims of domestic and family violence

The QPS is committed to embracing new ideas and innovation to strengthen its capability to prevent, disrupt, respond to and investigate domestic and family violence. In 2021-22, the QPS Domestic, Family Violence and Vulnerable Persons Command commenced several initiatives including:

- the development and release of a High Risk, High Harm Dashboard to provide officers with analytics to identify and target high risk, high harm perpetrators. Training in the use of the dashboard has been delivered to all 15 QPS districts to enable officers to identify these high risk, high harm offenders along with engagement with victims, in a safe and appropriate manner to provide support and referral pathways to service providers.
- partnering with the Department of Justice and Attorney-General to introduce legislative changes to limit the trauma involved in the criminal justice process. The legislative changes will enable trained police officers to use body worn cameras to obtain victim statements from victims of DFV and for these to be used as the evidence-in-chief in court. The *Evidence and Other Legislation Amendment Bill* passed in parliament in May 2022, with proclamation set for late August 2022. The QPS have commenced training staff in preparation of a pilot trial, anticipated to commence in late 2022, in two police districts. The training incorporates the application of victim-centric, trauma informed practices and has been developed in consultation with subject matters experts.
- in collaboration with the Department of Justice and Attorney-General, planning is underway to trial and evaluate a co-responder model involving joint responses between QPS and specialist DFV services. The model aims to improve victim safety by better identifying and responding to patterns of behaviour over time that constitute DFV violence, reduce the misidentification of the person most in need of protection, engage early with victims to connect them with services and hold perpetrators accountable. It also aims to improve service system integration, including a better understanding of agency roles and responsibilities.

White Ribbon Accreditation

In October 2021, the QPS was formally re-accredited as a White Ribbon Australia Workplace for a further three years. To meet accreditation the QPS met 15 criteria across three accreditation standards of Leadership and Commitment, Prevention of Violence Against Woman, and Responses to Violence Against Women to demonstrate organisational commitment to addressing gender-based violence, abuse and harassment of women in the workplace. The accreditation demonstrates the QPS commitment to enhancing policies, programs and training to improve understanding of DFV and support affected employees.

Police response to Mental Health Crisis

The QPS continues to support and enhance policing responses to the mental health crisis in the community through the implementation of the Mental Health Intervention Program Review recommendations. A comprehensive training needs analysis to identify opportunities for the development and strengthening of cross-agency mental health training has commenced. In addition, two Mental Health Co-Responder Evaluations are being undertaken to determine the outcomes, benefits, and efficacy of co-responder models in Queensland.

To guide the QPS response to the mental health crisis, the State Domestic, Family Violence and Vulnerable Persons Unit has also developed the QPS Mental Health Response Strategy. The strategy aims to guide the delivery of progressive and dynamic policing practices that reduce harm and enhance the safety of persons impacted by or experiencing mental health crises within the community.

Youth Justice Unit

In April 2022, the QPS created a Youth Justice Unit within the Crime and Intelligence Command to continue to deliver the QPS-specific work of the Youth Justice Taskforce. The unit will also implement strategies, policies and training to reduce youth reoffending in Queensland.

Assistant Commissioner Cheryl Scanlon continues to lead the Youth Justice Taskforce with a focus on multi-agency collaboration and whole-of-government responses and reform to target youth offending in Queensland. This includes engaging with First Nations leaders, community members, non-government organisations and partner government agencies on a wide range of issues including prevention and disruption strategies to break the cycle of youth reoffending.

During the reporting period, Assistant Commissioner Scanlon continued to Chair the Senior Officers Reference Group to provide whole-of-government strategic leadership and advice to inform the Government's response to target recidivist youth offenders. Assistant Commissioner Scanlon also represents the QPS on the Youth Justice Taskforce Operational Leaders Group with the DCYJMA to deliver reforms to the frontline.

Multi-agency Case Management Model to reduce youth re-offending

The Youth Justice Unit, in partnership with the DCYJMA, has developed the framework for an 'Intensive Multi-Agency Case Management' model to establish an effective and more cohesive multi-agency approach for serious repeat offenders with particular focus on post detention management. Phase two of the Youth Justice Taskforce reform agenda was launched in October 2021 and focuses on the implementation of strategies to reduce youth reoffending including:

- the establishment of 18 multi agency collaborative panels in 15 police districts
- the implementation of a unique 72-hour release from detention plan to support and monitor serious repeat offenders upon their release from detention centres
- the release of a monthly serious repeat offender index to provide greater vision regarding the most serious repeat young offenders
- a Memorandum of Understanding and Guide to improve communication and information sharing regarding serious repeat offenders across government.

