
8 Police services

This chapter reports on the performance of police services. These comprise the operations of the police agencies of each State and Territory government and the ACT community policing function performed by the Australian Federal Police under the 'Policing Arrangement between the ACT and Commonwealth governments'. The national policing function of the Australian Federal Police and other national non-police law enforcement bodies, such as the National Crime Authority, are not included in the Report.

A profile of the police sector appears in section 8.1, followed by a brief discussion of recent policy developments in section 8.2. The general approach to performance measurement for police services is outlined in section 8.3. The over arching indicators of police performance are contained in section 8.4, and the specific performance measurement frameworks and data for each service delivery area are discussed in sections 8.5–8.8. Section 8.9 contains information on the future directions in performance reporting. The chapter concludes with jurisdictions' comments (section 8.10), information on sample data (section 8.11) and definitions of data descriptors and indicators (section 8.12).

Supporting tables for chapter 8 are provided on the CD-ROM enclosed with the Report. The files are provided in Microsoft Excel 97 format as `\Publications\Reports\2001\Attach8A.xls` and in Adobe PDF format as `\Publications\Reports\2001\Attach8A.pdf`.

Supporting tables are identified in references throughout this chapter by an 'A' suffix (for example, table 8A.3 is table three in the electronic files). They may be subject to revision. The most up-to-date versions of these files can be found on the Commission's Review web page (www.pc.gov.au/service/gsp/2001/). Users without Internet access can contact the Secretariat to obtain up-to-date versions of these tables (see details on the inside front cover of the Report).

8.1 Profile of police services

Service overview

The police services are the principal means through which State and Territory governments pursue, in an equitable and efficient manner, the following objectives: to ensure a safe and secure environment for the community; to investigate offences; to provide road safety and traffic management; and to provide services to the judicial process.

In meeting these objectives, police are involved in a diverse range of activities aimed at reducing the incidence and effect of criminal activity. Police also respond to more general needs in the community — for example, assisting emergency services, mediating family and neighbourhood disputes, delivering messages regarding death or serious illness, and advising on general policing and crime issues (Criminal Justice Commission 1996).

The expenditure of each jurisdiction on police services for 1993-94 to 1999-2000 is contained in tables 8A.1-8.

Roles and responsibilities

Policing services are predominantly the responsibility of State and Territory government police agencies. The Australian Federal Police provides a community policing service in the ACT through a strategic partnership underpinned by a detailed purchaser/provider agreement. The Commonwealth Government is responsible for the Australian Federal Police.

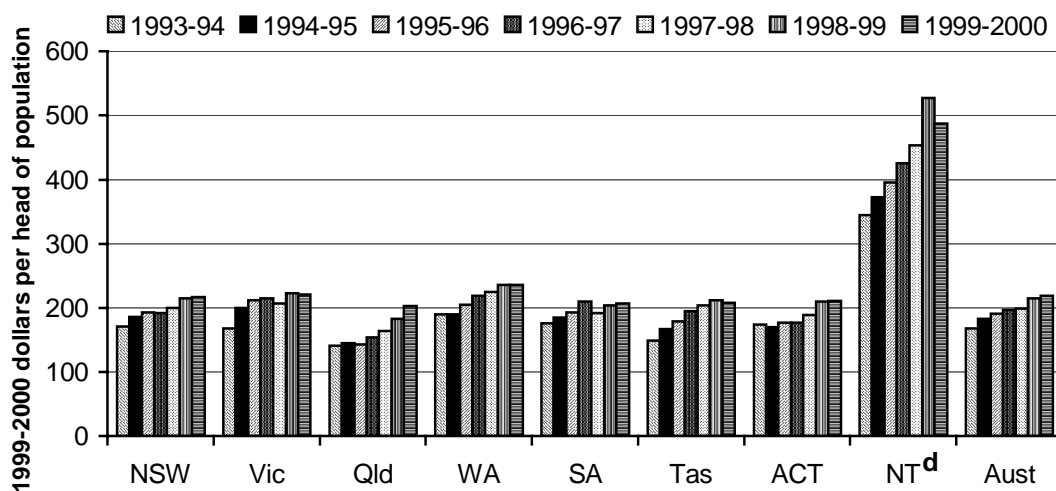
Each jurisdiction's police service is autonomous, but there is significant cooperation among jurisdictions (under the auspices of the Australasian Police Ministers' Council). There are also bilateral arrangements and common national police services, such as the National Institute of Forensic Sciences and the National Exchange of Police Information.

Funding

Funding for police services comes almost exclusively from State and Territory government budgets, with some specific purpose Commonwealth grants. Real recurrent expenditure (less revenue from own sources) on police services across Australia was approximately \$4 billion (or \$219 per head of population) in 1999-2000; across jurisdictions, it varied from \$203 per head of population in

Queensland to \$488 per head of population in the NT. The general trend of rising police expenditure per head of population across Australia in recent years continued in 1999-2000. The average annual change in real recurrent expenditure (less revenue from own sources) between 1993-94 and 1999-2000 ranged from 2.7 per cent in SA to 6.3 per cent in Queensland (figure 8.1). Variations in policies, socioeconomic factors and geographic/demographic characteristics may influence expenditure on police services in each jurisdiction.

Figure 8.1 **Real recurrent expenditure (less revenue from own sources) on police services^{a, b, c}**



^a Excludes the user cost of capital. ^b Includes payroll tax for all jurisdictions, except WA and the ACT (which are exempt from payroll tax). If WA and the ACT were liable for paying payroll tax, then real recurrent expenditure (less revenue from own sources) in 1999-2000 would have increased by \$10 per head of population in WA and the ACT. ^c Population based on ABS estimates for June 2000. ^d The inclusion of superannuation costs for the first time in 1998-99 accounted for two thirds of the increase in expenditure data from 1997-98 to 1998-99.

Source: table 8A.11.

The chapter breaks police outputs/programs into four key service delivery areas. A fifth area ('other services') has been identified to account for expenditure by jurisdictions on unique functions that are not directly associated with the key service delivery areas. Expenditure data on each service delivery area of police are preliminary, and thus have not been subjected to extensive tests to determine comparability. (Further information on the service delivery areas is included within section 8.3, and the outputs/programs undertaken within each service delivery area, by jurisdiction, are listed in table 8A.10).

Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common service delivery areas. As well, the activity survey data which provides the relative

breakdown of expenditure, is reliant on snapshot data for most jurisdictions. Therefore, the survey is based on a snapshot in time and may not be truly reflective of peaks and troughs in expenditure throughout the year. The reliability and representativeness of survey data will continue to improve as more surveys are conducted. In the meantime, caution should be taken when comparing results across jurisdictions.

The NT and Queensland did not provide data in this area. The NT do not undertake activity surveys, and Queensland have doubts as to the accuracy and comparability of the whole data set.

As a proportion of each jurisdictions total budget, NSW spent the most on community safety and support (63 per cent) in 1999-2000, while NSW, Victoria and Tasmania each spent the most on crime investigation (22 per cent). Expenditure on road safety and traffic management (as a proportion of total budget) was highest in WA (15 per cent), while Victoria spent the most on providing services to the judicial process (22 per cent) (figure 8.2). Expenditure is broken down by service delivery area for 1999-2000 in table 8A.12 and for 1998-99 in table 8A.13.

Size and scope of sector

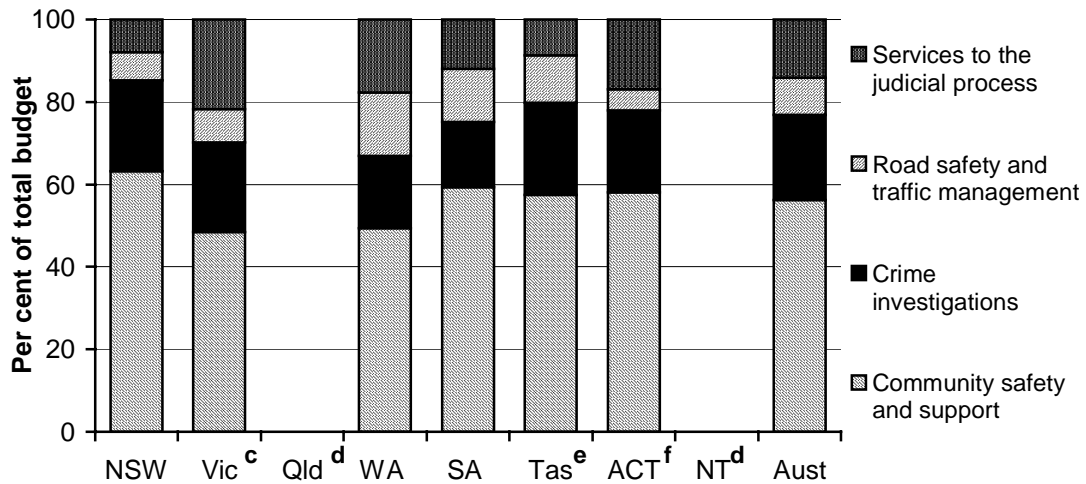
Client groups

Broadly, the whole community is a 'client' of the police. All individuals are provided with protection, help and reassurance, and everyone is required to comply with the law. Some members of the community have more direct dealings with the police and can be considered a specific client group, for example:

- victims of crime;
- those suspected of committing offences;
- those involved in traffic related incidents;
- third parties (such as witnesses to crime, and people reporting accidents); and
- those requiring police services for non-crime related matters.

