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## **11A POLICE SERVICES**

Definitions are found in Section 11A.3. Unsourced information has been obtained from Commonwealth, State and Territory Governments.

### **11A.1 Jurisdictions comments**

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## **New South Wales Government comments**

“ The Mission of the NSW Police Service is “Police and community working together to establish a safer environment by reducing violence, crime and fear.” The Vision is that “By the end of the decade, NSW will have the safest streets in Australia.” Priority areas for the Service are the Key Result Areas (KRAs) of Personal Safety, Property Theft, Street Safety, Road Safety, Safety in Custody, Alcohol and Drug Related Crime and Victim Support.

The Police Service recognises that it cannot achieve its Mission and Vision alone. For its part, the Service seeks to improve its own performance by better practices and by adopting a more proactive style of operation focussed on outcomes and effectiveness — a better quality of life for the whole community.

The provision of policing services, aimed primarily at meeting customer needs, in multi-cultural communities is complex. Customer needs are identified through community surveys and focus group discussions (for example, the expectations of victims of property crime). Often the expectations of different segments of the population are conflicting and Patrol Commanders, who are responsible for the provision of services within a local area, must implement policy on a ‘case-by-case’ basis with due consideration of local priorities and the specific needs of their direct customers.

The emphasis on prevention rather than reactive policing confounds traditional output measures, as there is an inherent difficulty in quantifying things that do not occur. To meet needs, police are assigned to functional duties such as criminal investigation, highway patrol, beat and other general duties. The activities performed, however, cross over such functional lines, the KRAs and style of operation (that is, reactive or proactive), often contemporaneously. This is not to imply that efficiency is disregarded, but that input/output (activity) measures are not necessarily appropriate for the determination of “value for money” in policing.

The NSW Police Service has commenced a comprehensive reform agenda. Much of this process has been initiated by the Interim Royal Commission Report and the appointment of a new Police Commissioner. The reform issues are centred around ethics, workforce agenda, strategic direction and management, scope of duties, criminal investigation, support systems and professional responsibility. Other major structural reforms are to take place over the ensuing months, with Patrol being made the real centre of service delivery to the community. Part of this process will involve the development of local business planning and ‘bottom up’ resourcing.

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## Victoria Government comments

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Victoria Police's strategy of reform has continued to maximise outcomes for all Victorians. In line with government policy, a range of initiatives have been developed and implemented to ensure efficient and effective service delivery.

Among the recent service outcomes achieved have been: being the safest mainland state, high crime clear up rates, lowest road toll (per capita) in Australia, and the servicing of major events within Victoria without incident. In addition, the Force has overseen the achievement of considerable cultural change achieved through implementation of Project Beacon in response to community concerns regarding police shootings.

Structural efficiencies have continued including a reduction in the number of police occupied administrative positions of 62 per cent between 1992 and 1996 from 699 down to 267. Correspondingly there has been an increase in the number of operational personnel from 8056 to 9049 during the same time which is in line with a government undertaking to increase operational police numbers.

The future directions of the Victoria Police are being cast in a two dimensional basis of service excellence and safer community. Through the development of this philosophy Victoria Police will affirm its integral role in ensuring quality of life for all Victorians. There will be an internal focus on business process re engineering to ensure the concepts of customer service delivery are ingrained, to maximise the utility of resources and generate economies of scale wherever possible. Externally, the use of partnerships involving the public, business and other government agencies will be incorporated in addressing police related issues for the betterment of the entire community.

Victoria Police is committed to personnel development with a focus on ensuring employees have the opportunity to develop to their full potential, by providing sequential training along with executive programs and placements. Traditional training approaches are also being re-examined considering strategic alliances with the tertiary sector, reconfiguring training to national competencies and utilising non police training professionals.

The Victoria Police Strategic Facilities Development Plan will focus on the placement of police facilities over the next four years with the aim of improving the public perception of the service network, impacting on police visibility and presence, improving staff morale and professionalism and scheduling the reconfiguration of police stations to match policing and demographic needs. Linked to this is a micro economic reform proposal designed to electronically link all facilities by July 1997 and redesign operational applications to give effect to customer service and re-engineering reforms by December 1999.

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## Queensland Government comments

“ The Queensland Police Service is committed to continuous performance improvement through effective planning and performance review. A review of the Queensland Police Service, conducted in 1996, has provided further impetus to effective management and performance review. The review commended the progress made in establishing processes for planning and performance review within the Service in recent years and encouraged further consolidation and integration of these processes into operational management. The continuous improvement in performance data will assist this process. A number of initiatives have enhanced the range and quality of effectiveness and efficiency information. Of particular note has been the conduct of a Victims of Crime Survey. The Survey involves interview and mail contact with a large sample of recent victims of personal and property offences in an effort to determine the level of satisfaction with police response and most importantly, the ways in which services to victims could be improved.

The aim to improve efficiency in the allocation of resources and to develop a greater focus on outputs for budgeting purposes, has brought about a further major initiative in recent years. State-wide activity surveys are conducted annually to determine the allocation of resources across a range of core policing activities. For multi-output and highly responsive services such as policing, it is difficult to determine costs, and subsequently value for money, in the absence of such information.

Major improvements in information systems are also aimed at improved policing efficiency. All stations within Queensland were recently brought on line with access to POLARIS, the Service's integrated systems project. Stage One contains a warrants module which will assist police in managing warrants more efficiently. A further system recently implemented, project Phoenix, will provide police with on line access to legislation, operational instructions and educational information. The CRISP system (Crime Reporting Information System for Police) which was developed to assist police in preventing and solving crime received a gold medal at the National Technology Awards. As crime reports are entered daily, crime statistics can be readily collated to provide timely information for operational and management purposes.

The Performance Review Report, produced by the Service on a bi-annual basis, provides an overview of Corporate performance in accordance with key performance indicators. Those indicators are aligned with national performance indicators. The Review will be continuously refined to draw together performance information generated from within the Service, and data which is now been produced at a National level, for benchmarking purposes.

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## Western Australia Government comments

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The WA Police Service (WAPS) was the recipient of the Inaugural Public Sector Award for Change Management in 1996 as a result of the profound changes brought about by the Delta Program in transforming the agency's style, standards, structure and systems.

The most significant change during 1996 has been the move from a centrally dominated management structure to a locally driven model. This change in structure will provide a more flexible, available and responsive community service aimed at achieving the WAPS mission:

*In partnership with the community, create a safer and more secure Western Australia by providing quality police services.*

Under the new regionalised structure WA is divided into four Regions comprising 15 Districts, six of which are in the Perth metropolitan area and nine in the country area. In addition to the Regions, two specialist portfolios, Crime Operations and Traffic and Operations Support are an integral part of the structure. These portfolios have broad responsibilities but a primary focus of their role is to provide support to the Regions.

The Delta Project reforms of the Police Service also included specific measures to increase the number of police officers in operational roles. Recruitment of 500 additional officers under the '500 Plan' (which commenced in January 1995), the civilianisation of 300 positions and the shedding of non core functions are in progress to add more than 800 operational police by early 1997. At 30 June 1996, the number of police officers employed was 4543 compared with 4348 at 30 June 1995.

### *Geography and Population Distribution*

WA's geography and population distribution have a significant impact on the delivery of policing services. WA is a vast state, covering an area of 2.525 million square kilometres with an annual population growth rate for the year ended 30 June 1996 being the second highest among the states and territories. Of the population of 1 762 700 at 30 June 1996, 73 per cent lived within the Perth metropolitan area with a further 20 per cent living in the South West of WA. The remote mining and pastoral areas in the Northern and Central Regions are generally sparsely populated and together include only 7 per cent of WA's population although they comprise approximately 87 per cent of the WA's area. However, they require significant police resources because of the vast road distances involved, the frequency of cyclones and other emergency management issues and the logistics of service delivery in remote areas.

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## South Australia Government comments

### *Mission and role*

“ The Mission of the SA Police is “To ensure a safe and peaceful environment for SA through a community based policing service”. It is achieved by pursuing the goals of Crime Detection and Reduction, Preservation of the Peace, Emergency/Disaster Management, Road Safety and Traffic Management, Service to the Community, Professionalism and Resource Management. The direct delivery of services to the community of SA is provided by two Operational Commands deployed as 21 Police Divisions and 142 Police Stations. An Operations Support Command provides specialised assistance in areas such as traffic and communications. The investigation of serious crime is undertaken by a Crime Command.

### *Environment*

Different environmental and political factors in each state and territory play a large part in determining the distinct and diverse policies and strategies adopted in policing. Therefore, it is important to provide an environmental context against which to assess the performance indicators in this report.

SA is the most urbanised state in Australia with 73.3 per cent of its population residing in the metropolitan area (Nationally 63.1 per cent) with the small remainder dispersed over a large geographical area. This creates unique challenges in providing police services and infrastructure to small and scattered rural communities with 62 per cent of service delivery points, being 1 or 2 person stations. SA has the highest percentage (13.7 per cent) of population over 65 years (Nationally 11.9 per cent). This has a number of effects on policing SA, including reporting rates, levels of fear and types of offences committed. Similarly, SA has the highest levels of unemployment in the age range 15 – 19 looking for full time work (38.9 per cent).

### *Reform*

SA Police has undertaken a series of reviews under the general banner of the Review of Policing (1991 to 1994). The final stage was completed in late 1995 and the findings are currently being used to guide the operational and cultural transformation of SA Police. The focus is to move from a traditional police force characterised by high levels of command and control, to a police service which is client focussed, flexible and accountable. A central component of the reform agenda is the use of output based management. This requires sophistication in output and outcome specification, and improved data and supporting management information systems.”

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## Tasmania Government comments

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Tasmania Police continued with its improvement program which focuses on structural reform, service delivery and customer service.

The Business Process Re-engineering program (Project Baton) has moved through the initial two phases (Business Direction and Scoping and Targeting) to reach the Process Design and Implementation Stages.

Prior to proceeding to these last 2 stages, a number of strategic plans are presently being developed in relation to human resource, information and asset management.

Major efficiencies as well as organisational effectiveness will result from the implementation of these critical strategic management plans.

A further refinement of the Business Plan based on output methodology occurred with commands increasingly being funded on output groups. Devolution of responsibility continued with commands now managing their total budget including human resources.

Other significant administrative reforms achieved included:

- a review of all state service positions as part of an overall restructuring of the State Service Award;
- implementation of the computerised human resource information management system;
- implementation of the financial asset management information system which forms the basis of the new accrual accounting methodology;
- a restructure of the fleet management;
- the implementation of a customer service charter; and
- agreement by the Tasmania Government to change Tasmania Police Force to Tasmania Police Service, to accurately reflect its community service philosophy.