Youth Justice Five Point Action Plan

The QPS continues to work collaboratively with DCYJMA and other key stakeholders to undertake the activities of the Youth Justice Five Point Plan (announced March 2020). Each action works to provide a holistic response with intersections across the multiple actions providing an amplified effect. Actions undertaken in 2021-22 include:

1. Tougher action on bail. Offenders posing a risk to the community should not get bail. This initiative provides targeted local case and place-based responses to at-risk youth released on bail through proactive strategies including home bail compliance checks, proactive youth engagement and patrols of known hot spots, as well as referral services. This action has strengthened policing responses to serious high-risk recidivist youth offenders. This activity is undertaken in Cairns, Townsville, Mackay, Rockhampton, Moreton, North Brisbane, Ipswich, South Brisbane, Gold Coast and Logan. In 2021-22, there were over 9,000 police interactions with young people on bail.
2. Police blitz on bail, appealing children's court decisions where appropriate. QPS Specialist Bail Prosecutors 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 to 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. In 2021-22, 11 Prosecutors provided service to 13 districts reviewing over 3,440 matters where a young person was arrested.
3. 24/7 Co-responder Team, a police/youth justice worker partnership targeting high-risk offenders. The youth co-responder teams work in dedicated police vehicles providing a rapid response capability to young people who come into contact with the criminal justice system or are at risk of doing so. This initiative proactively engages young people and provides them with culturally appropriate prevention and diversion responses (including support from Legal Advocacy and Bail Support Services), facilitate appropriate custodial arrangements, monitor and support bail compliance, connect young people and families with community supports and interventions to address the causes of offending. This action is undertaken in Cairns, Townsville, Mackay, Rockhampton, Moreton, North Brisbane, Logan and Gold Coast. In 2021-22, Youth Co-

Responder Teams interacted with young people more than 18,550 times and with parents, carers, education, health and other stakeholders over 22,000 times. The top seven referral types in 2021-22 were education, sporting/recreation, accommodation/housing, cultural connectedness, employment/job network, youth and family support services and Transition to Success.

4. Culture-based rehabilitation for indigenous offenders through new On Country initiatives. This action is led by DCYJMA in Townsville, Cairns and Mount Isa using cultural knowledge and skills to provide supportive and therapeutic responses, with an 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 committees allocate funds to deliver prevention initiatives that meet the needs of the community across 12 locations including Cairns, Townsville, Mount Isa, Ipswich, Gold Coast, Toowoomba, Logan, Rockhampton, Caboolture, Mackay, South Brisbane, and North Brisbane. The funding supplements agency activities and programmes that support community driven responses to high-risk youth as well as addressing complex cultural, social and economic factors that contribute to offending. In 2021-22, 135 applications for funding were supported that contributed to positive outcomes for the youth and their local communities.

Youth Justice Strategy

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 with an emphasis on building more robust processes to divert young people away from the youth justice system in appropriate circumstances. QPS diversion activities include Restorative Justice referrals, administering cautions, Protected Admissions Scheme, referral to drug and graffiti diversions. In 2021-22, over 12,500 young people were cautioned, more than 1,400 were referred to Restorative Justice Conferencing and over 9,200 were referred for drug and graffiti diversion.
2. Framing the Future is a dedicated mentoring and support program for graduates of Project Booyah and the Booyah Respect program. Young people are being supported through the Project Booyah Framing the Future program across nine locations in Queensland. As at 30 June 2022, there were 226 participants engaged with 62% being re-engaged with education, 33% obtaining employment, 10% obtaining a work experience and 12% a vocation qualification.

QPS's eye in the sky

The two POLAIR helicopters, based in Brisbane and Gold Coast, provide tactical aerial support to police operations, 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 2021-22, the two POLAIR helicopters:

- were the first police resource on scene for 553 reported incidents
- were responsible for monitoring and recovering more than 338 stolen vehicles, aided by contemporary equipment and technology
- located 55 missing persons, assisted by state-of-the-art night vision and infra-red technology
- located 1,208 offenders in the course of POLAIR assistance provided to frontline officers
- participated in 64 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 threats 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 63 vessels to ensure the safety of the marine community.