Of all Australian people aged 18 years and over, approximately 49 per cent had some form of contact with police in 1999-2000. Police initiated the most recent contact in 59 per cent of these cases, mainly to undertake random breath testing (68 per cent of cases), pursue traffic violations (10 per cent) and request information (8 per cent). Most contact initiated by members of the public was to report a crime (40 per cent), request assistance (16 per cent) or report an accident (13 per cent) (tables 8A.28; 8A.30 – 32).

Figure 8.2 Recurrent expenditure (less revenue from own sources) on police services, by service delivery area, 1999-2000^{a, b}



^a Some data are preliminary and thus have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common service delivery areas. ^b Overheads (for example, infrastructure costs, such as rent on buildings, and vehicle and equipment costs) have been apportioned to these service delivery areas on a *pro rata* basis. If 20 per cent of expenditure goes towards crime investigation, for example, then 20 per cent of overheads will be apportioned to crime investigation. ^c In 1998-99, data showed 20 per cent of expenditure on road safety and traffic management, and 8 per cent of expenditure on services to the judicial process. In 1999-2000, the data showed 8 per cent of expenditure on road safety and traffic management and 22 per cent of expenditure on services to the judicial process. The variation is a result of a change in output costing method aligning services to financial allocations. Previous data used historical cost formula. ^d Data only available for all key service delivery areas combined. ^e The total service delivery area budget incorporates overheads and expenditure associated with ministerial support and information services. These costs are distributed evenly throughout the four key service delivery areas. As in the 2000 Report, the data exclude expenditure associated with emergency management and the protection of primary industries and fisheries resources. ^f Results are based on a survey of staff directly involved in the delivery of community policing and related support services within the ACT region. The Australian Federal Police employs a teams based approach to criminal investigations and response. Subsequently, officers involved in response activities sometimes (depending on circumstances and priorities) commence an investigation as part of the initial response to an incident. In some circumstances, time spent on preliminary investigations following the initial response to an incident may have been counted against community safety and support.

Source: table 8A.12.

Recorded crime in Australia

The Australian Bureau of Statistics compiles comparable data on recorded victims of crime for selected offences. These statistics relate to those crimes against the person and crimes against property that are common across jurisdictions, and do not reflect all crimes in these categories (box 8.1).

Box 8.1 Victims of crime

Recorded crime statistics

Since 1993 the Australian Bureau of Statistics has produced a series of publications providing crime statistics on victims of crime, recorded by State and Territory police services in Australia. *Recorded Crime, Australia, 1999* is the latest publication in this series.

Comparing recorded crime statistics across jurisdictions

The compilation of recorded crime statistics uses national standards and classifications, but caution should be exercised when directly comparing these statistics across States and Territories because:

- data are based on recorded crimes only; and
- reporting procedures, crime recording systems and legislation differ among States and Territories.

Comparing recorded crime statistics with jurisdiction-specific data

Care should also be taken if attempting to compare the Australian Bureau of Statistics' recorded crime statistics with data reported by some jurisdictions. The former are *victim based* (that is, based on the number of victims per selected offence category), whereas data for each State and Territory are commonly *offence* or *incident based* (that is, based on the total number of all offences or incidents recorded). To illustrate the difference, multiple offences of the same national offence category committed against the same victim are included as only one count in the national crime statistics. In contrast, the information systems in each jurisdiction may count each offence committed against the same victim.

Crime and safety statistics

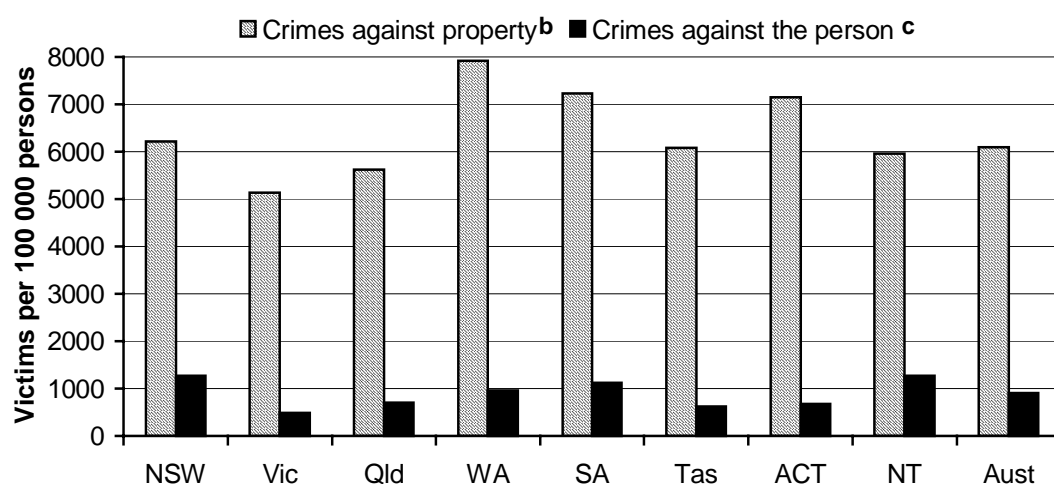
Another valuable measure of crime is the Crime and Safety Survey Australia, conducted every five years by the Australian Bureau of Statistics. The latest national survey was conducted in April 1998, and data from this survey were released in August 1999. This survey provides information on the levels of both reported and unreported victimisation in the Australian community for selected offences. In addition, the Australian Bureau of Statistics undertook to repeat the survey in WA and NSW (as part of their State Supplementary Survey) in 1999.

Crimes against the person include: murder; attempted murder; manslaughter; driving causing death; assault; sexual assault; kidnapping/abduction; robbery; and blackmail/extortion. Crimes against property include: unlawful entry with intent; motor vehicle theft; and other theft.

There were 172 230 recorded victims of crime against the person (or 908 victims per 100 000 persons) recorded by police in Australia in 1999. This figure includes 4760 non-person victims (such as organisations) of armed/unarmed robbery and blackmail/extortion. The number of crimes per 100 000 persons varied across jurisdictions, from 497 in Victoria to 1272 in NSW (figure 8.3).

There were also 1 155 741 victims of crimes against property (or 6095 per 100 000 persons) in Australia in the same year. Across jurisdictions the number per 100 000 persons ranged from 5135 in Victoria to 7921 in WA (figure 8.3). These data understate the true level of crime in Australia because not all offences are reported to, or become known by, police. In addition, the offences include only selected offences and therefore exclude certain offences for which it is more difficult to develop comparable data (for example, fraud offences). Section 8.5 contains further information on crime rates and victims of specific offences.

Figure 8.3 Victims of recorded crimes, 1999^a



^a Excludes offences against Commonwealth laws processed under Commonwealth jurisdiction; conspiracy offences; aiding, abetting and accessory offences; and other offence types, such as drug and prostitution offences. ^b Includes unlawful entry with intent; motor vehicle theft; and other theft. Data are based on crimes reported to police. Includes a small proportion of person victims of other theft. ^c Includes murder; attempted murder; manslaughter; assault; sexual assault; kidnapping/abduction; armed robbery; unarmed robbery; and blackmail/extortion. Data are based on reported crimes to police. Includes a small proportion of non-person victims (such as organisations) of armed/unarmed robbery and blackmail/extortion. For person offences, the victim may be the victim of multiple person offences within a single criminal incident.

Source: table 8A.14.

Staffing

Most people directly involved in delivering police services are sworn police officers. These officers exercise police powers, including the power to arrest,

summons, caution, detain, fingerprint and search. However, a trend has occurred in recent years to increase the participation of non-sworn officers (or contracted external providers) to undertake some activities. 'Civilianisation' of police services has three key objectives:

- to account for the increasing need for specialist skills;
- to reduce the amount of administrative work undertaken by sworn police staff; and
- to reduce the involvement of sworn staff in duties that do not require constabulary office (for example, crime scene analysis and intelligence analysis).

Total police staffing in Australia was 52 064 (or 271 per 100 000 persons) in 1999-2000, which equalled that in 1993-94 but is lower than the 277 staff per 100 000 population in 1996-97.

Nationally, staffing comprised 211 sworn police officers and 60 unsworn employees per 100 000 persons in 1999-2000. Across jurisdictions, total staffing ranged from 230 staff per 100 000 in the ACT to 557 per 100 000 in the NT. Over the period of 1993-94 to 1999-2000, the national level of sworn police staff fell by the same amount by which the level of unsworn police staff increased. However, the changes in composition varied depending on the jurisdiction; for example, the NT increased its level of sworn police staff per 100 000 persons from 405 to 462, but decreased its unsworn staff from 124 to 95 over the same period. In contrast, SA's sworn police staff (per 100 000 persons) decreased from 246 to 232, while its unsworn staff increased from 50 to 64 persons (table 8.1).

Table 8.1 Police staff, by sworn/unsworn status (staff members per 100 000 population)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas^b</i>	<i>ACT^c</i>	<i>NT^d</i>	<i>Aust</i>
Sworn police staff									
1993-94	210	219	193	246	246	225	223	405	218
1996-97	207	220	191	264	228	217	208	451	217
1999-2000	203	196	205	246	232	223	202	462	211
Unsworn police staff									
1993-94	54	50	53	57	50	62	19	124	53
1996-97	64	46	68	79	43	86	24	120	60
1999-2000	57	44	80	66	64	76	28	95	60

^a Comprises all full time equivalent staff. ^b Additional unsworn staff were employed in 1996-97 to manage the firearms buy-back scheme. ^c Includes a notional 129 staff for corporate support functions attributed to the ACT community policing provided by the Australian Federal Police. The disaggregation of these 129 positions has been determined by apportioning details in accordance with the relative breakdown of the community policing staff. ^d Sworn police officers include police auxiliaries and Aboriginal community police officers.