The changes that have been outlined above continue the trend to make policing more transparent, accountable, and responsive to the community to provide a “safer Tasmania.”

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## Australian Capital Territory Government comments

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Community policing services in the ACT are provided under contract by the Australian Federal Police (AFP), the following comments are provided by the AFP.

The effectiveness of the AFP to respond to the community was enhanced during the year through the implementation of an extensive restructure of the AFP. In December 1995, Assistant Commissioner W J Stoll took over the day-to-day management of the ACT Region, a position that had been occupied in an interim capacity by Deputy Commissioner J D Allen.

The aim of the organisational reforms is to ensure that the AFP is at the forefront of police practice and that the ACT is served by the most efficient, effective and trusted community policing service in the country. Part of the overall restructuring included changes to give greater operational flexibility. The AFP has moved away from a traditional, hierarchical structure to a team-based environment in which members are empowered to make decisions. As part of the move towards the team concept, a new structure for the ACT Region came into effect on 15 January 1996. This new approach enables highly experienced and competent community policing officers, investigators and traffic enforcement officers to pass on their skills to other members and staff as part of team-based operations, whilst at the same time allowing the best mix of police resources and skills to be quickly and effectively focussed on priority problems.

The success of the new approach has been demonstrated by the achievements of Regional teams (for example, Burglary Team, Robbery, Community Response, Anti-Theft). The use of such teams allows a concentrated attack on a particular area of crime as it develops. The teams are established to meet specific objectives and disbanded when those objectives have been met.

The AFP is now well advanced in the change process, and the environment which has been created is one of continuous review and improvement. The present changes are characterised by a commitment to fostering a professional ethos and so it is of particular concern that there has been a rise in complaints made against AFP members. The Region is currently examining why this has occurred and what steps should be taken to improve performance in this area.

As experience in working in the new operational model has improved, performance gains are becoming apparent. The AFP is confident that this trend in both the quality and focus of performance will continue.

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## **Northern Territory Government comments**

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The NT Police, Fire and Emergency Services is a tri-service organisation headed by the Commissioner of Police with the corporate mission “To Serve and Protect the Community”.

Of the total Departmental strength as at 30 June 1996 of 1207 persons, 84 per cent were involved in delivering or supporting policing services. The policing services component comprises sworn police (including Police Auxiliaries and Aboriginal Community Police Officers) together with police civil employees. However, a significant number of these members also provide or manage services for the whole of the tri-service organisation. It is therefore difficult to be precise in quantifying the actual commitment of Departmental resources to purely policing related activity.

The relatively high cost of policing services in the NT, as compared to other Australian jurisdictions, can be attributed to the substantially higher costs per police officer and the need to maintain a higher police to population ratio. The main factors for increased costs include diseconomies of scale, population/demographic characteristics (including the special needs of the large Aboriginal population), population dispersion, remoteness/isolation and the physical environment.

There has been a significant increase in direct policing resources as the result of additional funding being provided for an accelerated recruitment strategy which has enabled the approved police establishment to be achieved and maintained ahead of the forecast attrition rate.

High rates of reported crime, particularly involving personal violence, continue to cause concern within the NT jurisdiction. This is due to a number of factors such as the low median age of the population and higher ratio of males, high rates of alcohol consumption and the generally transient nature of the population.

Caution should be exercised in interpreting statistical information based on survey sampling in the NT due to the small sample sizes used and the urban orientation of the sampling. This can be misleading in the NT due to the lower urban to rural population ratio compared to other jurisdictions.

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## 11A.2 All jurisdictions data

### 11A2.1 Descriptors

#### *New South Wales*

Table 11A.1: NSW descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure</i>					
Total recurrent expenditure, comprising:	\$'000	1 118 877	980 942	1 080 061	1 141 143
- Salaries and payments in the nature of Salaries <sup>1</sup>	\$'000	929 196	777 015	860 910	909 027
- Other recurrent	\$'000	170 616	180 237	189 856	200 485
- Depreciation	\$'000	19 065	23 690	29 295	31 631
Revenue from own sources	\$'000	15 729	23 292	19 621	31 451
Total recurrent expenditure less revenue from own sources	\$'000	1 103 148	957 650	1 060 440	1 109 692
Capital expenditure	\$'000	56 550	51 688	40 553	39 302
Total expenditure	\$'000	1 175 427	1 032 630	1 120 614	1 180 445
<i>Staffing</i>					
Average police staff costs	\$	63 451	50 714	54 911	57 296
Average non-police staff costs	\$	35 155	37 605	45 980	44 568
Total number of staff, by category:	FTE	16 012	15 963	16 185	16 650
Sworn police officers, uniformed <sup>2</sup>	FTE	10 532	10 323	10 645	13 118
Sworn police officers, non-uniformed	FTE	2 413	2 395	2 425	0
Civilian	FTE	2 585	2 748	2 449	2 763
Other	FTE	482	497	666	769
<i>Assets</i>					
Total value of assets, comprising: <sup>3</sup>	\$'000	527 046	540 348	539 951	544 013
Buildings, land, fittings	\$'000	477 345	465 445	453 756	457 666
Other	\$'000	49 701	74 903	86 195	86 347

1 Accrual accounting was introduced in 1992–93 and salary expenses for that year included the full actuarial cost of police superannuation. From 1993–94 the State Government assumed much of the liability for superannuation centrally and hence is not recorded in the salary figures for those years.

2 During 1995–96 a 'uniformed service' policy was adopted and therefore all sworn officers were classified as uniformed.

3 Historical cost accounting was used for assets acquired. Essential buildings (for example, police stations) were valued at replacement cost, non-essential buildings (for example, police residences) were valued at market value.

## Victoria

Table 11A.2: Victoria descriptors, 1992–93 to 1995–96

	Units	1992–93	1993–94	1994–95	1995–96
<i>Expenditure</i> <sup>1</sup>					
Total recurrent expenditure, comprising:	\$'000	683 845	702 420	844 305	930 345
- Salaries and payments in the nature of Salaries	\$'000	532 194	537 752	672 250	719 744
- Other recurrent	\$'000	124 429	135 793	152 735	193 735
- Depreciation <sup>2</sup>	\$'000	27 222	28 875	19 320	16 866
Revenue from own sources	\$'000	9 299	5 761	5 995	5 493
Total recurrent expenditure less revenue from own sources	\$'000	674 546	696 659	838 310	924 852
Capital expenditure	\$'000	15 299	12 214	33 286	43 735
Total expenditure	\$'000	699 144	714 635	877 591	974 080
<i>Staffing</i>					
Average police staff costs	\$	48 405	48 168	59 511	64 066
Average non-police staff costs	\$	28 331	29 213	35 361	31 542
Total number of staff, by category:	FTE	11 882	12 053	12 181	12 439
Sworn police officers, uniformed <sup>3</sup>	FTE	8 897	8 890	7 354	7 647
Sworn police officers, non-uniformed <sup>3</sup>	FTE	845	904	2 648	2 419
Civilian	FTE	1 716	1 720	1 752	1 825
Other	FTE	424	539	427	548
<i>Assets</i> <sup>4</sup>					
Total value of assets, comprising:	\$'000	310 566	318 901	290 874	276 902
Buildings, land, fittings	\$'000	221 454	217 114	222 449	206 370
Other	\$'000	89 112	101 787	68 425	70 532

1 Expenditure figures were accrual based.

2 Depreciation method was straight line, based on the estimated useful lives of the assets.

3 The figures for 1992–93 and 1993–94 were inconsistent with the figures for 1994–95 and 1995–96.

4 Land and buildings were recorded at market value as at June 1996. All other assets were at cost.

## Queensland

Table 11A.3: Queensland descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure</i>					
Total recurrent expenditure, comprising:	\$'000	419 785	429 374	460 724	502 949
- Salaries and payments in the nature of Salaries	\$'000	356 534	363 580	378 509	414 430
- Other recurrent	\$'000	63 251	65 794	82 215	88 519
- Depreciation	\$'000	na	na	na	na
Revenue from own sources	\$'000	11 140	13 259	16 382	42 868
Total recurrent expenditure less revenue from own sources	\$'000	408 645	416 115	444 342	460 081
Capital expenditure <sup>1</sup>	\$'000	24 949	35 002	36 553	77 901
Total expenditure	\$'000	444 734	464 376	497 277	580 850
<i>Staffing</i>					
Average police staff costs	\$	50 010	51 851	52 481	56 351
Average non-police staff costs	\$	23 586	25 771	25 079	26 775
Total number of staff, by category:	FTE	7 972	7 858	8 220	8 464
Sworn police officers, uniformed	FTE	5 417	5 246	5 340	5 398
Sworn police officers, non-uniformed	FTE	960	930	950	952
Civilian	FTE	1 468	1 520	1 742	1 937
Other	FTE	127	162	188	177
<i>Assets</i>					
Total value of assets, comprising:	\$'000	89 025	119 683	106 096	105 129
Buildings, land, fittings	\$'000	na	na	na	na
Other	\$'000	89 025	119 683	106 096	105 129

na not available.

1 Data for 1995–95 is net of revenue from sales of motor vehicles.

## Western Australia

Table 11A.4: WA descriptors, 1992–93 to 1995–96

	<i>Units</i>	1992–93	1993–94	1994–95	1995–96
<i>Expenditure</i>					
Total recurrent expenditure, comprising:	\$'000	246 096	305 744	305 459	342 327
- Salaries and payments in the nature of Salaries <sup>1</sup>	\$'000	203 830	242 631	237 306	255 390
- Other recurrent <sup>2</sup>	\$'000	42 266	57 404	63 428	76 318
- Depreciation <sup>3</sup>	\$'000	na	5 709	4 725	10 619
Revenue from own sources	\$'000	12 022	9 311	7 372	7 259
Total recurrent expenditure less revenue from own sources	\$'000	234 074	296 433	298 087	335 068
Capital expenditure	\$'000	7 872	5 548	10 212	21 002
Total expenditure	\$'000	253 968	311 292	315 671	363 329
<i>Staffing</i>					
Average police staff costs	\$	43 165	46 151	44 085	46 149
Average non-police staff costs	\$	27 426	28 257	28 369	27 644
Total number of staff, by category:	FTE	4 985	5 147	5 255	6 099
Sworn police officers, uniformed	FTE	3 582	3 621	3 662	4 171
Sworn police officers, non-uniformed	FTE	540	560	565	519
Civilian	FTE	730	787	849	1 268
Other	FTE	133	179	179	141
<i>Assets</i>					
Total value of assets, comprising:	\$'000	192 435	178 535	175 584	179 942
Buildings, land, fittings <sup>4</sup>	\$'000	149 253	150 001	150 149	154 837
Other	\$'000	43 182	28 534	25 435	25 105

na not available

1 Payroll Tax was not payable by the WA Police Service.

2 Includes road safety promotion from the road safety trust.

3 Depreciation was calculated on either the reducing balance or straight line basis, depending on the expected pattern of use of the asset.