The QPS officially commissioned the Queensland Police Vessel (QPV) Sally Urquhart in July 2021. QPV *Sally Urquhart* is named in honour of fallen police officer Sally Urquhart who sadly died in a plane crash on 7 May 2005 while travelling to Townsville for policing duties. Naming the QPV in Sally's honour was an important way for the Queensland community to continue to honour Sally's life and ensure her service to the QPS and community was never forgotten. QPV *Sally Urquhart* will be utilised in the provision and response to policing incidents across the Gold Coast and Logan, including search and rescue operations.

New laws to protect police dogs and horses

Police dogs and horses play a vital role in serving to protect the Queensland community. They work alongside police officers and should be protected from anyone who tries to harm them. Tough new laws have been imposed to protect police dogs and horses and impose harsher penalties on those who seriously injure our faithful servants.

In December 2021, Parliament passed amendments to the *Police Service Administration Act 1990*. The amendments include a new indictable offence targeting people who seriously injure or kill a police dog or horse with a maximum penalty of up to five years imprisonment. In addition, new meritorious service award for police dogs will be established to acknowledge the important community safety work they do.

Queensland Police Dogs honoured at monument launch

In July 2021, the QPS launched the Police Dog Service Monument at the Brisbane Dog Squad Offices and Kennels in Oxley. The monument was designed by students at Stanthorpe State High School and consists of more than 300 engraved stones, which were funded by members of the community, local businesses and QPS officers, and honours all police dogs that have served the Queensland community since 1972, recognising their loyalty and commitment to keeping Queensland safe.

More than 437 police dogs have served in the QPS since the Dog Squad was established 50 years ago. Police dogs are critical members of the Service, supporting our frontline police from tracking offenders on foot to locating hidden drugs. There are 15 Dog Squads and 86 dog teams across the state.

The bond between a dog and handler is incredible and this monument had been a great opportunity to bring together our members and the community to share stories and acknowledge their contribution.

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 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 (TSIPLO) and Cross-Cultural Liaison Officers (CCLO). In 2021-22, the FNMAU continued to progress significant bodies of work to build a culturally inclusive, responsive and capable workforce, including:

- establishing the CCLO network to enhance support and advocacy for CCLOs, PLOs and TSIPLOs
- reviewing and promoting the engagement of translation and interpreter services statewide to increase accessibility of policing services and trust in the community
- coordinating mentoring programs for the Multicultural Recruit Program
- developing and facilitating culturally appropriate and sensitive separations interview processes for Culturally and Linguistically Diverse and First Nations members separating from the QPS
- building partnerships with external non-government agencies to promote and advertise the Indigenous Recruit Preparation Program and MultiCultural Recruit Program
- strengthening partnerships with the Department of Aboriginal and Torres Strait Islander Policy (DATSIP), Multicultural Affairs, Youth Justice, Queensland Health, Queensland Correctional Services and other partner agencies to respond to overrepresentation in the criminal justice system of victims or offenders, including vulnerable persons, young people and victims of domestic and family violence.

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 2021-22, five 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.

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 2021-22.

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 417 children in circumstances of sexual harm nationally and internationally
- arrested 29 child sex offenders on 145 criminal charges
- referred 279 cases to law enforcement agencies nationally and internationally.

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. The QPS has co-located Argos members, including covert online investigators, the victim identification team and an intelligence analyst at the Australian Centre to Counter Child Exploitation to build national capability and better align QPS and Australian Federal Police resources and functions, enhancing community safety. The Argos Unit is also a key member and contributor to international law enforcement forums and working groups including the Interpol Specialist Group on Crimes Against Children and the Europol European Multidisciplinary Platform Against Criminal Threats meetings on Global Covert Internet Investigations.

Combatting sexual violence

In October 2021, the QPS launched its *Sexual Violence Response Strategy 2021-2023* (the Strategy) to enhance the QPS's capacity to prevent, disrupt, respond to, and investigate sexual violence and to hold perpetrators to account. Through the Strategy's 25 actions, the QPS will empower the community and reduce harm through proactive engagement, education and by providing enhanced access to victim support services. The QPS has also commenced the statewide rollout of Sexual Violence Liaison Officers and also expanding victim-survivor reporting options. The QPS completed the statewide rollout of the Sexual Violence Liaison Officer roles in 2021-22. The Officers in Charge of Criminal Investigation Branches and Child Protection and Investigation Units (93 in total) are designated Sexual Violence Liaison Officers.