Source: table 8A.15.

An operational staff member is any person (sworn or unsworn) who delivers a police or police related service to an external customer directly (where an external customer refers to members of the public, other government departments, courts and the government), including:

- operational staff (general duties officers, detectives, traffic officers, community policing and station counter staff); and
- operational support staff (any person directly supporting the operational provider, including technical staff and intelligence staff).

A non-operational staff member is any person who does not satisfy the operational staff criteria, including functional support staff such as finance staff and personnel services staff. Approximately 88 per cent of staff were operational in Australia in 1999-2000. Across jurisdictions, the proportion ranged from 92 per cent in WA and the ACT to 82 per cent in Victoria. Queensland was unable to provide information on operational status for 1999-2000.

From 1997-98 to 1999-2000, all jurisdictions identified a greater proportion of staff as being operational. However, the rate of increase in operational staff and decrease in non-operational staff over these years and between jurisdictions, has not been uniform (table 8.2). Caution should be used when interpreting these results as the data for earlier years, particularly 1997-98, may not be strictly comparable due to changes in definitions or methods used to compile the data.

Table 8.2 Police staff, by operational status (per cent)^{a, b}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA^{c, d}</i>	<i>SA^e</i>	<i>Tas^f</i>	<i>ACT^g</i>	<i>NT</i>	<i>Aust</i>
Operational staff									
1997-98	85.4	75.9	na	69.5	68.5	72.8	80.2	73.7	na
1998-99	89.0	82.3	96.5	92.8	90.5	91.1	79.7	88.1	87.2
1999-2000	90.9	82.0	na	92.2	90.2	85.6	92.1	83.8	88.2
Non-operational staff									
1997-98	14.6	24.1	na	30.5	31.5	27.2	19.8	26.3	na
1998-99	11.0	17.7	3.5	7.2	9.5	8.9	20.3	11.9	12.8
1999-2000	9.1	18.0	na	7.8	9.8	14.4	7.9	16.2	11.8

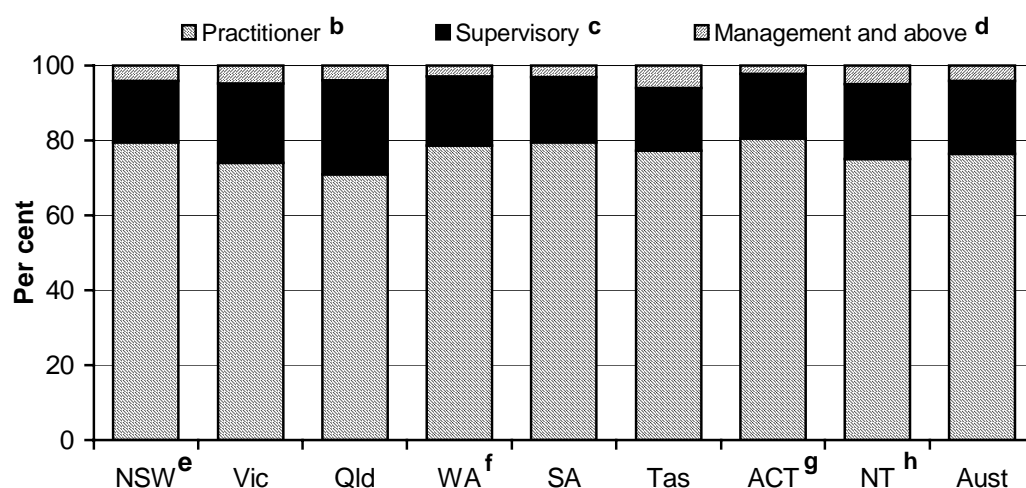
^a Comprises all full time equivalent staff. ^b The definition of operational status is quite broad and may be interpreted differently across jurisdictions. ^c The determination of operational staff and non-operational staff for 1999-2000 is based on functional areas rather than the individual officers. An area may be deemed to be non-operational but may have some staff who would be considered operational and vice versa. ^d The 1998-99 data has been re-worked based on current methods and hence are different to those previously published. The 1997-98 figures are unable to be re-worked and are based on methods previously used. ^e The data for 1997-98 differs from the subsequent years. Operational support staff were included as non-operational staff in 1997-98 and correctly as operational staff in subsequent years. ^f 1998-99 figure incorrectly included operational marine and emergency service staff. These are services unique to Tasmania and their exclusion from this year's figures has changed the proportion of operational/non-operational staff status. ^g Includes a notional 129 staff for corporate support functions attributed to the ACT community policing provided by the Australian Federal Police. The disaggregation of these 129 positions has been determined by apportioning details in accordance with the relative breakdown of the community policing staff. **na** Not available.

Source: table 8A.16.

Further, staff can be reported by classification. Nationally, in 1999-2000, the majority of police staff (76 per cent) were concentrated in the practitioner area. This includes civilian staff (administration) and sworn staff (constable to senior constable). More staff were at a supervisory level in Queensland (25 per cent) than anywhere else. Tasmania had the highest proportion (6.0 per cent) of staff at management level or above (including executive or senior executive level staff). This is primarily due to a policy decision to increase the number of senior staff managing operational criminal investigation teams. The ACT had the lowest proportion of staff at management level or above (2.3 per cent) (figure 8.4).

This is only the second year in which these data have been published in the Report, and the results did not differ significantly from the classifications data published last year (table 8A.18).

Figure 8.4 Police staff, by classification, 1999-2000^a



^a Comprises all full time equivalent staff. ^b Comprises civilian administration staff and sworn staff (from Constable to Senior Constable). ^c Comprises civilian team leaders and sworn staff (from Sergeant to Senior Sergeant). ^d Comprises management level staff (civilian managers and sworn staff from Inspectors to Superintendents), executive level staff (civilian Senior Executive Service and sworn staff from Chief Superintendent to Assistant Commissioner) and senior executive level staff (civilian top Senior Executive Service and sworn staff, including Commissioner, Deputy Commissioner and equivalent executives). ^e Police training is part of a tertiary education program conducted by Charles Sturt University. Students are not members of the NSW Police Service. Attestation follows graduation from the first year diploma course. ^f Excludes recruits in training. ^g Includes a notional 129 staff for corporate support functions attributed to ACT community policing provided by the Australian Federal Police. The disaggregation of these 129 positions has been determined by apportioning details in accordance with the relative breakdown of the community policing staff. ^h Small units and remote stations are staffed at Sergeant level.

Source: table 8A.17.

8.2 Policy developments in policing

CrimTrac

The Commonwealth Government has committed \$50 million to establishing a national crime information system. All jurisdictions have committed to establishing this information system (called CrimTrac) as a matter of priority.

National Automated Fingerprint Identification System

The current National Computerised Fingerprint Identification System is outmoded and will reach full capacity in early 2001. The new National Automated Fingerprint Identification System database will provide superior fingerprint recording, matching and archiving capabilities. With appropriate integration, it will be able to record and search for fingerprints electronically. Consequently, it will be possible to record and transmit fingerprints to a central searching facility, and to be notified of search results within minutes. The new system will be able to perform fingerprint searches directly from the database against repeat offenders.

The new National Automated Fingerprint Identification System will also have a searchable palm print database containing 4.6 million palm prints. This will make it the largest palm print database in the world.

National Deoxyribonucleic Acid (DNA) system

DNA profiling is a key, proven investigative tool. Samples can be extracted from a number of sources on a suspect's body (blood, saliva, hair, etc.) or from objects at a crime scene (glass, cigarette butts, etc.). The national DNA system is planned to provide a modern capacity to match DNA profiles from individuals and crime scenes on a national basis using several modes of delivery.

Police Access to National Data Asset system and the national child sex offender system

The Police Access to National Data Asset system is designed to provide police access to the multiple police databases within the eight Australian law enforcement jurisdictions. The factual information kept on child sex offenders will be part of the information stored on criminal court outcomes. It is intended that available intelligence information about child sex offenders will be collated (at a later stage) and be provided under tight security to authorised police personnel.

Directions in Australasian policing

Directions in Australasian Policing is a document of strategic intent, developed by the Australasian Police Ministers' Council. It aims to provide direction and promote cooperation among policing agencies in Australia and New Zealand. The expressed directions, goals and objectives provide a shared vision for police agencies to work towards, and a framework to work within, until 2002.

The document acknowledges the differences across jurisdictions, and establishes the need to develop policy, procedures, initiatives and legislation responsive to local conditions.

Directions in Australasian Policing provides a broad policy framework around three core directions: leadership, partnership and consultation; professionalism and accountability; and cooperation and coordination in operations and resources. These three core directions provide the high level policy context for jurisdictions and form the basis of individual jurisdictional plans.

8.3 General approach to performance measurement for police services

Performance can be defined in terms of how well a service meets its objectives, given its operating environment. Performance indicators need to focus on outcomes and/or outputs aimed at meeting common, agreed objectives. Four such objectives (and associated service delivery areas) have been identified for the purposes of this chapter (box 8.2).