4 Land and buildings were revalued on 1 July 1995.

## South Australia

Table 11A.5: SA descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure</i>					
Total recurrent expenditure, comprising:	\$'000	257 816	259 059	276 935	289 301
- Salaries and payments in the nature of Salaries	\$'000	199 023	199 116	213 999	219 706
- Other recurrent	\$'000	58 793	59 943	62 936	69 595
- Depreciation	\$'000	na	na	na	na
Revenue from own sources	\$'000	19 084	19 968	22 933	14 999
Total recurrent expenditure less revenue from own sources	\$'000	238 732	239 091	254 002	274 302
Capital expenditure	\$'000	30 593	25 844	20 942	21 246
Total expenditure	\$'000	288 409	284 903	297 877	310 547
<i>Staffing</i> <sup>1</sup>					
Average police staff costs	\$	48 554	48 642	53 279	56 816
Average non-police staff costs	\$	31 154	31 395	32 335	37 448
Total number of staff, by category:	FTE	4 356	4 354	4 276	4 080
Sworn police officers, uniformed <sup>2</sup>	FTE	3 639	3 620	3 616	2 850
Sworn police officers, non-uniformed <sup>2</sup>	FTE	na	na	na	605
Civilian	FTE	621	615	564	570
Other <sup>3</sup>	FTE	96	118	96	55
<i>Assets</i>					
Total value of assets, comprising:	\$'000	na	na	na	na
Buildings, land, fittings	\$'000	na	na	na	na
Other	\$'000	na	na	na	na

na not available.

1 All staffing figures were for active employees at 20 June 1996 unless otherwise specified. Staff excluded the Police Band, State Emergency Services, and Police Security Services Division.

2 Before 1995–96 separate data on uniformed and non-uniformed police was unavailable and the data item 'sworn police officers, uniformed' contained both uniformed and non-uniformed police officers.

3 'Other staff' comprises Police Aides and Police Cadets. It did not include Special Constables, the majority of whom are interstate and federal police officers, and none of whom are part of SA Police.

## Tasmania

Table 11A.6: Tasmania descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure</i>					
Total recurrent expenditure, comprising:	\$'000	70 657	65 584	74 446	81 661
- Salaries and payments in the nature of Salaries	\$'000	48 708	50 587	59 160	64 321
- Other recurrent	\$'000	21 949	14 997	15 286	17 340
- Depreciation	\$'000	na	na	na	na
Revenue from own sources	\$'000	715	196	657	491
Total recurrent expenditure less revenue from own sources	\$'000	69 942	65 388	73 789	81 170
Capital expenditure	\$'000	3 983	6 471	2 076	1 803
Total expenditure	\$'000	74 640	72 055	76 522	83 464
<i>Staffing</i>					
Average police staff costs	\$	39 468	39 941	46 058	51 446
Average non-police staff costs	\$	24 073	24 048	26 045	24 386
Total number of staff, by category:	FTE	1 315	1 357	1 381	1 384
Sworn police officers, uniformed	FTE	750	748	768	781
Sworn police officers, non-uniformed	FTE	277	315	304	225
Civilian	FTE	288	294	309	340
Other	FTE	0	0	0	38
<i>Assets</i>					
Total value of assets, comprising:	\$'000	na	71 488	81 667	85 192
Buildings, land, fittings	\$'000	na	63 815	74 141	84 581
Other	\$'000	na	7 673	7 526	611

na not available.

## Australian Capital Territory

Table 11A.7: ACT descriptors, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure</i>					
Total recurrent expenditure, comprising: <sup>1</sup>	\$'000	48 228	50 544	49 281	51 026
- Salaries and payments in the nature of Salaries	\$'000	39 026	40 578	40 715	39 584
- Other recurrent	\$'000	9 202	9 966	8 566	11 442
- Depreciation	\$'000	na	na	na	na
Revenue from own sources	\$'000	1 705	2 177	1 022	231
Total recurrent expenditure less revenue from own sources	\$'000	46 523	48 367	48 259	50 795
Capital expenditure	\$'000	3 000	7 650	8 020	616
Total expenditure	\$'000	51 228	58 194	57 301	51 642
<i>Staffing</i> <sup>2</sup>					
Average police staff costs	\$	54 639	57 305	58 466	61 858
Average non-police staff costs	\$	36 339	36 303	33 375	35 622
Total number of staff, by category:	FTE	733	729	723	659
Sworn police officers, uniformed	FTE	552	548	533	490
Sworn police officers, non-uniformed	FTE	125	124	128	124
Civilian	FTE	56	57	62	45
Other	FTE	0	0	0	0
<i>Assets</i>					
Total value of assets, comprising:	\$'000	na	na	13 497	29 838
Buildings, land, fittings	\$'000	na	na	11 420	25 912
Other	\$'000	na	na	2 077	3 926

na not available.

1 Total expenditure included only that provided by the ACT Government and comprised only 86 per cent of expenditure in the provision of the ACT Police Service. An additional 14 per cent of funding (8.2 m approximately for 1995–96) was provided by the Commonwealth Government, by agreement.

2 Staffing figures exclude 14 per cent (95 persons) funded by the Commonwealth, by agreement.



## Northern Territory

Table 11A.8: NT descriptors, 1992–93 to 1995–96<sup>1</sup>

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
<i>Expenditure</i>					
Total recurrent expenditure, comprising:	\$'000	58 989	58 073	64 108	71 945
- Salaries and payments in the nature of Salaries <sup>2</sup>	\$'000	48 199	45 822	50 961	56 966
- Other recurrent	\$'000	10 790	12 251	13 147	14 979
- Depreciation <sup>3</sup>	\$'000	na	na	na	na
Revenue from own sources	\$'000	2 939	3 543	3 580	4 183
Total recurrent expenditure less revenue from own sources	\$'000	56 050	54 530	60 528	67 762
Capital expenditure	\$'000	4 724	5 205	4 215	5 004
Total expenditure	\$'000	63 713	63 278	68 323	76 949
<i>Staffing</i>					
Average police staff costs	\$	na	53 955	53 476	58 906
Average non-police staff costs	\$	na	29 061	36 714	43 829
Total number of staff, by category: <sup>4</sup>	FTE	897	904	948	1 018
Sworn police officers, uniformed	FTE	603	612	664	728
Sworn police officers, non-uniformed	FTE	79	80	92	91
Civilian	FTE	215	212	192	197
Other	FTE	0	0	0	2
<i>Assets</i>					
Total value of assets, comprising:	\$'000	na	na	122 000	104 812
Buildings, land, fittings	\$'000	na	na	108 000	93 272
Other	\$'000	na	na	14 000	11 540

na not available.

1 The NT Police was part of a tri-service department which also serviced the NT Fire and Rescue Service and the NT Emergency Service. Where possible, all expenditure that relates directly to the Fire and Emergency Services has been excluded.

2 Employer contributions to superannuation were not incurred by NT Police.

3 The Police Service was on a cash accounting system which did not allow for depreciation of assets.

4 "Police staff" includes Auxiliaries and Aboriginal Community Police Officers who were sworn personnel in the NT.

## 11A2.2 Effectiveness — Protect, help, and reassure the community

Table 11A.9: Reporting rates for major offences, 1993 to 1996 (per cent)<sup>1</sup>

	<i>Year</i> <sup>2</sup>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Break and Enter	1993	73	83	75	85	81	81	72	na	79
	1994	76	84	na	na	na	na	na	na	na
	1995	74	77	78	80	82	na	88	na	na
	1996	77	na	na	na	na	na	na	na	na
Attempted Break and Enter	1993	29	40	29	33	32	38	27	na	32
	1994	35	37	na	na	na	na	na	na	na
	1995	31	37	29	31	33	na	38	na	na
	1996	24	na	na	na	na	na	na	na	na
Motor Vehicle theft	1993	96	94	97	87	90	94	88	na	94
	1994	95	94	na	na	na	na	na	na	na
	1995	91	97	94	94	97	na	*100	na	na
	1996	97	na	na	na	na	na	na	na	na
Robbery	1993	46	52	54	57	67	59	40	na	52
	1994	53	68	na	na	na	na	na	na	na
	1995	52	57	55	61	54	na	63	na	na
	1996	59	na	na	na	na	na	na	na	na
Assault	1993	32	35	29	35	32	32	31	na	32
	1994	39	35	na	na	na	na	na	na	na
	1995	30	33	37	41	39	na	32	na	na
	1996	31	na	na	na	na	na	na	na	na

na not available.

1 Surveys were not necessarily conducted in all jurisdictions in all years.

2 Figures were for the 12 months to April of the specified year, except for figure for WA in 1995, which were for the 12 months to October of that year.

\* Estimate was subject to a relative standard error of between 25 per cent and 50 per cent

Sources: ABS Cat. No. 4509.0, 4509.1, 4509.2, 4509.3, 4509.4, 4509.5.

Table 11A.10: Deaths in police custody and custody related incidents, 1992–93 to 1995–96 (number)

<i>Year</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
1992–93	15	14	3	0	4	0	0	0	36
1993–94	7	10	5	0	2	2	1	1	28
1994–95	8	5	3	3	0	1	0	0	20
1995–96	6	7	5	4	0	3	1	1	27

Source: AIC 1996.