Adult victims of sexual violence who do not wish to make a formal complaint to police can use the QPS online alternative reporting option (ARO) to provide police with crucial intelligence about sexual crimes and other predatory sexual behaviours. Introduced in 2010, the ARO was one of the first reporting programs of its kind in the world, empowering sexual violence survivors to anonymously report their lived experiences which is used to solve other reported crimes and protect further victims from harm.

QPS recognised at Mumbrella CommsCon Award

The QPS Media and Public Affairs Team was awarded the 'Best In-house Public Relations Team' at the Mumbrella CommsCon Awards – one of the communications industry's biggest events, celebrating and recognising top talent across Australia and New Zealand.

This award recognises the hard work and dedication by the Media and Public Affairs Team which work around the clock with officers across the state to communicate critical information, assist with complex investigations, build platforms to engage with audiences and develop campaigns that contribute towards creating a safer Queensland.

QPS and Tinder match up to develop safety campaign

On 18 November 2021, the QPS launched a joint safety campaign with Tinder, an online dating platform. The Crime and Intelligence Command and Media and Public Affairs Team collaborated to develop a safety campaign aimed at preventing internet facilitated sexual assaults and raising awareness of personal safety, offender behaviour, sexual violence reporting and support options.

The campaign also publicised to potential offenders that QPS will protect the safety within the online environment and unwanted or criminal behaviour will not be tolerated. The campaign was highly successful and reached three million people.

Taskforce to target criminal street gangs

In February 2022, the QPS established Taskforce Uniform Knot to address unlawful activity by criminal street gangs including serious personal violence offences, property and weapons offences, serious fraud offences and public disturbances. The Taskforce is comprised of officers from Organised Crime Gangs Group, Southern and South Eastern Police Regions and the QPS First Nations and Multicultural Affairs Group. Taskforce Uniform Knot brings together key capabilities to tackle criminal street gangs in South East Queensland with a focus on prevention and disruption and diverting young people away from the criminal justice system.

Since its establishment to 30 June 2022, the Taskforce has:

- served 37 Consorting Notices with five further notices to be served
- attended 105 family residences of known members to offer support and intervention to dissuade members from offending behaviours
- charged 30 offenders with 86 offences.

The Crime and Intelligence Command also developed the Risk Assessment of Violence in Network to support the Taskforce in identifying, triaging and prioritising the targeting of known criminal street gang members. This will assist with the effective allocation of resources to disrupt criminal street gang offending.

QPS celebrates milestone for Police Communication civilian operators

In December 2021, the QPS celebrated 25 years of civilian police communication operators. Prior to 1996, the police communication operators were sworn police officers answering the phones and despatching police. In 1996, a decision was made to civilianise the roles resulting in two training courses and the commencement of civilian radio and call operators. The first group of civilian operators was a small cohort of just 40 employees which has since grown to over 270 operators and accounts for over half of the communications group.

Police communication operators play a critical role in ensuring triple zero calls are answered and responded to in a timely manner and are often the first point of contact in emergency situations.

What's happening in the regions

The QPS's seven police regions, comprising 15 districts and 341 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, Far Northern, North Coast and Central. Refer to page 17 for a map of the police regions.

In addition to the services provided through Domestic, Family Violence and Vulnerable Persons Command (refer to page 31 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:

- creation of a new Domestic Violence and Vulnerable Persons facility in April 2022 in Toowoomba, providing a safe place for persons to attend and liaise with police officers away from the main police station. The facility includes a Vulnerable Persons Liaison Officer, Domestic and Family Violence Coordinator, Domestic and Family Violence Officer and Mental Health Liaison Officer
- Moreton District in North Coast Region establishing a dedicated Domestic, Family Violence and Vulnerable Persons Unit to increase the regions capacity to respond to, and support victims of domestic violence
- Watchhouse Respondent Assistance Program in Ipswich District to identify early intervention strategies and suitable referral pathways with respondents in custody to influence positive behaviour changes
- North Brisbane District in Brisbane Region established the Serious Violence Investigation Team in December 2021 to investigate domestic and family violence criminal offences
- Logan District in South Eastern Region partnering with Centre for Women, also based in Logan, to operate a domestic violence co-responder model to provide comprehensive risk assessment and safety planning and streamlining referral services.