Box 8.2 Objectives for police services

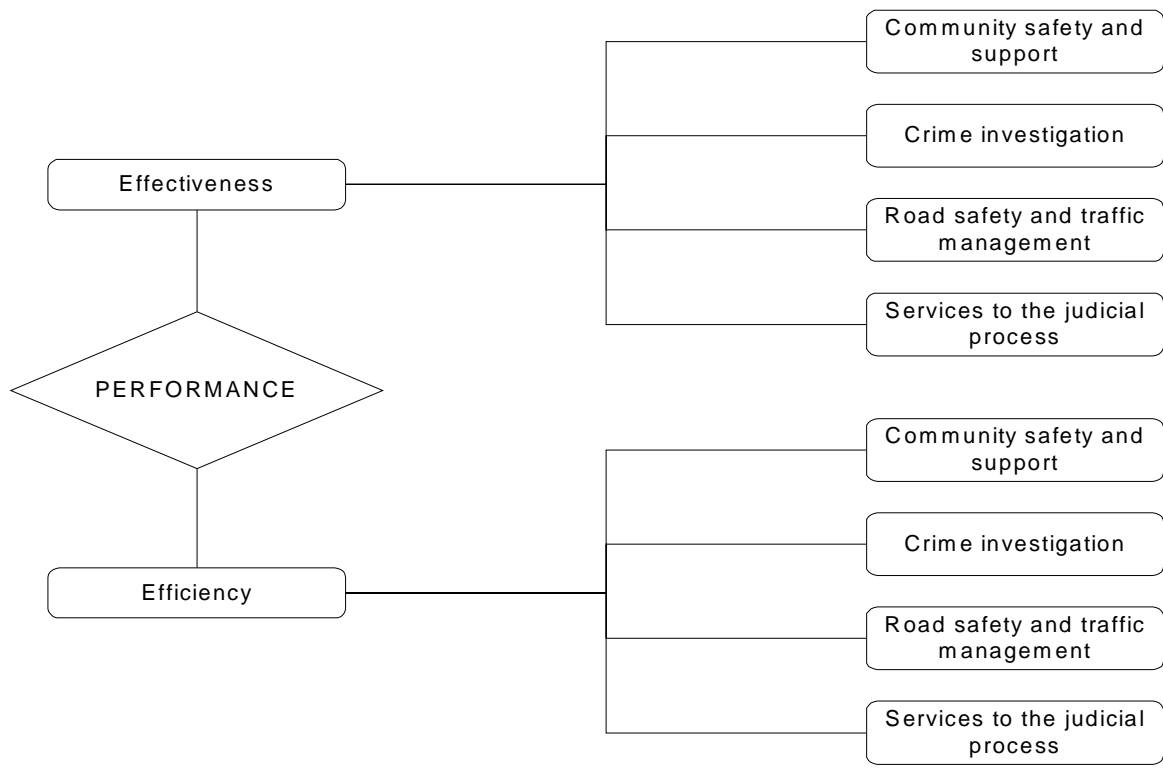
The key objectives for police services (and associated service delivery areas) are:

- to allow people to undertake their lawful pursuits confidently and safely (through activities associated with community safety and support);
- to bring to justice those persons responsible for committing an offence (through activities associated with crime investigation);
- to promote safer behaviour on roads (through activities associated with road safety and traffic management); and
- to support the judicial process to achieve efficient and effective court case management and judicial processing, while providing safe custody for alleged offenders, and ensuring fair and equitable treatment of both victims and alleged offenders (through activities associated with services to the judicial process).

These objectives are to be met through the provision of services in an equitable and efficient manner.

Figure 8.5 shows the framework of performance indicators, and definitions of all indicators are provided in section 8.12. The reported results should be considered in conjunction with the data on demographic and geographic differences reported in appendix A, and with other available information on jurisdiction-specific characteristics.

Figure 8.5 General performance framework for the police services sector



The individual outputs/programs that are linked to the service delivery areas listed above are contained in table 8A.10. For some jurisdictions, one output/program may be relevant for more than one service delivery area, and thus the jurisdiction may choose to disaggregate that output/program according to the data relevant to each service delivery area.

Population survey monitor

As in past years, Australian police agencies in cooperation with the Steering Committee, have developed a regular Community Perceptions of Police Services Survey. This survey provides a range of information, including the way in which the community perceives the police service, their own safety, and problems in the community and neighbourhood.

The Australian Bureau of Statistics has been commissioned to conduct this survey quarterly using its Population Survey Monitor. The combination of four quarters' results (August 1999, November 1999, February 2000 and May 2000) produces estimates for the 1999-2000 financial year. (Selected results from this survey are presented in this chapter, and the full results are presented electronically in attachment 8A.)

The timing of each quarter's survey in each jurisdiction may influence the survey data reported here. Rare but significant adverse events in a jurisdiction (such as a mass murder or police corruption incident) may influence general satisfaction with police and perceptions of safety and crime levels for that quarter.

The data obtained from the Population Survey Monitor may be different from the data that would have been obtained from the entire group or population. Consequently, when using survey results, it is necessary to be cautious (box 8.3).

The Australian Bureau of Statistics completed a review of its Household Survey Program in the second half of 1999. One outcome of this review was the decision to discontinue the Population Survey Monitor from November 2000. As a result, this will be the final year in which Monitor results are published in the chapter. In the 2002 Report, the survey results from a private provider will be used, including commentary to specify differences in the results and methods used.

Box 8.3 Sampling error and statistical significance

The actual precision of survey estimates depends on the survey sample size, the representativeness of the sample and the sample estimate. Large sample sizes result in higher precision, as do large sample estimates; for example, if 90 per cent of surveyed respondents chose an answer, then there would be less uncertainty about the actual population's views than if 50 per cent of respondents had chosen it. Consequently, caution should be used when interpreting small differences in results and estimates that are small. (Section 8.11 discusses the sampling method, including sample size, and provides information for calculating confidence intervals).

Appendix A outlines a method that can be used to test whether the difference between two proportions is statistically significant. This test may be used to assess the significance of differences between the Population Survey Monitor estimates reported here.

8.4 Indicators relevant to all service delivery areas

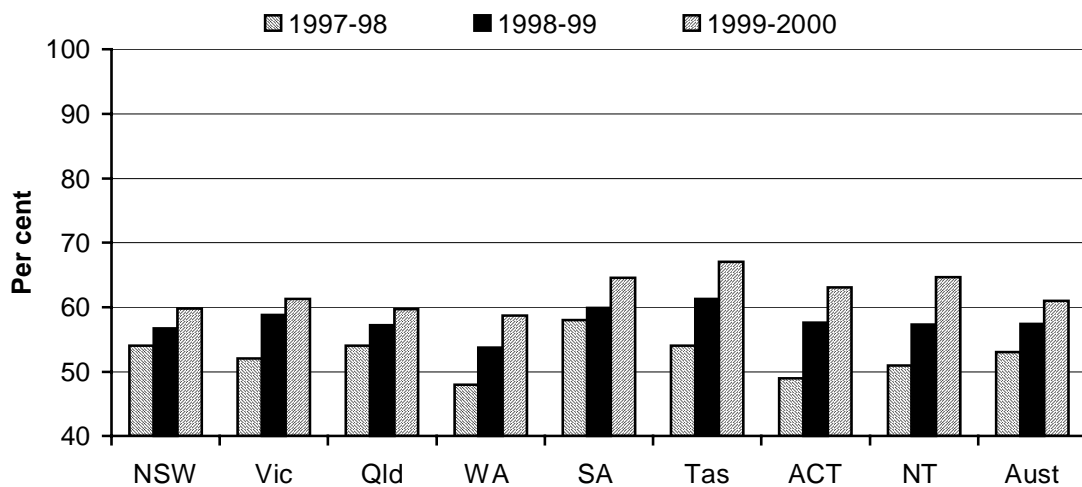
The four key service delivery areas of the performance indicator framework identify the core areas of police work. Within this context, certain indicators of police

performance are not specific to any one particular service delivery area but are relevant for all service delivery areas. These indicators may include the integrity and professionalism with which police deliver their services, and access and equity considerations. This section provides information on these overarching indicators of police performance, while sections 8.5–8.8 examine each particular service delivery area.

Perceptions of police integrity

Important aspects of police services' performance are: (a) the ability of various individuals and groups to access services; and (b) the service those individuals receive. Nationally, 61 per cent of persons aged 18 years and over in 1999-2000 'agreed' or 'strongly agreed' that police treat people 'fairly and equally' — an increase of 4 percentage points since 1998-99, and 8 percentage points since 1997-98. The proportion has increased in every jurisdiction since 1997-98 (figure 8.6).

Figure 8.6 Persons aged 18 years and over who 'agreed' or 'strongly agreed' that police treat people fairly and equally^a

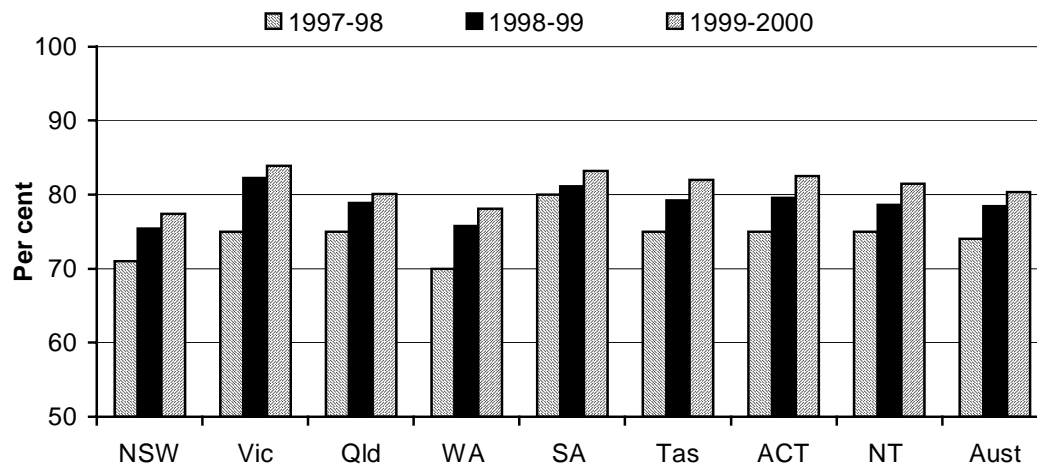


^a Caution should be used when comparing differences in results across jurisdictions and over time. The size of the sample may have an affect on the accuracy of the results.