Table 11A.11: Complaints against police, 1992–93 to 1995–96 (index, base year 1993–94)<sup>1</sup>

<i>Year</i>	<i>NSW</i> <sup>1</sup>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
1992–93	na	0.89	0.89	1.15	0.68	1.14	1.07	0.90	0.52
1993–94	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
1994–95	0.99	1.15	0.93	1.06	1.15	1.29	1.23	0.97	1.04
1995–96	1.16	1.08	0.81	0.95	1.18	1.21	1.42	0.99	1.09

na not available

1 Information for 1992–93 not available as Complaints Information System was introduced during 1993.

Table 11A.12: General satisfaction with services provided by the police, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Very satisfied	15.1	22.0	14.5	15.4	21.0	15.9	15.2	13.2	17.3
Satisfied	52.4	53.8	52.5	51.2	56.5	52.3	52.4	60.1	53.1
Neither satisfied nor dissatisfied	19.3	15.7	20.7	20.1	16.4	18.8	23.0	17.7	18.5
Dissatisfied	8.6	5.1	6.7	9.2	2.9	7.7	5.4	5.7	6.8
Very dissatisfied	1.9	1.7	2.9	2.7	1.0	1.8	0.8	1.7	2.0
Don't know	2.7	1.8	2.7	1.5	2.1	3.4	3.2	1.6	2.3

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their attitudes and behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.13: General satisfaction with services provided by the police, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>By sex:</b>									
<i>Males</i>									
Very satisfied	13.3	19.7	11.6	11.0	16.9	15.0	13.5	11.0	14.7
Satisfied	50.7	54.3	54.6	50.2	59.3	49.2	49.4	58.8	53.0
Neither satisfied nor dissatisfied	21.3	15.8	20.7	21.8	18.9	21.7	27.5	19.1	19.7
Dissatisfied	10.4	6.5	7.3	11.6	3.1	9.1	6.7	7.7	8.3
Very dissatisfied	2.4	2.5	3.5	3.4	0.9	2.6	1.3	2.0	2.6
Don't know	1.9	1.2	2.2	2.0	0.9	2.3	1.7	1.5	1.7
<i>Females</i>									
Very satisfied	16.9	24.1	17.4	19.7	25.0	16.8	17.0	15.4	19.7
Satisfied	54.1	53.4	50.5	52.2	53.8	55.3	55.3	61.4	53.2
Neither satisfied nor dissatisfied	17.5	15.5	20.8	18.4	14.1	16.0	18.5	16.3	17.3
Dissatisfied	6.8	3.8	6.0	6.7	2.8	6.4	4.2	3.8	5.5
Very dissatisfied	1.3	0.9	2.2	2.0	1.0	1.0	0.3	1.4	1.4
Don't know	3.4	2.3	3.1	0.9	3.3	4.5	4.6	1.8	2.9
<b>By age:</b>									
<i>18 to 29 years</i>									
Very satisfied	10.5	13.5	10.0	5.2	14.7	9.4	9.1	10.2	10.9
Satisfied	50.7	55.4	52.8	51.6	57.7	49.2	51.9	56.6	52.9
Neither satisfied nor dissatisfied	23.6	20.5	24.9	27.7	23.0	29.3	30.1	23.5	23.7
Dissatisfied	10.3	7.1	6.8	10.6	3.0	5.1	5.6	7.0	8.1
Very dissatisfied	2.9	2.4	2.0	3.4	1.1	1.8	1.2	1.3	2.4
Don't know	2.0	1.1	3.5	1.5	0.5	5.3	2.1	1.5	2.0
<i>30 to 64 years</i>									
Very satisfied	14.7	21.3	14.4	17.1	21.1	16.0	16.1	14.4	17.1
Satisfied	52.2	54.9	50.5	50.6	57.0	54.5	53.6	60.2	53.0
Neither satisfied nor dissatisfied	20.3	15.5	22.0	18.9	16.6	16.2	21.2	16.4	18.8
Dissatisfied	8.7	5.2	7.2	9.3	3.0	9.1	5.8	5.3	7.1
Very dissatisfied	1.4	1.4	3.5	2.5	0.9	2.1	0.6	1.9	1.9
Don't know	2.6	1.7	2.3	1.5	1.5	2.1	2.6	1.7	2.1
<i>65 years and over</i>									
Very satisfied	24.0	38.6	23.3	26.9	29.2	24.5	28.1	12.5	28.4
Satisfied	56.1	46.9	60.8	53.3	53.4	48.6	46.2	76.1	53.8
Neither satisfied nor dissatisfied	8.7	8.4	7.8	10.9	7.1	13.9	12.6	4.5	8.7
Dissatisfied	5.1	1.5	3.8	5.8	2.5	6.6	2.5	5.5	3.8
Very dissatisfied	1.9	1.5	1.5	1.9	1.2	1.0	0.8	0.0	1.6
Don't know	4.2	3.1	2.9	1.1	6.6	5.6	9.7	1.4	3.8

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.14: General satisfaction with police services, by birthplace, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Australian born</i>									
Very satisfied	16.5	26.4	14.2	15.2	22.8	16.3	15.8	14.8	18.9
Satisfied	52.7	51.1	54.8	53.2	56.0	52.7	53.0	57.8	53.1
Neither satisfied nor dissatisfied	18.7	15.8	19.8	19.6	15.9	18.4	23.5	18.8	18.2
Dissatisfied	8.2	4.3	6.0	8.5	2.6	7.8	5.2	5.9	6.3
Very dissatisfied	1.7	1.5	2.8	2.6	1.0	1.8	0.4	1.7	1.9
Don't know	2.1	0.9	2.4	0.9	1.7	2.9	2.1	1.0	1.7
<i>Born outside Australia</i>									
Very satisfied	11.8	11.8	15.7	15.8	15.8	13.8	13.7	8.8	13.1
Satisfied	51.9	60.0	44.5	46.8	58.2	49.8	50.6	66.2	53.1
Neither satisfied nor dissatisfied	20.7	15.2	24.0	21.2	18.0	21.3	21.4	14.8	19.5
Dissatisfied	9.3	6.9	9.0	10.7	4.0	7.1	6.2	5.3	8.2
Very dissatisfied	2.1	2.2	3.0	2.9	0.8	1.6	2.0	1.6	2.2
Don't know	4.1	3.8	3.9	2.6	3.3	6.3	6.1	3.3	3.8

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.15: Satisfaction with police in specific police tasks, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Dealing with public order problems</i>									
Very satisfied	5.6	10.2	6.5	7.3	10.3	5.5	6.6	4.8	7.5
Satisfied	44.6	52.6	41.2	41.8	47.0	41.1	44.8	44.4	45.8
Neither satisfied nor dissatisfied	21.7	18.2	20.9	20.9	21.9	21.1	25.5	23.6	20.7
Dissatisfied	18.6	12.8	21.5	22.3	14.1	23.9	16.4	20.0	17.7
Very dissatisfied	4.6	2.2	5.6	5.2	2.4	4.3	2.1	4.2	4.0
Don't know	4.9	4.1	4.2	2.5	4.4	4.2	4.6	3.0	4.3
<i>Support for community programs</i>									
Very satisfied	16.2	25.6	24.6	23.0	26.5	20.7	17.0	28.1	21.8
Satisfied	51.2	50.5	49.1	50.7	52.3	57.5	50.7	52.7	50.8
Neither satisfied nor dissatisfied	17.0	13.1	13.7	13.4	10.3	9.4	19.2	10.3	14.3
Dissatisfied	5.7	3.2	3.4	3.6	3.0	3.0	4.5	2.4	4.1
Very dissatisfied	1.1	0.3	0.7	0.8	0.4	0.9	0.3	0.5	0.7
Don't know	8.7	7.3	8.5	8.5	7.5	8.6	8.5	5.9	8.2

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.16: Persons feeling safe in the following situations, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Home alone during day</i>									
Very safe	46.5	52.6	51.3	50.0	51.2	55.8	60.1	59.1	50.1
Safe	46.1	40.2	42.4	42.4	41.8	40.8	35.6	37.8	42.9
Neither safe nor unsafe	3.5	3.6	4.1	4.5	3.5	1.6	2.5	1.7	3.7
Unsafe	3.4	2.7	1.7	2.3	2.8	1.6	1.5	1.2	2.7
Very unsafe	0.1	0.7	0.3	0.7	0.3	0.1	0.3	0.2	0.4
Not applicable	0.4	0.2	0.2	0.2	0.4	0.1	0.0	0.1	0.3
<i>Home alone after dark</i>									
Very safe	30.5	34.7	32.0	32.4	33.0	35.7	38.0	39.1	32.5
Safe	49.6	44.5	48.3	45.6	47.0	45.5	46.9	43.9	47.3
Neither safe nor unsafe	8.7	8.5	9.7	10.2	9.2	8.9	7.6	8.8	9.0
Unsafe	8.1	8.3	7.7	9.3	8.0	8.0	5.9	7.4	8.1
Very unsafe	2.6	3.4	2.0	2.3	2.1	1.8	1.4	0.8	2.6
Not applicable	0.6	0.7	0.3	0.3	0.8	0.1	0.1	0.0	0.5
<i>Walking or jogging locally during day</i>									
Very safe	32.2	37.7	34.1	35.7	38.5	38.0	42.7	41.8	35.2
Safe	57.1	51.3	53.9	53.2	50.8	53.3	48.0	49.4	53.9
Neither safe nor unsafe	4.7	4.1	4.7	5.3	5.1	3.3	4.3	4.1	4.6
Unsafe	3.4	4.7	4.2	3.9	3.8	2.9	3.4	2.5	3.9
Very unsafe	0.6	0.4	0.8	0.8	0.3	0.5	0.4	0.6	0.6
Not applicable	1.8	1.9	2.3	1.1	1.5	2.0	1.2	1.7	1.8
<i>Walking or jogging locally after dark</i>									
Very safe	11.0	11.0	10.7	12.0	11.5	13.2	10.2	11.6	11.1
Safe	27.2	28.2	27.7	28.6	25.8	28.4	31.9	29.2	27.7
Neither safe nor unsafe	13.9	13.9	12.7	13.4	13.8	14.6	16.1	17.0	13.7
Unsafe	32.1	27.8	31.6	29.1	30.2	27.9	27.8	27.5	30.3
Very unsafe	11.1	14.1	11.2	14.2	11.5	9.6	9.7	10.6	12.1
Not applicable	4.7	5.1	6.2	2.6	7.2	6.3	4.3	4.1	5.1
<i>Travelling on public transport during day</i>									
Very safe	21.5	23.7	22.8	25.8	26.2	25.6	40.5	27.5	23.5
Safe	54.2	54.7	50.7	49.2	50.1	47.7	44.3	35.1	52.4
Neither safe nor unsafe	5.4	5.8	4.4	6.5	4.7	5.8	2.4	5.2	5.3
Unsafe	4.8	4.6	1.8	3.9	1.5	1.5	0.6	1.0	3.7
Very unsafe	1.3	0.5	0.5	0.7	0.3	0.3	0.3	0.1	0.8
Not applicable	13.0	10.6	19.7	13.9	17.3	19.1	11.9	31.2	14.3
<i>Travelling on public transport after dark</i>									
Very safe	5.0	5.7	5.6	4.6	6.9	9.7	13.6	10.6	5.7
Safe	16.8	20.1	22.4	17.5	19.5	26.7	32.6	23.4	19.5
Neither safe nor unsafe	13.5	13.4	16.0	13.7	12.9	14.0	13.9	12.9	13.9
Unsafe	31.4	28.5	22.9	28.9	22.8	18.1	17.2	12.6	27.5
Very unsafe	15.8	17.5	8.2	15.3	12.3	4.7	4.7	4.7	14.0
Not applicable	17.5	14.8	24.8	20.0	25.5	26.8	17.9	35.8	19.4