In addition to QPS launching the *Sexual Violence Strategy 2021-2023*, Northern Region established a multi-agency Sexual Assault Response Team providing a holistic, sensitive and timely response to victims of sexual violence. The specialist team is comprised of workers from Sexual Assault Support Service, QPS investigators from Townsville Criminal Investigation Branch, Townsville University Hospital and Office of the Director of Public Prosecutions.

The Fortitude Valley Bike Squad in Brisbane Region received a new fleet of bicycles to provide greater agility, mobility and policing presence in the inner-city area. The capability of the bicycles allows access to areas not generally available to general duties such as bikeways, bushlands and off-road terrains and facilitates a rapid response to incidents and calls for assistance within the Safe Night Precinct on Friday and Saturday nights when vehicular and pedestrian traffic pose challenges.

All regions have dedicated Road Policing Units that work to keep Queenslanders safe on our roads and curb negative road user behaviour including the Fatal Five (refer page 30 for more information) which include:

- Moreton District in North Coast Region established the Road Safety Focus Group to target hooning through coordinated policing operations and targeted patrols resulting in impounding/immobilising offending vehicles. The group works closely with the Moreton Bay Regional Council to locate CCTV and number plate recognition cameras to gather evidence and deter offending
- Ipswich District Road Safety Committee collaborated with Neighbourhood Watch Australia to launch a road safety cinema advertisement named 'There's nothing more we can do' at the Ipswich and Tivoli Drive cinemas during September and October 2021. The initiative focussed on the Fatal Five and that road safety is everyone's responsibility

Far Northern Region continues to work closely with First Nations Communities through partner projects. Yarrie Yarns took out first place in the 2022 Premiers Reconciliation Award, in collaboration with the Yarrabah Shire Council and Wugu Nyambil Employment Services. Yarrie Yarns is a social media project aspiring towards social change for the Yarrabah community. It shares First Nations stories, otherwise known as yarns, to inspire, motivate, educate, empower and promote reconciliation. The project continually highlights the achievements of the Yarrabah community and its people.

Capricornia District in Central Region and QPS Fleet Assets donated two decommissioned Isuzu dual cab four-wheel drive utilities to the Woorabinda Aboriginal Shire Council Ranger Program. The council is extending its current Ranger Program to include the PCYC initiative 'Redbank' Junior Ranger Program to provide opportunities for local young people to gain qualifications and employment pathways, learn Indigenous language and culture, care for their land, and divert them from anti-social behaviour. The vehicle donation will support the Ranger programs to reach their full potential, provide participants and the community with opportunities to engage with their culture, land and historical sites by undertaking special projects to care for the environment and develop appealing recreational areas in the community.

The newly established Youth Justice Unit and existing Youth Justice Taskforce work to target youth crime and reoffending in Queensland (refer page 32 for more information). The regions have also implemented strategies and models to target local problems to address youth offending in their local areas, which include:

- Mackay District in Central Region established the Youth Justice Co-responder Team, comprising of police officers and Police Liaison Officers working with identified at risk youths and their families to offer additional support, and also initiate case management and stakeholder meetings with partner agencies for emerging youth at risk of offending
- the North Brisbane Youth Co-Responder Team in Brisbane Region completing its first full year of 24-hour, seven days a week operation involving dedicated police officers and social workers from DCYJMA. The team continues to actively engage with the Youth Justice Taskforce and Youth Justice Unit to address youth offending and promote positive behaviours
- North Brisbane District, partnering with the Jack Beasley Foundation, a non-profit organisation based on the Gold Coast, to present the 'One Moment' violence education program in secondary schools. The One Moment program aims to educate young people on situational awareness to reduce victimisation, reduce knife-related crime, raise awareness of the 'I live my life without a knife' and 'Once punch can kill' campaigns.
- Southern Region in Darling Downs District established significant cross border partnerships and arrangements in response to an increase in cross border offending by juveniles from New South Wales.

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 to, and investigation of OCGs.

During 2021-22, 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:

- 285 OMCG participants arrested on 1,483 charges
- 213 official consorting notices issued, deterring recognised offenders from establishing, maintaining and expanding criminal networks
- 68 persons charged with wearing gang related prohibited items
- from March 2015 until 30 June 2022 in partnership with the Crime and Corruption Commission, 67 restraining orders have been obtained over property to the value of \$20.614 million, in addition to various ATO tax assessments being levied from operations identifying unexplained income.

The QPS is committed to reducing OMCG recruitment, membership and community harm. The OMCG 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 2022, 31 former OMCG members have joined the program which has changed many individual lives and benefited the community through reduced crime.