Source: tables 8A.19–8A.21.

Nationally, 80 per cent of persons 'agreed' or 'strongly agreed' in 1999-2000 that police perform the job 'professionally'. The proportion ranged from 77 per cent in NSW to 84 per cent in Victoria. Again, this proportion increased across all jurisdictions between 1997-98 and 1999-2000, ranging from an increase of 3 percentage points in SA to 9 percentage points in Victoria over this period (figure 8.7).

Figure 8.7 Persons aged 18 years and over who 'agreed' or 'strongly agreed' that police perform the job professionally^a

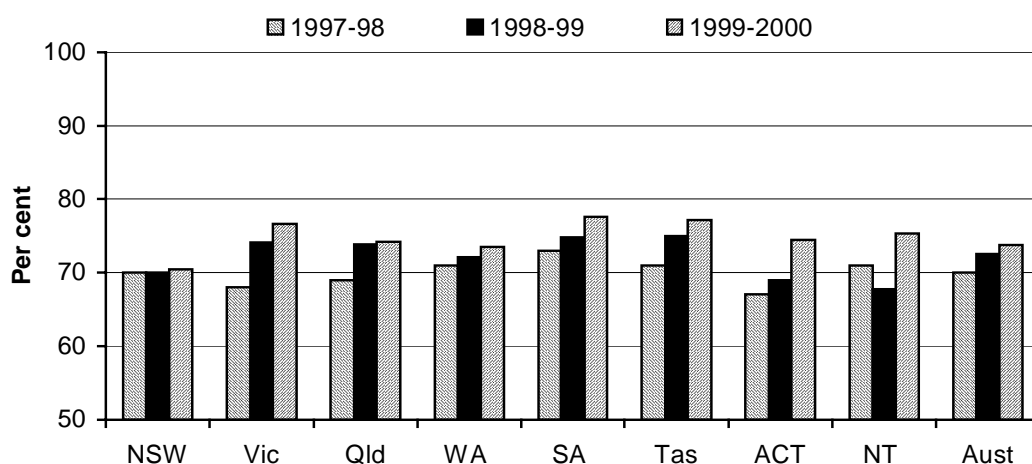


^a Caution should be used when comparing differences in results across jurisdictions and over time. The size of the sample may have an affect on the accuracy of the results.

Source: tables 8A.19–8A.21.

Police integrity is another important influence on police services' performance. This can be judged to some extent by the public perception of police honesty. This perception in Australia remained fairly constant, albeit rising slightly, between 1997-98 and 1999-2000, with 74 per cent of persons aged 18 years and over nationally having 'agreed' or 'strongly agreed' that most police are honest. Across jurisdictions, this proportion in 1999-2000 ranged from 70 per cent in NSW to 78 per cent in SA (figure 8.8).

Figure 8.8 Persons aged 18 years and over who 'agreed' or 'strongly agreed' that police are honest^a



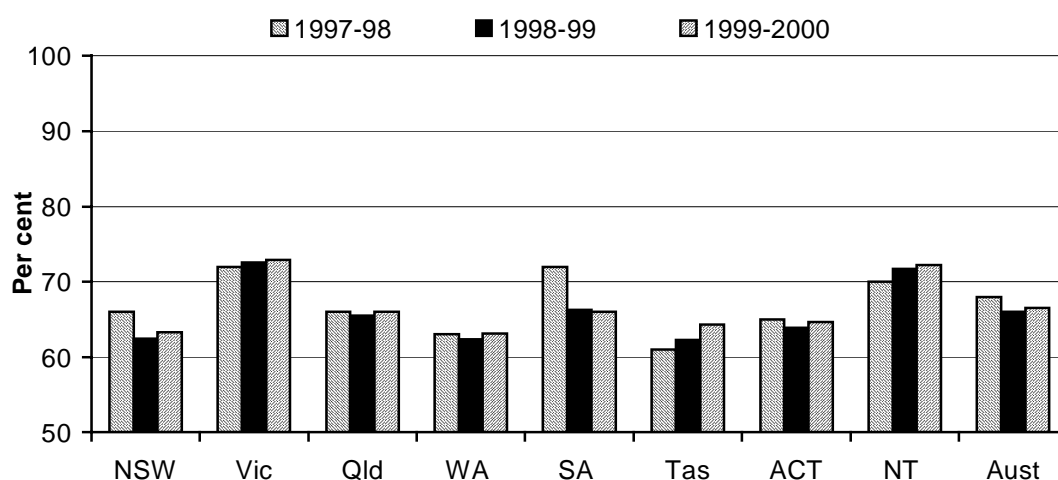
^a Caution should be used when comparing differences in results across jurisdictions and over time. The size of the sample may have an affect on the accuracy of the results.

Source: tables 8A.19–8A.21.

Satisfaction with police services

The majority (67 per cent) of the estimated population in 1999-2000 was 'satisfied' or 'very satisfied' with services provided by police. Across jurisdictions, this proportion varied from 63 per cent in both NSW and WA to 73 per cent in Victoria. Satisfaction with police services increased in each year between 1997-98 to 1999-2000 for Victoria, Tasmania and the NT. It decreased in each of these years in SA (figure 8.9).

Figure 8.9 **Persons aged 18 years and over who were 'satisfied' or 'very satisfied' with police services^a**



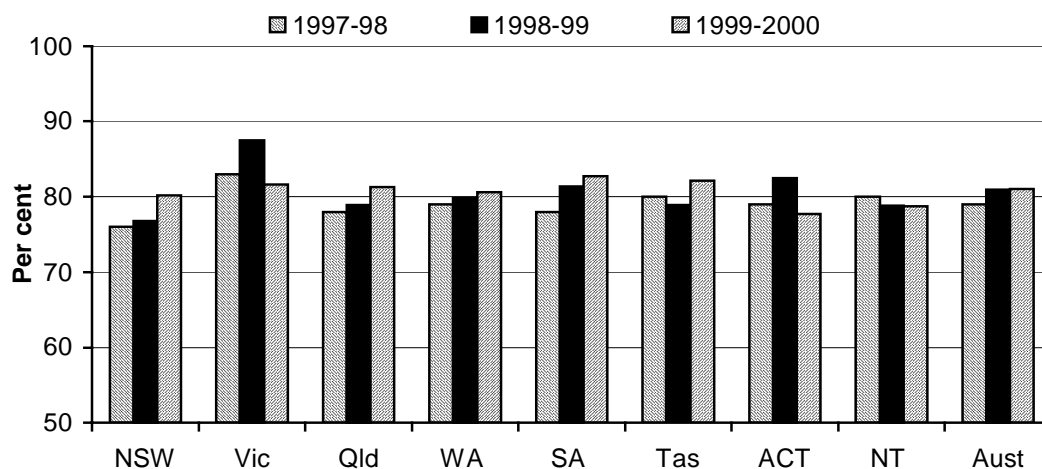
^a Caution should be used when comparing differences in results across jurisdictions and over time. The size of the sample may have an affect on the accuracy of the results.

Source: table 8A.22.

Nationally, of people aged 18 years and over who had contact with police in 1999-2000 (approximately half of all respondents), 81 per cent were 'satisfied' or 'very satisfied' with the service they received during their most recent contact. This proportion increased between 1998-99 and 1999-2000 for all jurisdictions except Victoria and the ACT (where it declined), and the NT (where it remained constant). The largest increase over this period was in NSW and Tasmania (3 percentage points) (figure 8.10).

Nationally, of people aged 18 years and over who had contact with police in 1999-2000, the most common reason (given by 46 per cent of the estimated population) for satisfaction with police services was that police were 'courteous'. The prevalence of this reason ranged from 43 per cent in NSW, Tasmania and the NT to 49 per cent in Queensland. 'Approachable/friendly' treatment from police was the second most common reason for satisfaction, given by 42 per cent of the estimated population nationally. Across jurisdictions, this proportion ranged from

Figure 8.10 Persons aged 18 years and over who were 'satisfied' or 'very satisfied' with police in their most recent contact^a



^a Caution should be used when comparing differences in results across jurisdictions and over time. The size of the sample may have an affect on the accuracy of the results.

Source: table 8A.33.

40 per cent in the ACT to 45 per cent in SA. Police acting in a 'professional/fair' manner was the third most common reason for satisfaction, given by 34 per cent of the estimated population. Across jurisdictions, this proportion ranged from 28 per cent in SA to 42 per cent in the ACT (table 8.3).

Table 8.3 Persons aged 18 years and over who had contact with police in the last 12 months: reasons for satisfaction with police services in most recent contact, 1999-2000 (per cent)^{a, b}

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Courteous	43	46	49	46	45	43	48	43	46
Approachable/friendly	42	41	41	42	45	44	40	41	42
Professional/fair	38	34	37	29	28	31	42	34	34
Took appropriate action	26	26	26	27	26	30	30	32	26
Prompt service	24	28	22	25	29	24	25	26	25
Helpful	28	22	21	24	32	24	25	27	25
Handled well	24	24	25	23	29	25	24	27	24
Efficient	18	19	21	21	21	23	21	22	20
Communicated clearly	14	13	17	12	18	16	16	17	15
Respondent kept informed	7	7	7	8	10	8	6	8	7
Recovered property	3	4	2	2	2	2	2	2	3
Other	-	-	1	1	1	-	-	1	1
Don't know	-	-	-	-	-	-	-	-	-

^a Sum to more than 100 per cent for each jurisdiction because respondents could choose more than one reason. ^b Caution should be used when comparing differences in results across jurisdictions and over time. The size of the sample may have an affect on the accuracy of the results. - Nil or rounded to zero.