<sup>1</sup> The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.17: Persons perception of problems in neighbourhood, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Housebreaking</i>									
Major problem	17.2	18.4	19.2	24.2	14.5	20.9	14.2	24.3	18.4
Somewhat a problem	43.4	44.2	35.9	43.8	50.5	47.5	54.5	44.1	43.2
Not a problem	34.8	31.9	38.5	26.2	30.9	28.0	26.6	27.1	33.2
Don't know	4.7	5.5	6.4	5.8	4.1	3.6	4.8	4.5	5.2
<i>Motor vehicle theft</i>									
Major problem	14.1	16.2	11.6	17.9	10.7	10.9	7.9	14.9	14.1
Somewhat a problem	35.4	40.1	27.8	33.4	34.8	34.7	36.8	38.1	35.0
Not a problem	42.8	36.8	51.4	39.6	44.1	47.3	44.8	38.8	42.8
Don't know	7.8	7.0	9.2	9.1	10.3	7.0	10.4	8.1	8.2
<i>Speeding cars or dangerous, noisy driving</i>									
Major problem	28.4	30.0	30.6	26.0	28.0	33.1	24.6	31.2	29.0
Somewhat a problem	41.6	37.5	38.5	38.6	41.9	37.3	41.8	33.9	39.6
Not a problem	28.9	31.5	29.5	34.5	29.1	28.7	33.2	33.7	30.3
Don't know	1.1	1.0	1.5	1.0	1.1	1.0	0.4	1.2	1.1
<i>Family violence</i>									
Major problem	3.5	4.0	4.3	2.4	2.8	2.6	2.1	9.0	3.6
Somewhat a problem	15.0	11.2	12.9	11.9	13.0	11.9	15.9	19.9	13.2
Not a problem	66.3	63.9	68.5	66.4	64.2	67.6	59.2	57.6	65.8
Don't know	15.2	20.9	14.3	19.3	20.0	17.9	22.9	13.4	17.4
<i>Sexual assault</i>									
Major problem	3.4	3.8	2.6	2.7	2.1	1.3	2.8	6.4	3.2
Somewhat a problem	11.6	11.8	7.7	10.9	8.8	8.5	11.2	16.0	10.6
Not a problem	65.4	62.2	71.9	63.8	64.6	69.5	58.1	57.6	65.5
Don't know	19.5	22.1	17.7	22.6	24.5	20.7	27.9	20.0	20.7
<i>Other physical assault</i>									
Major problem	5.2	3.7	3.1	3.2	2.7	2.6	2.9	9.3	4.0
Somewhat a problem	20.9	19.1	13.3	17.5	16.5	14.3	17.2	23.6	18.2
Not a problem	60.2	60.6	69.0	60.7	62.7	67.1	58.2	53.9	62.2
Don't know	13.7	16.6	14.6	18.6	18.1	16.0	21.8	13.2	15.6
<i>Graffiti or other vandalism</i>									
Major problem	12.9	9.7	10.3	13.0	13.6	7.5	16.4	9.6	11.6
Somewhat a problem	31.4	35.2	26.5	38.0	41.7	27.7	46.0	34.0	33.1
Not a problem	53.3	51.0	59.8	46.9	42.1	61.5	35.9	53.4	52.3
Don't know	2.4	4.1	3.4	2.2	2.6	3.2	1.7	2.9	3.0
<i>Louts or gangs</i>									
Major problem	9.8	6.5	6.7	8.3	5.0	7.1	5.9	8.0	7.7
Somewhat a problem	25.8	24.9	23.5	28.0	24.1	22.9	29.0	25.8	25.2
Not a problem	60.3	64.3	65.3	58.8	66.3	65.7	60.9	61.5	62.7
Don't know	4.1	4.4	4.5	4.9	4.6	4.3	4.1	4.7	4.4

*cont.*

Table 11A.17: Persons perception of problems in neighbourhood, 9 months to September 1996 (per cent)<sup>1</sup> (cont)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Drunken or disorderly behaviour</i>									
Major problem	7.6	4.9	6.0	5.4	4.9	6.1	3.6	23.9	6.2
Somewhat a problem	26.8	20.9	19.2	26.3	18.4	20.7	22.8	29.2	23.0
Not a problem	62.6	69.2	70.3	64.1	73.1	68.6	68.9	44.4	66.8
Don't know	2.9	5.0	4.4	4.1	3.7	4.7	4.7	2.5	3.9
<i>Illegal drugs</i>									
Major problem	13.1	12.3	7.9	9.0	6.5	9.5	6.9	9.8	10.8
Somewhat a problem	21.3	18.7	13.6	21.9	17.9	15.5	19.2	15.8	18.8
Not a problem	47.7	50.7	58.9	46.2	56.2	56.2	49.5	50.1	51.3
Don't know	17.9	18.3	19.6	22.9	19.4	18.8	24.5	24.2	19.1

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.18: Opinions about police, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Trust local police</i>									
Strongly agree	10.8	16.5	13.0	15.3	20.0	14.1	11.8	14.2	13.9
Agree	62.5	61.8	60.8	58.9	62.5	62.8	63.0	64.2	61.7
Neither agree nor disagree	15.3	13.5	16.8	15.8	10.8	14.9	16.9	15.3	14.8
Disagree	7.9	5.2	5.2	6.6	4.5	5.3	6.0	3.7	6.2
Strongly disagree	1.4	1.4	1.1	1.4	0.6	1.5	0.8	1.6	1.3
Don't know	2.1	1.5	3.1	2.0	1.7	1.4	1.5	0.9	2.1
<i>Police perform job professionally</i>									
Strongly agree	7.9	12.6	10.0	10.9	15.3	10.6	10.1	10.9	10.5
Agree	62.2	60.2	62.3	59.1	63.8	63.9	63.0	63.0	61.6
Neither agree nor disagree	17.5	17.6	18.4	19.7	13.5	16.1	19.1	16.5	17.5
Disagree	8.9	6.6	5.6	7.6	5.0	6.7	4.7	6.7	7.1
Strongly disagree	1.2	1.0	1.0	1.3	0.3	1.0	0.9	1.4	1.0
Don't know	2.3	2.1	2.7	1.4	2.1	1.8	2.2	1.4	2.2
<i>Police treat people fairly and equally</i>									
Strongly agree	4.6	7.7	5.8	7.2	8.8	6.8	5.3	7.5	6.3
Agree	45.3	44.0	44.0	39.1	50.1	48.0	41.2	41.4	44.5
Neither agree nor disagree	22.0	25.1	23.4	24.0	22.3	21.9	28.4	24.9	23.4
Disagree	19.8	16.4	18.5	22.5	11.8	16.8	17.9	19.5	18.2
Strongly disagree	3.5	3.1	3.7	3.3	2.6	2.6	3.3	3.4	3.3
Don't know	4.7	3.8	4.6	3.8	4.5	3.9	3.9	3.3	4.3

(cont.)



Table 11A.18: Opinions about police, 9 months to September 1996  
(per cent)<sup>1</sup> (cont.)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Most police are honest</i>									
Strongly agree	6.6	8.8	7.2	7.7	12.2	8.5	6.9	9.5	7.9
Agree	59.0	59.7	63.1	58.1	63.6	63.7	60.4	63.8	60.4
Neither agree nor disagree	17.9	17.9	15.7	18.3	14.5	14.5	20.5	15.6	17.2
Disagree	10.3	8.5	8.8	10.6	4.9	7.7	7.8	5.6	9.0
Strongly disagree	2.2	1.5	1.4	1.9	0.8	1.7	0.6	1.5	1.7
Don't know	4.1	3.7	3.8	3.4	4.0	3.9	3.9	4.1	3.8
<i>Sometimes police have to break the rules</i>									
Strongly agree	3.6	5.5	5.0	5.9	4.7	3.9	4.0	6.2	4.7
Agree	48.8	47.8	51.1	51.6	48.1	49.4	39.5	44.9	49.0
Neither agree nor disagree	16.4	18.1	15.4	15.7	17.4	19.8	18.6	17.8	16.8
Disagree	20.0	18.0	18.0	16.2	17.6	18.3	25.0	21.2	18.6
Strongly disagree	5.0	4.9	3.7	5.1	4.2	3.9	7.3	4.9	4.7
Don't know	6.2	5.7	6.7	5.5	8.0	4.7	5.8	5.0	6.2
<i>Always will be police corruption</i>									
Strongly agree	18.5	14.8	16.7	18.1	11.9	10.4	14.4	14.5	16.4
Agree	67.3	67.3	71.3	68.8	71.0	74.2	67.2	69.5	68.7
Neither agree nor disagree	6.1	8.7	6.4	6.5	7.7	7.8	9.8	8.4	7.1
Disagree	4.2	4.6	2.5	3.7	5.7	4.1	4.4	4.8	4.1
Strongly disagree	1.1	1.2	0.5	0.8	0.6	1.4	1.7	0.7	1.0
Don't know	2.8	3.4	2.6	2.1	3.1	2.1	2.6	2.1	2.9
<i>Do not have confidence in the police</i>									
Strongly agree	2.3	1.7	1.8	1.3	1.6	1.2	1.2	2.1	1.8
Agree	10.1	8.1	8.8	9.1	4.5	8.8	6.7	6.3	8.7
Neither agree nor disagree	17.6	13.2	17.0	19.5	11.2	13.8	16.6	13.4	15.9
Disagree	58.6	64.3	62.2	56.3	64.6	65.8	64.4	64.2	61.3
Strongly disagree	9.7	10.6	8.4	12.9	16.6	9.6	10.3	12.9	10.6
Don't know	1.7	2.1	1.8	0.9	1.6	0.8	0.8	1.0	1.7

<sup>1</sup> The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.19: Persons having contact with police in the past 12 months, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Yes	46.5	51.3	42.6	53.6	43.8	41.4	53.5	57.3	47.5
No	53.5	48.7	57.4	46.4	56.2	58.6	46.5	42.7	52.5