Source: table 8A.34.

Nationally, the most common reason (given by 34 per cent of the estimated population who were dissatisfied) in 1999-2000 for dissatisfaction with police services was that police 'took no action'. The prevalence of this reason ranged from 28 per cent in Victoria to 46 per cent in the ACT. 'No interest shown' was the second most common reason for dissatisfaction, given by 29 per cent of dissatisfied persons nationally. Across jurisdictions, this proportion ranged from 21 per cent in the NT to 36 per cent in the ACT. 'Kept waiting' by police was the third most common reason for dissatisfaction, given by 26 per cent of dissatisfied persons nationally, 20 per cent in both WA and SA, and ranging to 30 per cent in the ACT (table 8.4).

Table 8.4 Persons aged 18 years and over who had contact with police in the last 12 months: reasons for dissatisfaction with police services in most recent contact, 1999-2000 (per cent)^{a, b}

	<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	35	28	39	36	31	41	46	43	34
No interest shown	27	30	33	28	23	32	36	21	29
Kept waiting	29	26	28	20	20	24	30	27	26
Unhelpful	31	18	27	28	23	24	32	34	26
Unfriendly/impolite	21	27	21	28	28	25	22	14	24
Unprofessional/unfair	17	27	27	21	19	18	19	22	22
Not kept informed	24	13	22	26	22	28	25	29	21
Other	13	11	14	10	10	9	5	11	12
Made false accusation	9	15	12	10	15	10	6	6	12
Used unnecessary force	3	7	4	2	2	2	-	2	4
Used complex language	3	2	3	3	4	3	1	1	3
Don't know	-	-	-	1	-	-	-	-	-

^a Sum to more than 100 per cent for each jurisdiction because respondents could choose more than one reason. ^b Caution should be used when comparing differences in results across jurisdictions and over time. The size of the sample may have an affect on the accuracy of the results. - Nil or rounded to zero.

Source: table 8A.35.

Complaints

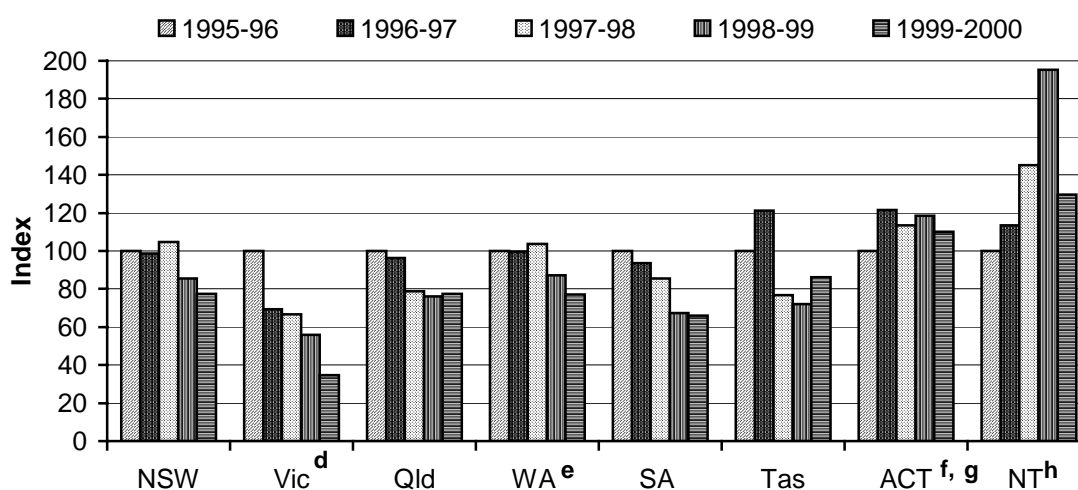
Police services across Australia have developed codes of customer service that encourage openness and accountability. Complaints made against police increasingly reflect a range of issues relating to service delivery. Only a small percentage of complaints relate to serious misconduct. Complaints of a more serious nature are also oversighted by external review bodies such as the Ombudsman, Director of Public Prosecutions or integrity boards.

Complaint data represented in Figure 8.11 provide an accurate picture of trends over time for each jurisdiction. The index does not however reflect accurately a

comparison across jurisdictions because of the vastly different counting rules, particularly in the ACT.

The number of complaints by members of the public against police was on a general downward trend in NSW, Victoria, Queensland, WA and SA over the period 1995-96 to 1999-2000. It fluctuated over the period in Tasmania, and followed an upward trend for the ACT and the NT (although there were decreases over the last year for both jurisdictions). The number of complaints fell between 1998-99 and 1999-2000 in all jurisdictions except Queensland and Tasmania (figure 8.11).

Figure 8.11 Trends in complaints against police^{a, b, c}



^a Index base year 1995-96 = 100. This data has been revised from what was published in previous Reports because of inconsistencies identified with data for 1993-94 and 1994-95. ^b Caution should be used when comparing differences in results across jurisdictions and over time. ^c Data include some verbal complaints in the NT and the ACT. ^d For 1999-2000, figures supplied include all complaints, allegations made and public incident resolutions. The definition used in this Report does not comply with figures reported by Victoria Police in other reports referring to the number of complaints. ^e 1999-2000 data are preliminary. ^f The data represent the number of complaints made against any member of the Australian Federal Police located in the ACT, and therefore include complaints made against national Australian Federal Police members not located in the ACT region police service. ^g Includes 33 allegations in 1998-99 and 55 internal allegations in 1999-2000. ^h A significant proportion of complaints in 1998-99 arose from the Jabiluka Uranium Mine protests in Kakadu National Park.

Source: table 8A.36.

Access and equity — Indigenous staffing

This section focuses on the performance of mainstream services in relation to Indigenous Australians. The process of identifying Indigenous staff members poses challenges, particularly when relying on self identification. If Indigenous people are required to identify themselves, then the accuracy of the data will partly depend on how they perceive the advantages (or disadvantages) of identification and whether

these perceptions change over time. For the purposes of this chapter, an Indigenous person is one who is identified as an Aborigine or Torres Strait Islander or both an Aborigine and Torres Strait Islander.

NSW, Victoria, Queensland and WA did not provide this information for 1999-2000, although Queensland and WA provided the information in 1998-99. Both WA and Queensland experienced difficulties with their information systems this year. Of the other jurisdictions, the NT had the highest proportion of Indigenous police staff (6 per cent) in 1999-2000, while the ACT had the lowest proportion (1 per cent). In most jurisdictions, the proportion of Indigenous police staff generally reflected the Indigenous proportion of the population. The exception was the NT, where the relative discrepancy between the number of Indigenous police staff as a proportion of total police staff (6 per cent) and the Indigenous population as a proportion of the total population (24.4 per cent) was greatest (table 8.5).

Table 8.5 Indigenous staffing (per cent)

	NSW ^a	Vic ^a	Qld ^b	WA ^c	SA	Tas	ACT	NT
Indigenous staff as proportion of total staff								
1998-99	na	na	2.7	2.3	1.1	1.3	0.5	6.0
1999-2000	na	na	na	na	1.2	1.3	1.0	6.0
Indigenous population as proportion of total population (1996) ^d	1.7	0.5	2.9	3.0	1.4	3.0	1.0	24.4

^a Employee's race is provided on a voluntary basis. Information is not available for 1998-99 and 1999-2000.

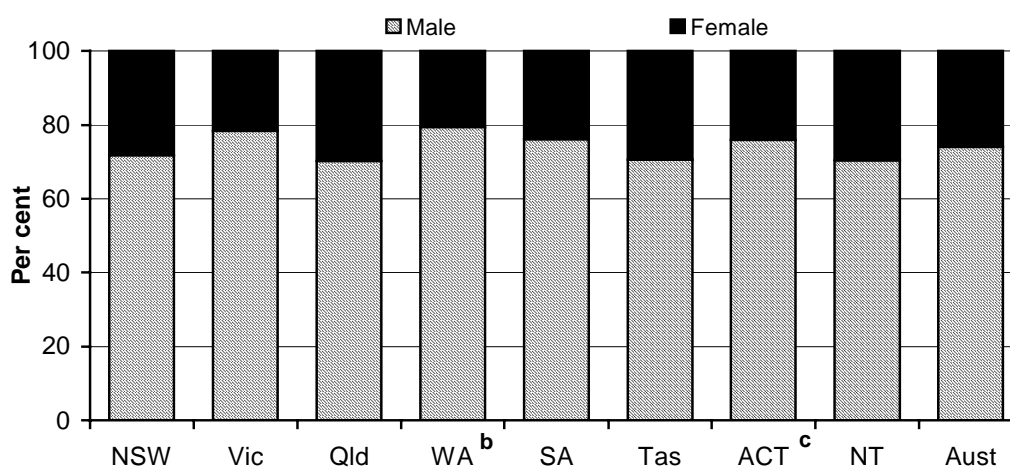
^b Problem with data on information systems for 1999-2000. ^c Employee's race is provided on a voluntary basis. Information is not available for 1999-2000. ^d Population data based on the Australian Bureau of Statistics' *Census of Population and Housing: Community Profiles, Australia* (cat. no. 2020.0, 1996). **na** Not available.

Source: table 8A.37.

Access and equity — staffing by gender

Another measure of access and equity is the level of staffing by gender. More than 74 per cent of police staff in all States and Territories in 1999-2000 were male. This proportion ranged from 70 per cent in Queensland and the NT to 79 per cent in WA (figure 8.12). Nationally, the proportion of female police staff has increased by 0.8 percentage points over the last year (from 25.0 per cent to 25.8 per cent of staff). While all jurisdictions increased their proportion of female police staff over this period, the biggest increase occurred in Tasmania (from 26.1 to 29.5 females per 100 staff), while the smallest increase occurred in WA (from 20.5 to 20.6 females per 100 staff). Previous year data, on staffing by gender for 1998-99, is contained in table 8A.38.

Figure 8.12 Police staff, by gender, 1999-2000^a



^a Comprises all full time equivalent staff. ^b Excludes recruits in training. ^c Includes a notional 129 staff for corporate support functions attributed to the ACT community policing provided by the Australian Federal Police. The disaggregation of these 129 positions has been determined by apportioning details in accordance with the relative breakdown of the community policing staff.

Source: table 8A.38.

8.5 Community safety and support

This service delivery area captures the role of police in preserving public order and promoting a safer community through a range of activities, including:

- responding to calls for assistance;
- responding to, managing and coordinating major incidents and emergencies; and
- undertaking crime prevention activities and community support programs.

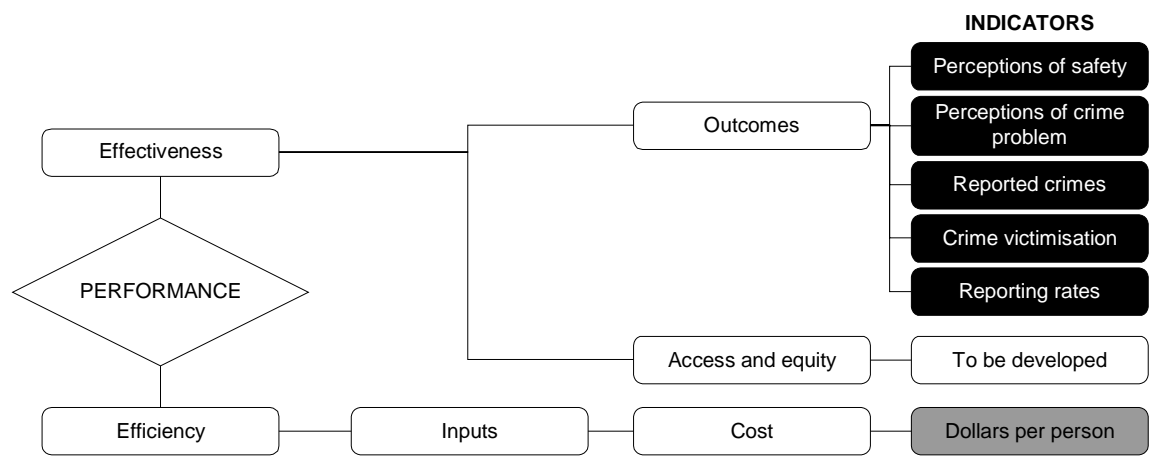
Framework of performance indicators

The performance of the police in undertaking these activities is measured using a suite of indicators that incorporates information on recorded crime levels and community perceptions data (figure 8.13).

Perceptions of safety

An important objective of police services is to ‘reassure the public’ by ensuring the community feels safe (within themselves and regarding their property) in public and private. Perceptions of safety are reported here, although these perceptions may not reflect reported crime for many reasons — for example, reported crime may understate actual crime, underreporting may vary across jurisdictions, and many factors (including media reporting) may affect public perceptions of crime levels and safety.

Figure 8.13 Performance indicators for community safety and support



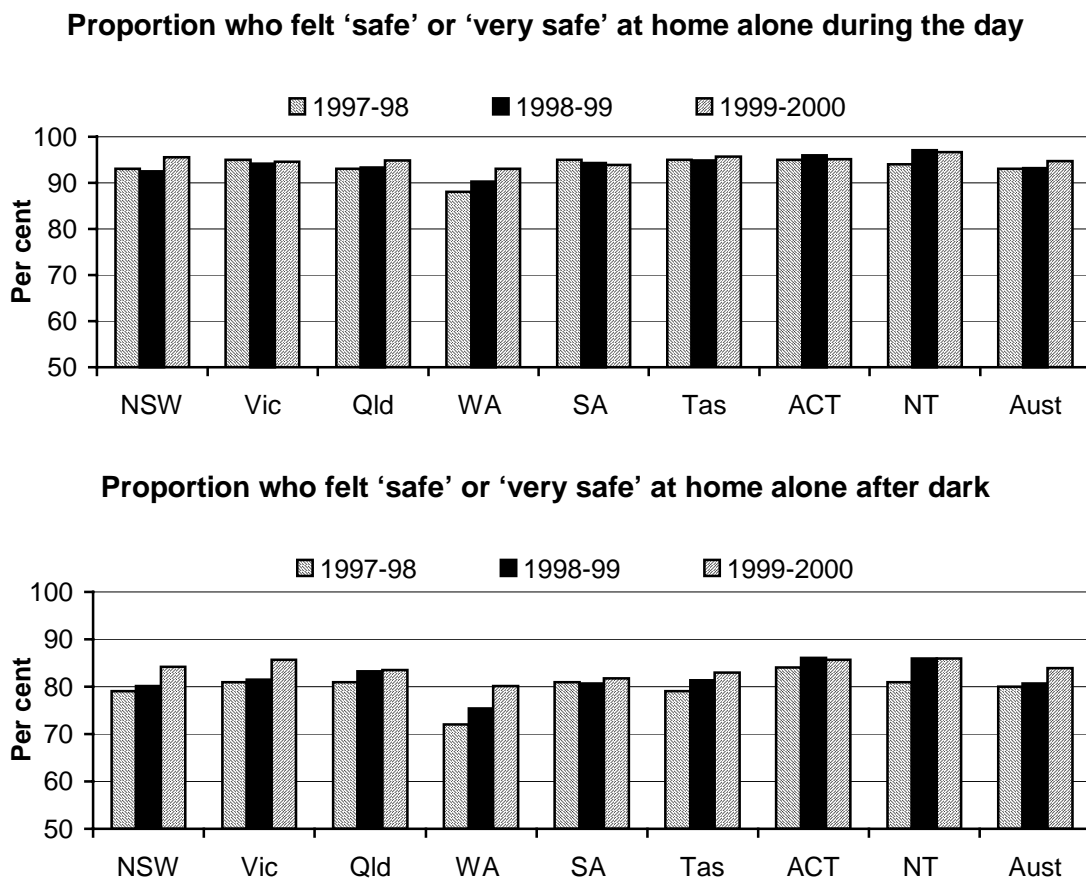
Key to indicators

- Text** Provided on a comparable basis for this Report
- Text** Information not complete or not strictly comparable
- Text** Yet to be developed or not collected for this Report

Nationally, 95 per cent of the estimated population felt ‘safe’ or ‘very safe’ at home alone during the day. Across jurisdictions, this proportion ranged from 93 per cent in WA to 97 per cent in the NT (figure 8.14). Nationally, 84 per cent of persons felt ‘safe’ or ‘very safe’ at home alone after dark. This proportion ranged from 80 per cent in WA to 86 per cent in Victoria, the ACT and the NT (figure 8.14).

Nationally, 42 per cent of persons aged 18 years and over felt ‘safe’ or ‘very safe’ when walking or jogging after dark. Across jurisdictions, the proportion ranged from 40 per cent in both Queensland and SA to 45 per cent in Victoria. Nationally, 23 per cent of the estimated population felt ‘safe’ or ‘very safe’ when travelling on public transport after dark. This perception of safety ranged from 17 per cent in WA to 40 per cent in the ACT (figure 8.15). However, these results will be influenced by the mix (i.e. trains, buses, trams) of public transport in each jurisdiction.

Figure 8.14 Persons aged 18 years and over: perception of safety at home^a



^a Caution should be used when comparing differences in results across jurisdictions and over time. The size of the sample may affect on the accuracy of the results.

Source: tables 8A.39–8A.41.

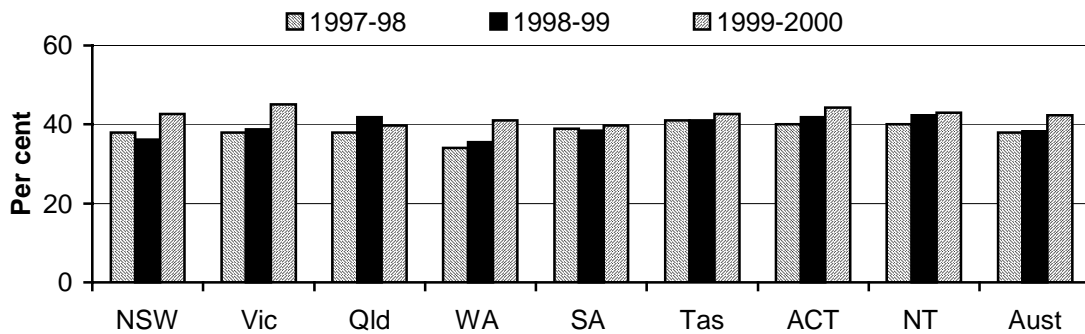
Perceptions of crime problem

Nationally, when people were asked about crime problems in the general community, 90 per cent cited illegal drugs as a 'major problem' or 'somewhat of a problem', 83 per cent cited physical assaults, 79 per cent cited family violence, and 79 per cent cited sexual assault in 1999-2000. Data for each jurisdiction are presented in table 8A.42.