<sup>1</sup> The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.20: Distribution of contacts with police in the past 12 months, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
One	41.2	41.9	40.5	39.4	41.4	36.4	39.2	42.9	41.0
Two	21.3	21.2	21.9	22.1	25.6	25.1	26.1	24.2	22.0
Three	13.1	15.0	15.9	14.7	12.2	12.6	14.3	12.3	14.1
Four	6.5	7.8	5.7	8.2	6.1	7.7	8.1	4.5	6.9
Five	3.3	4.5	3.1	2.8	5.3	3.5	4.9	3.1	3.7
Six	7.7	3.5	3.9	5.4	2.4	6.0	3.4	5.5	5.2
Seven	0.5	0.7	0.9	1.2	1.0	0.2	0.2	0.2	0.7
Eight	0.4	0.5	0.7	1.3	0.2	0.9	0.6	0.4	0.6
Nine	0.2	0.1	0.0	0.3	0.1	0.3	0.0	0.0	0.2
Ten or more	4.8	4.6	7.3	4.7	5.2	6.8	3.1	6.7	5.2
Don't know	0.9	0.2	0.1	0.1	0.6	0.6	0.0	0.3	0.5

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.21: Initiation of most recent contact, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Respondent	44.9	35.1	51.6	36.9	54.8	47.4	41.9	55.9	43.3
Police	55.1	64.9	48.4	63.1	45.2	52.6	58.1	44.1	56.7

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.22: Reason for respondent contacting police, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Report a crime	36.6	30.5	36.3	35.0	26.2	38.2	36.9	34.5	34.1
Report accident	17.0	8.8	8.7	12.3	15.2	4.8	18.3	9.0	12.6
Report suspicion	7.9	8.2	16.3	12.2	15.9	13.9	8.1	13.3	11.0
Give other information	3.3	8.3	5.9	6.0	2.5	3.5	6.0	3.6	5.1
Get assistance	16.5	28.3	12.5	14.3	17.8	17.5	16.2	15.6	18.3
Neighbourhood watch meeting	3.2	1.4	2.7	1.3	5.3	5.3	3.8	3.4	2.8
Lost/found property	5.0	5.0	5.7	4.9	5.2	2.7	5.7	4.8	5.1
Other	10.5	9.6	11.9	14.1	11.8	14.1	5.1	15.7	11.1

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

**Table 11A.23: Reason for police contacting respondent, 9 months to September 1996 (per cent)<sup>1</sup>**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Random breath test	63.1	63.7	51.8	66.9	48.5	61.7	65.4	50.0	61.2
Traffic accident	2.4	2.6	1.6	2.0	3.7	3.3	1.6	3.9	2.4
Traffic violation	11.6	12.1	17.8	9.6	13.0	6.9	9.5	12.4	12.3
Noise/disturbance	3.9	3.0	1.7	4.2	4.8	4.1	2.8	5.7	3.4
Arrested you	0.2	0.5	1.5	0.3	1.2	1.2	0.2	2.5	0.6
Asked for information	9.3	8.3	10.8	6.2	12.7	10.2	10.1	11.0	9.1
Informal contact	3.9	3.2	1.9	1.9	4.4	2.7	3.8	4.3	3.2
Other	5.7	6.7	12.9	8.9	11.7	10.0	6.7	10.1	7.9

<sup>1</sup> The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

**Table 11A.24: Satisfaction most recent contact with police, 9 months to September 1996 (per cent)<sup>1</sup>**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Very satisfied	43.3	43.9	38.8	44.4	41.9	44.4	39.4	39.8	42.7
Satisfied	35.6	37.4	35.5	38.5	39.9	39.1	37.3	37.9	36.9
Neither satisfied or dissatisfied	7.8	7.5	9.0	7.2	6.0	6.4	11.7	7.4	7.8
Dissatisfied	9.8	6.0	10.3	5.4	7.8	5.2	7.3	10.3	8.1
Very dissatisfied	3.3	4.6	6.5	4.5	4.1	4.8	4.2	4.6	4.4
Don't know	0.2	0.6	0.0	0.0	0.2	0.0	0.0	0.0	0.2

<sup>1</sup> The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

**Table 11A.25: Reason for satisfaction with police services, 9 months to September 1996 (per cent)<sup>1,2</sup>**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Prompt service	25.6	28.1	26.5	28.1	30.3	26.8	33.4	30.0	27.3
Approachable/friendly	52.5	42.9	44.1	45.4	43.6	48.7	50.2	50.8	46.9
Helpful	34.4	23.7	32.8	25.5	36.2	28.3	28.0	31.0	30.0
Courteous	51.2	44.5	56.2	49.9	42.3	45.4	53.0	46.5	49.1
Professional/fair	36.5	30.9	34.9	27.9	33.6	29.7	36.6	36.5	33.3
Handled well	32.5	25.0	35.2	22.7	29.0	31.1	33.8	36.4	29.5
Took appropriate action	30.1	24.7	34.1	29.3	31.3	28.9	34.9	36.9	29.3
Efficient	24.1	25.2	31.0	23.8	25.2	26.7	29.3	23.4	25.6
Recovered property	2.0	2.5	3.9	1.8	3.2	3.0	3.8	2.6	2.5
Respondent kept informed	8.9	5.7	10.5	8.0	10.4	10.9	6.9	10.5	8.3
Communicated clearly	18.1	14.3	21.5	16.7	17.9	15.0	23.2	19.0	17.4
Other	0.6	0.2	0.2	1.7	1.0	1.6	0.5	1.2	0.6
Don't know	0.0	0.2	0.1	0.5	0.5	0.1	0.0	0.0	0.2

<sup>1</sup> The sum of the percentages is larger than 100 per cent for each state as more than one reason could be chosen.

2 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.26: Reason for dissatisfaction with police services, 9 months to September 1996 (per cent)<sup>1,2</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Took no action	41.8	25.9	36.8	23.8	25.0	29.8	31.4	38.1	33.9
No interest shown	22.7	30.9	31.8	30.1	26.8	32.5	20.3	24.0	27.7
Kept waiting	17.1	23.4	19.8	18.2	27.1	25.4	14.4	18.2	20.1
Unfriendly/impolite	27.7	37.7	21.0	24.8	39.6	29.8	35.9	19.6	29.3
Unhelpful	27.9	28.6	27.9	20.7	32.9	20.7	31.9	16.0	27.6
Unprofessional/unfair	26.1	34.5	27.1	22.2	24.9	16.7	28.7	24.6	27.7
Not kept informed	22.3	26.3	23.3	23.1	8.6	27.8	14.9	19.3	22.4
Made false accusation	8.6	9.7	10.8	6.4	13.7	10.9	16.9	15.6	9.7
Used unnecessary force	3.7	4.7	6.3	1.9	4.5	8.3	1.7	7.5	4.5
Used complex language	1.2	4.3	2.7	1.8	4.1	5.6	5.1	5.4	2.7
Other	8.2	6.4	10.1	14.4	11.9	8.3	11.6	10.2	9.0
Don't know	1.5	0.0	0.0	1.8	0.0	0.0	0.0	0.0	0.7

1 The sum of the percentages is larger than 100 per cent for each state as more than one reason could be chosen.

2 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

### 11A2.3 Effectiveness — law enforcement and crime prevention

*Objective: Crimes against the person*

Table 11A.27: Reported victims of crime, 1993 to 1995 (number per 100 000 population)<sup>1</sup>

	<i>Year</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Murder, Attempted Murder Manslaughter	1993	3.4	2.8	6.4	3.2	6.1	1.9	1.7	13.6	4.0
	1994	3.0	2.7	5.9	4.6	4.2	2.3	1.7	8.2	3.7
	1995	2.8	2.5	5.7	4.1	4.3	3.4	1.7	16.1	3.6
Driving causing death	1993	1.7	0.8	1.2	1.4	1.2	0.4	0.0	3.5	1.3
	1994	1.9	0.4	0.5	1.9	1.0	0.0	0.0	1.8	1.1
	1995	3.0	0.5	1.3	2.5	1.2	0.0	0.0	1.7	1.7
Assault	1995	619	351	537	635	913	430	457	1 167	560
Sexual Assault	1993	63	72	75	75	108	27	27	115	71
	1994	76	63	63	81	101	30	33	105	71
	1995	66	62	75	103	92	34	25	73	71
Kidnapping / Abduction	1993	5.2	1.5	3.9	2.0	5.1	2.8	1.0	1.8	3.6
	1994	3.7	2.2	2.7	2.4	4.7	3.6	0.3	5.3	3.1
	1995	2.9	2.1	2.2	2.0	5.3	0.2	0.3	6.3	2.6
Armed Robbery	1993	39	22	30	28	34	10	18	8	30
	1994	37	17	27	34	32	13	21	8	28
	1995	62	17	27	39	25	13	26	10	37
Unarmed Robbery	1993	62	20	32	30	83	13	20	19	42
	1994	85	19	34	37	71	18	22	23	50
	1995	94	21	33	42	74	14	27	33	54
Blackmail / extortion	1993	0.1	1.3	1.4	0.3	1.9	0.0	1.0	0.0	0.8
	1994	0.2	1.6	1.1	1.2	1.1	0.2	0.3	0.6	0.9
	1995	0.3	1.2	1.6	0.5	1.0	0.4	0.3	1.2	0.8

<sup>1</sup> Figures were based on crimes reported to police.

Source: ABS Cat. No. 4510.0

Table 11A.28: Estimated total victims of crime, reported and unreported, 1983 and 1993 to 1996 (number per 100 000 population)<sup>1,2</sup>

	Year <sup>3</sup>	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Robbery	1983	800	400	400	700	*400	**	*700	**	600
	1993	1 300	1 000	1 200	1 300	1 300	800	1 700	1 700	1 200
	1994	1 200	1 100	na	na	na	na	na	na	na
	1995	1 700	800	1 900	1 900	1 100	na	1 300	na	na
	1996	1 800	na	na	na	na	na	na	na	na
Assault	1983	3 000	3 800	2 900	4 300	4 000	*1 400	*4 800	*6 500	3 400
	1993	2 600	2 200	2 900	2 200	2 500	2 800	3 500	3 600	2 500
	1994	2 400	2 600	na	na	na	na	na	na	na
	1995	2 700	2 400	3 200	2 600	2 900	na	3 800	na	na
	1996	2 800	na	na	na	na	na	na	na	na

na not available.

\* Estimate is subject to a relative standard error of between 25 per cent and 50 per cent

\*\* Estimate is subject to a relative standard error of over 50 per cent

1 Figures derived from surveys of the Australian population. Surveys were not necessarily conducted in all jurisdictions in all years.

2 Data was also collected on the incidence of sexual assault, however the high standard error for those figures made them unreliable and accordingly they are not reported here.

3 Figures were for to the 12 months to April of the specified year, except for figure for WA in 1995, which were for the 12 months to October.

Sources: ABS Cat. No. 4509.0, 4509.1, 4509.2, 4509.3, 4509.4, 4509.5.

### Objective: Crimes against property

Table 11A.29: Reported victims of crime 1993 to 1995 (number per 100 000 population)<sup>1</sup>

	Year	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Unlawful entry with intent (UEWI)	1993	1 842	1 804	2 426	3 148	2 842	2 534	1 907	2 178	2 165
	1994	1 984	1 600	2 297	3 287	2 438	2 803	1 661	2 637	2 127
	1995	2 178	1 575	2 061	3 524	2 080	2 400	1 602	3 039	2 132
UEWI involving taking of property	1995	1 796	1 248	1 574	2 538	1 703	1 914	1 183	2 094	1 678
UEWI other	1995	383	328	487	987	377	486	420	945	454
Motor vehicle theft	1993	651	616	505	967	704	282	561	444	638
	1994	752	612	517	977	636	361	534	448	670
	1995	762	650	561	1 032	677	476	512	588	703
Other theft	1995	2 280	2 481	2 584	4 337	3 452	2 334	3 394	3 826	2 713

1 Figures were based on crimes reported to police.

Source: ABS Cat. No. 4510.0

Table 11A.30: Estimated total victims of crime, reported and unreported, 1983 and 1993 to 1996 (number per 100 000 population)<sup>1</sup>

	<i>Year</i> <sup>2</sup>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Break and enter	1993	3 700	3 300	5 200	7 500	5 000	4 000	5 000	7 400	4 400
	1994	4 500	3 400	na	na	na	na	na	na	na
	1995	5 300	3 200	6 300	8 900	4 600	na	4 500	na	na
	1996	4 600	na	na	na	na	na	na	na	na
Attempted Break and enter	1993	2 600	2 600	3 200	4 900	3 800	2 000	4 900	5 400	3 100
	1994	3 000	2 500	na	na	na	na	na	na	na
	1995	4 100	2 300	5 500	7 100	4 000	na	4 500	na	na
	1996	4 300	na	na	na	na	na	na	na	na
Break and enter or Attempted Break and enter	1983	6 700	5 600	5 800	5 700	6 400	*3 600	*5 300	*8 500	6 100
	1993	5 700	5 400	7 500	11 000	8 100	5 600	8 900	10 600	6 800
	1994	6 700	5 300	na	na	na	na	na	na	na
	1995	8 500	5 000	10 300	13 600	7 700	na	7 900	na	na
	1996	8 100	na	na	na	na	na	na	na	na
Motor vehicle theft	1993	2 000	1 700	1 300	2 200	1 700	1 000	*800	*700	1 700
	1994	2 100	1 900	na	na	na	na	na	na	na
	1995	2 100	1 500	1 400	3 000	1 100	na	*1 000	na	na
	1996	2 000	na	na	na	na	na	na	na	na

na not available.

1 Figures derived from surveys of the Australian population. Surveys were not necessarily conducted in all jurisdictions in all years.

2 Figures were for to the 12 months to April of the specified year, except for figure for WA in 1995, which were for the 12 months to October.

\* estimate is subject to a relative standard error of between 25 per cent and 50 per cent

Sources: ABS Cat. No. 4509.0, 4509.1, 4509.2, 4509.3, 4509.4, 4509.5.

Table 11A.31: Proportion of stolen vehicles recovered, 1995 (per cent)

<i>Year</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> <sup>1</sup>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
1995	80	73	87	na	89	na	78	na	na

na not available.

1 The low sample size in Queensland makes this figure unreliable.

Sources: Office of Crime Statistics 1995; NRMA 1995.

*Objective: Road Safety*

**Table 11A.32: Road fatalities and hospitalisations, 1992–93 to 1995–96  
(number per 100 000 population)**

<i>Year</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> <sup>1</sup>	<i>NT</i>	<i>Aust</i>
1992–93	94	75	108	126	92	112	161	185	119
1993–94	96	75	118	129	92	117	182	217	128
1994–95	95	74	124	137	90	115	186	192	127
1995–96	91	75	117	133	99	93	203	216	128

<sup>1</sup> Figures include all collisions with serious injury (involving overnight hospitalisation). The ACT data included collisions with serious injury and non-serious injury.

*Source:* ABS Cat. No. 9309.0

**Table 11A.33: Road fatalities and hospitalisations, 1992–93 to 1995–96  
(number per 100 000 registered vehicles)**

<i>Year</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i> <sup>1</sup>	<i>NT</i>	<i>Aust</i>
1992–93	179	119	189	193	146	172	284	372	207
1993–94	183	117	203	197	145	178	311	442	222
1994–95	178	116	211	207	139	172	314	383	215
1995–96	170	119	195	201	152	138	339	425	217

<sup>1</sup> Figures include all collisions with serious injury (involving overnight hospitalisation). The ACT data included collisions with serious injury and non-serious injury.

*Source:* ABS Cat. No. 9309.0

**Table 11A.34: Driven a motor vehicle in the past 12 months, 9 months  
to September 1996 (per cent)<sup>1</sup>**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Yes	83.7	85.7	87.4	89.5	86.8	87.5	89.2	92.2	85.9
No	16.3	14.3	12.6	10.5	13.2	12.5	10.8	7.8	14.1

<sup>1</sup> The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

*Source:* ABS unpublished.



Table 11A.35: Persons driven over speed limit by 10 km or more, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Do not drive	16.3	14.3	12.6	10.5	13.2	12.5	10.8	7.8	14.1
Always	1.6	2.1	2.6	2.6	1.4	1.2	1.9	3.0	2.0
Most of the time	8.3	7.8	10.2	13.9	7.2	5.4	12.1	11.9	9.0
Half the time	7.2	7.3	8.6	8.6	6.9	5.9	7.9	8.7	7.6
Sometimes	42.0	45.8	44.2	42.3	48.6	46.6	48.3	46.6	44.2
Never	24.2	22.3	21.5	21.7	22.2	28.2	18.7	21.8	22.8
Don't know	0.4	0.4	0.3	0.4	0.5	0.1	0.3	0.2	0.4
<i>Of those who drive, those who speed:</i>									
Half the time or more	20.4	20.1	24.5	28.0	17.9	14.3	24.6	25.6	21.6
Less than half the time/don't know	79.6	79.9	75.5	72.0	82.1	85.7	75.4	74.4	78.4

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.36: Driven when possibly over 0.05 blood alcohol limit in the last twelve months, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Do not drive	16.3	14.3	12.6	10.5	13.2	12.5	10.8	7.8	14.1
Always	0.2	0.3	0.3	0.2	0.7	0.2	0.1	0.0	0.3
Most of the time	0.0	0.0	0.3	0.5	0.1	0.1	0.0	0.1	0.1
Half the time	0.2	0.4	0.1	0.4	0.4	0.4	0.0	0.8	0.3
Sometimes	7.9	7.7	7.3	15.9	11.2	10.9	9.7	15.4	8.9
Never	75.2	76.9	79.4	72.3	74.0	75.8	79.1	75.1	76.1
Don't know	0.3	0.2	0.0	0.2	0.4	0.2	0.3	0.7	0.2
<i>Of those who drive, those who have drive when possibly over the 0.05 limit:</i>									
Sometimes or more	9.9	9.8	9.2	19.0	14.3	13.3	11.0	17.7	11.2
Never/don't know	90.2	90.0	90.8	81.0	85.7	86.9	89.0	82.2	88.8

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

Table 11A.37: Seat belt worn in the last twelve months, 9 months to September 1996 (per cent)<sup>1</sup>

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Always	93.6	92.7	92.0	93.6	88.9	90.3	91.9	87.4	92.5
Most of the time	4.5	4.1	5.1	4.6	7.0	6.1	5.4	6.9	4.8
Half the time	0.3	0.8	1.3	0.4	1.4	1.2	1.1	2.4	0.8
Sometimes	0.2	0.7	0.7	1.0	0.9	1.5	0.9	1.8	0.6
Never	0.5	0.4	0.5	0.1	1.5	0.5	0.3	0.4	0.5
Don't travel by car	0.1	0.2	0.2	0.1	0.2	0.4	0.0	0.0	0.2
Don't know	0.7	1.2	0.2	0.2	0.1	0.1	0.4	1.0	0.6

1 The satisfaction survey was conducted three times during the nine months to September 1996, each time the respondent was asked about their behaviour during the last 12 months.

Source: ABS unpublished.

## 11A.2.4 Efficiency indicators

### *New South Wales*

Table 11A.38: NSW efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	196	171	183	190
Total budget/operational FTE	\$	na	na	na	75 051
Operational FTE/ total FTE	Ratio	na	na	na	0.91
Available FTE/ total FTE	Ratio	na	na	na	na
Total budget/crimes against the person <sup>1</sup>	\$	na	na	na	22 687
Total budget/crimes against property <sup>1</sup>	\$	na	6 907	6 772	6 565
Total budget/number of road fatalities and casualties	\$	209 039	178 347	193 543	208 928
Total budget/ registered vehicles	\$	374	326	345	354

na not available.

1 Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

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## Victoria

Table 11A.39: Victoria efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	157	160	195	214
Total budget/operational FTE	\$	na	na	na	89 780
Operational FTE/ total FTE	Ratio	na	na	na	0.83
Available FTE/ total FTE	Ratio	0.82	0.82	0.82	0.82
Total budget/crimes against the person <sup>1</sup>	\$	na	na	na	47 292
Total budget/crimes against property <sup>1</sup>	\$	na	6 614	8 779	1 319
Total budget/number of road fatalities and casualties	\$	208 513	213 834	263 225	285 319
Total budget/ registered vehicles	\$	249	249	306	339

na not available.

<sup>1</sup> Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

## Queensland

Table 11A.40: Queensland efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	143	145	152	173
Total budget/operational FTE	\$	na	na	na	na
Operational FTE/ total FTE	Ratio	na	na	na	na
Available FTE/ total FTE	Ratio	na	na	na	na
Total budget/crimes against the person <sup>1</sup>	\$	na	na	na	25 980
Total budget/crimes against property <sup>1</sup>	\$	na	5 085	5 530	6 758
Total budget/number of road fatalities and casualties	\$	132 717	123 603	122 001	147 724
Total budget/ registered vehicles	\$	251	251	258	289

na not available.

<sup>1</sup> Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

## Western Australia

Table 11A.41: WA efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	152	183	182	206
Total budget/operational FTE	\$	na	na	na	63 535
Operational FTE/ total FTE	Ratio	na	na	na	0.88
Available FTE/ total FTE	Ratio	na	na	na	0.88
Total budget/crimes against the person <sup>1</sup>	\$	na	na	na	21 629
Total budget/crimes against property <sup>1</sup>	\$	na	4 513	4 352	4 605
Total budget/number of road fatalities and casualties	\$	120 478	141 819	132 914	154 149
Total budget/ registered vehicles	\$	232	279	276	309

na not available.

<sup>1</sup> Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

## South Australia

Table 11A.42: SA efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	197	194	202	210
Total budget/operational FTE	\$	na	na	na	83 085
Operational FTE/ total FTE	Ratio	na	na	na	0.85
Available FTE/ total FTE	Ratio	na	na	na	0.94
Total budget/crimes against the person <sup>1</sup>	\$	na	na	na	22 209
Total budget/crimes against property <sup>1</sup>	\$	na	5 493	6 594	7 641
Total budget/number of road fatalities and casualties	\$	213 163	211 196	225 323	198 703
Total budget/ registered vehicles	\$	311	301	314	323

na not available.

<sup>1</sup> Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

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## Tasmania

Table 11A.43: Tasmania efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	158	153	162	176
Total budget/operational FTE	\$	na	na	na	70 458
Operational FTE/ total FTE	Ratio	na	na	na	0.85
Available FTE/ total FTE	Ratio	na	na	na	0.81
Total budget/crimes against the person <sup>1</sup>	\$	na	na	na	35 699
Total budget/crimes against property <sup>1</sup>	\$	na	5 430	5 119	6 136
Total budget/number of road fatalities and casualties	\$	141 364	129 829	140 665	189 261
Total budget/ registered vehicles	\$	244	231	242	261

na not available.

<sup>1</sup> Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

## Australian Capital Territory

Table 11A.44: ACT efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	171	193	188	168
Total budget/operational FTE	\$	na	na	na	82 701
Operational FTE/ total FTE	Ratio	na	na	na	0.94
Available FTE/ total FTE	Ratio	na	na	na	na
Total budget/crimes against the person <sup>1</sup>	\$	na	na	na	22 740
Total budget/crimes against property <sup>1</sup>	\$	na	7 888	8 704	8 031
Total budget/number of road fatalities and casualties	\$	106 725	106 000	101 418	82 893
Total budget/ registered vehicles	\$	303	330	318	281

na not available.

<sup>1</sup> Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

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*Northern Territory*

Table 11A.45: NT efficiency indicators, 1992–93 to 1995–96

	<i>Units</i>	<i>1992–93</i>	<i>1993–94</i>	<i>1994–95</i>	<i>1995–96</i>
Total budget/population	\$	376	370	393	433
Total budget/operational FTE	\$	na	na	na	83 077
Operational FTE/ total FTE	Ratio	na	na	na	0.84
Available FTE/ total FTE	Ratio	na	na	na	0.86
Total budget/crimes against the person <sup>1</sup>	\$	na	na	na	47 064
Total budget/crimes against property <sup>1</sup>	\$	na	14 258	12 942	12 201
Total budget/number of road fatalities and casualties	\$	203 556	170 102	204 560	200 388
Total budget/ registered vehicles	\$	756	752	783	851

na not available.

<sup>1</sup> Based on reported crime for the twelve month to April in the financial year indicated.

Sources: ABS Cat. No. 3201.0, 3222.0, 4510.0, 9309.0.

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### 11A.3 Definitions

Each table of information from the police community satisfaction survey was based on the questions from the survey, no additional information is provided in the definitions below.

Table 11A.46: Definitions of descriptors

<i>Indicator</i>	<i>Explanation/definition</i>
Total recurrent expenditure	Comprises salaries and payments in the nature of salaries; other recurrent expenditure and depreciation. Each of these components are defined below.
Salaries and payments in the nature of salaries	Includes salaries, wages and allowances; payments of long service and recreation leave; redundancy payments; overtime; workers compensation; fringe benefits tax; payroll tax; and superannuation contributions by employers.
Other recurrent expenditure	Includes maintenance and working expenses; expenditure incurred by other departments on behalf of police; contracted police services; other recurrent costs not elsewhere classified.
Depreciation	Depreciation, where possible based on current asset valuation.
Revenue from own sources	Comprises all revenue raised and retained by police services. Includes revenue from the sale of stores, plant and vehicles; donations and industry contributions; user charges; and other revenue (excluding fine revenue).
Total capital expenditure	Includes all expenditure on the purchase of capital assets.
Total Expenditure	Equals total capital expenditure plus total recurrent expenditure less revenue from own sources.
Average police salaries	Equals salaries and payments in the nature of salaries paid to sworn police officers, divided by the number of sworn officers.
Average non-police staff salaries	Equals salaries and payments in the nature of salaries paid to civilian and other employees, divided by the total number of such employees.
Total number of staff	Total full time equivalent staff directly employed on an annual basis (that is, excluding labour contracted out). Actual rather than authorised staff are counted.
Sworn police officers, uniformed	Uniformed personnel who have the full powers of a sworn police officer. A uniformed officer is one who wears an identifiable police service uniform on a regular basis.
Sworn police officers, non-uniformed	Non-uniformed personnel who have the full powers of a sworn police officer. A non-uniformed officer is one who does not wear an identifiable police service uniform on a regular basis.

(cont.)

Table 11A.46: Definitions of descriptors, (cont.)

<i>Indicator</i>	<i>Explanation/definition</i>
Civilian staff	Includes specialist staff; that is, civilian training and teaching, medical, and other specialists, and civilian administrative staff and management staff.
Other staff	Includes auxiliary police personnel who are neither sworn officers or strictly civilians because they are authorised to exercise some statutory powers normally restricted to sworn officers. Includes police cadets, police aides and special constables.
Value of assets: Buildings, land and fittings	Equals the value of land, buildings and fittings under the direct control of police.
Value of Other assets	Equals the value of motor vehicles, computer equipment, and general plant and equipment under the direct control of police.

Table 11A.47: Definition of effectiveness indicators

<i>Indicator</i>	<i>Explanation/definition</i>
Reporting rate	The proportion of victims of crime who told police about the last crime incident of which they were the victim. Measured through a crime victimisation survey.
Reported crime	Crimes reported to, and recorded by, police.
Total crime, reported and unreported.	Crime measured by direct survey of the Australian population. individuals contacted are asked whether they have experienced certain criminal events in the last 12 months.
Deaths in police custody and custody related incidents	Includes at least one of the following death wherever occurring: of a person who is in police custody; of a person whose death is caused or contributed to by traumatic injuries while in custody; of a person who is fatally injured in the process of police officers attempting to detain that person; and/or of a person who dies or is fatally injured in the process of escaping or attempting to escape from police custody.
Complaints	The number of statements of complaint by members of the public regarding police conduct when a person was in police custody or had voluntary or involuntary dealing with the police.
Murder	The wilful killing of a person either intentionally or with reckless indifference to life.
Attempted murder	The attempt to unlawfully kill another person by any means, act, or omission.

(cont.)



Table 11A.47: Definition of effectiveness indicators (cont.)

Indicator	Explanation/definition
Manslaughter	The unlawful killing of a person caused: without intent to kill, usually as a result of careless, reckless or negligent act; or intentional but due to extreme provocation; or when in a state of mind impairs the capacity to understand or control one's actions.
Driving causing death	Driving causing death is the unlawful killing of a person caused through culpable, dangerous or negligent driving.
Kidnapping / abduction	The unlawful seizing or taking away of another person by force, deception, against that persons will, or against the will of any parent, guardian or person with lawful custody.
Unarmed/ Armed robbery	The unlawful taking of property in confrontational circumstances accompanied by force, threat of force, or by placing the victim in fear. Armed robbery involves the use of a weapon, defined as any object used to cause injury or fear of injury.
Blackmail / extortion	To demand or unlawfully obtain money or other item(s) of value not from the immediate possession of the person but through coercive measures.
Break and Enter	An incident were the home was broken into, including the garage or shed, but excluding the garden or car.
Attempted break and enter	An incident where an attempt was made to break into a home.
Motor vehicle theft	An incident where a registered motor vehicle was stolen from any member of a household. It includes business vehicle used exclusively by members of the household.
Robbery	An incident where someone had stolen something from a person by threatening or attacking them.
Assault	An incident other than robbery where a person is threatened or attacked.
Sexual Assault	An incident of a sexual nature involving physical contact, including rape, attempted rape, indecent assault, and assault with intent to commit sexual assault. Sexual harassment (that did not lead to assault) is excluded).
Proportion of vehicles recovered	The proportion of vehicles stolen in that year which were recovered.
Unlawful entry with intent	The unlawful entry of a structure with the intent to commit an offence. It does not include trespass and lawful entry with intent (for example shoplifting).
Motor vehicle theft	The taking of a motor vehicle unlawfully or without permission.
Other theft	The taking of a persons property, but without: force, the threat of force, deceit, or having gained unlawful entry to a structure. Attempted other theft is not included.
Road fatalities and hospitalisations	Serious and fatal road injury accidents as defined by the Federal Office of Road Safety.

Table 11A.48: Definition of efficiency indicators

Indicator	Explanation/definition
Total budget/ population	Total budget divided by the estimated resident population (except for 1995–96 where the population projections were used.
Total budget/ operational FTE	Total budget divided by operational FTE. Operational FTE are defined as any person (sworn or unsworn) delivering a police or police-related service directly to an external customer, for example, patrols, detectives, traffic, community policing and station counter staff.
Operational FTE/ total FTE	Operational FTE (defined above) divided by total FTE. Total FTE included operational FTE and non-operational FTE (that is, staff not involved in direct service delivery to external clients, for example communications or personnel staff).
Total budget/ crimes against the person	Total budget divided by total reported crimes against the person, that is murder, attempted murder, manslaughter, driving causing death, assault, kidnapping, abduction, armed robbery, unarmed robbery, sexual assault, and blackmail/extortion.
Total budget/ crimes against property	Total budget divided by total reported crimes against property, that is unlawful entry with intent and motor vehicle theft.
Total budget/ number of road deaths and fatalities and causalities	Total budget divided by serious and fatal road injury accidents as defined by the Federal Office of Road Safety.
Total budget/ registered vehicles	Total budget divided by total registered motor vehicle, including motorcycles.