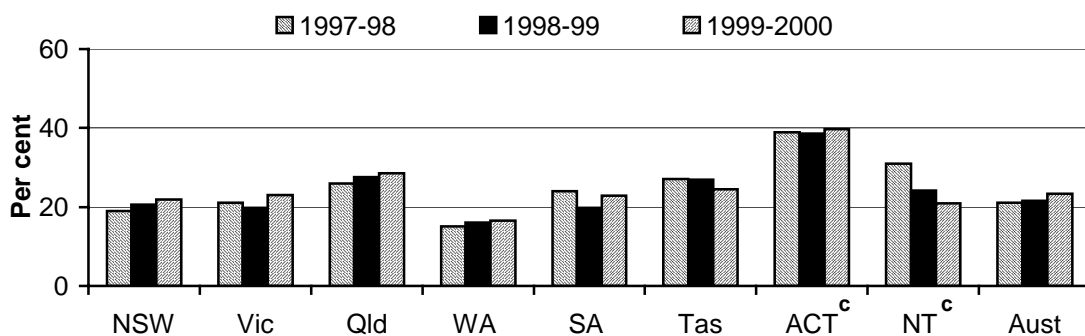
Nationally, 62 per cent of persons aged 18 years and over believed housebreaking to be a 'major problem' or 'somewhat a problem' in their neighbourhood in 1999-2000. Across jurisdictions, the prevalence of this response ranged from 58 per cent in Queensland to 70 per cent in the ACT (figure 8.16).

Figure 8.15 Persons aged 18 years and over: perception of safety in public places^a

Proportion who felt 'safe' or 'very safe' walking or jogging locally after dark



Proportion who felt 'safe' or 'very safe' travelling on public transport after dark^b



^a Caution should be used when comparing differences in results across jurisdictions and over time. The size of the sample may have an impact on the accuracy of the results. ^b Note for this survey question, the response 'not applicable' was very large and varied significantly across jurisdictions in line with the availability of public transport (see table 8A.39). ^c Unlike other jurisdictions, the ACT and NT do not operate a suburban train network, relying on buses as the primary means of public transportation.

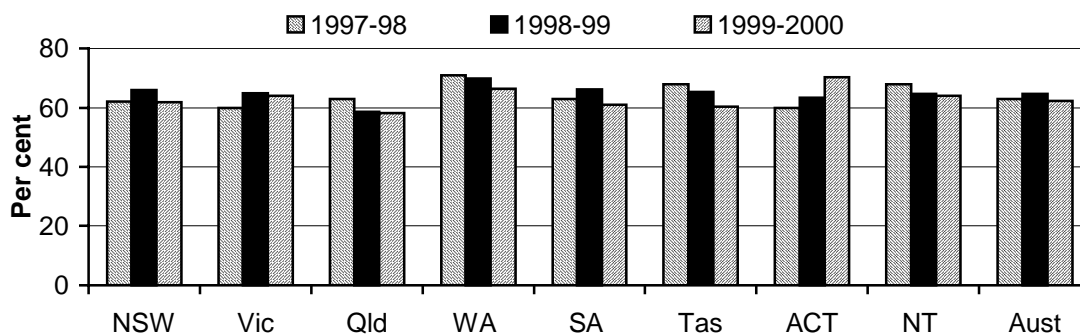
Source: tables 8A.39–8A.41.

According to the Australian Bureau of Statistics, there were 129 865 reported victims of motor vehicle theft in Australia in 1999. The Population Survey Monitor results indicate that 50 per cent of the estimated population believed that motor vehicle theft was a 'major problem' or 'somewhat a problem' in their neighbourhood. The prevalence of this perception varied from 42 per cent in Queensland to 56 per cent in Victoria (figure 8.16).

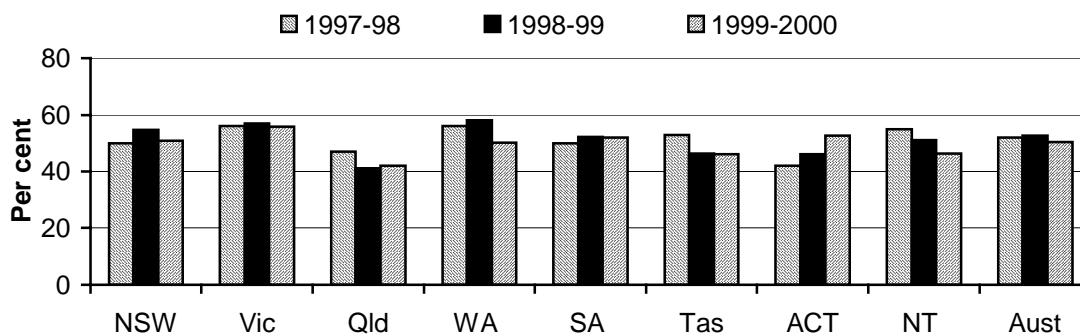
Nationally, 45 per cent of the estimated population believed graffiti and vandalism to be a 'major problem' or 'somewhat a problem' in their neighbourhood. Across jurisdictions, the prevalence of this response ranged from 35 per cent in Tasmania to 52 per cent in SA (figure 8.16).

Figure 8.16 Persons aged 18 years and over: perception of problems in the neighbourhood^a

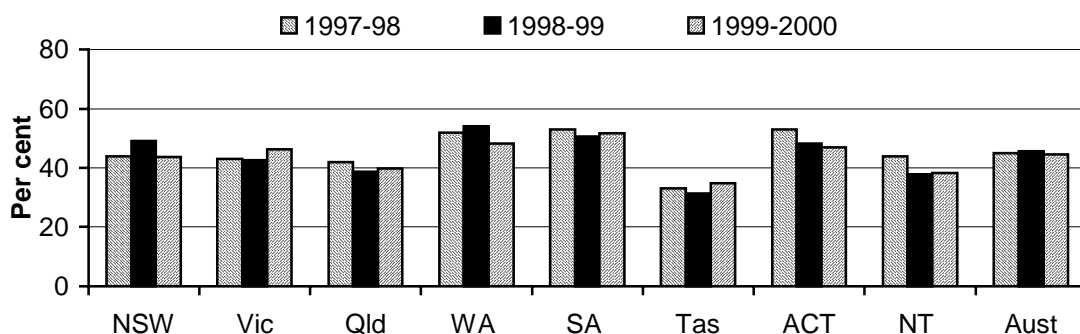
Proportion who felt that housebreaking was a 'major problem' or 'somewhat a problem'



Proportion who felt that motor vehicle theft was a 'major problem' or 'somewhat a problem'



Proportion who felt that graffiti or other vandalism was a 'major problem' or 'somewhat a problem'



^a Caution should be used when comparing differences in results across jurisdictions and over time. The size of the sample may have an affect on the accuracy of the results.

Source: tables 8A.42–8A.44.

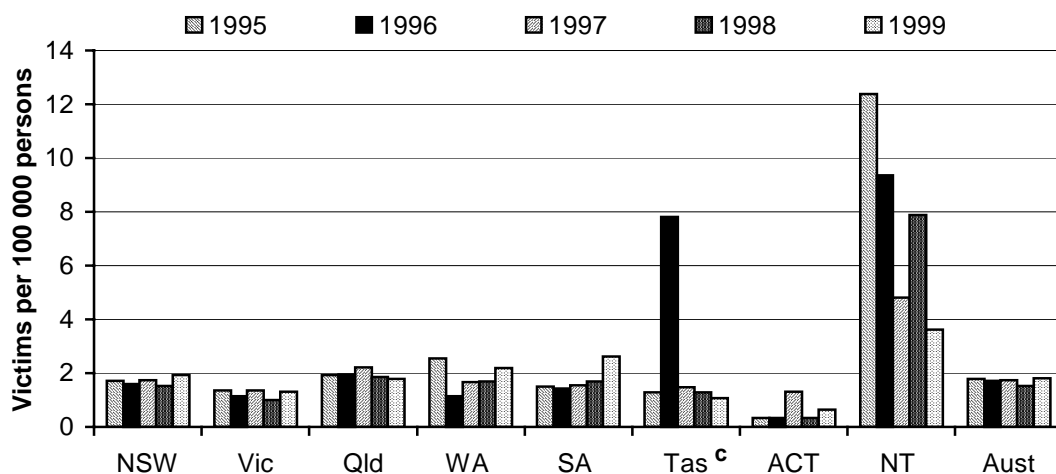
Caution should be used when interpreting data on perceptions of crime. The perceptions of a problem and the actual incidence of these offences may significantly differ across jurisdictions. Reducing people's concerns about crime and reducing the actual level of crime are two separate but related challenges for police.

Comparisons between perceptions of crime problems and the level of crime raise questions about the factors that affect perceptions. More generally, such comparisons highlight the importance of considering the full suite of performance indicators rather than assessing performance on the basis of specific measures in isolation.

Recorded crimes against the person

Nationally, there were 1.8 recorded victims of murder per 100 000 persons in 1999, which is equal to the rate in 1995 but slightly higher than the rate in all other years previously reported here. The victimisation rate in 1999 ranged from 0.6 victims per 100 000 persons in the ACT to 3.6 victims per 100 000 persons in the NT (figure 8.17).

Figure 8.17 Recorded victims of murder^{a, b}

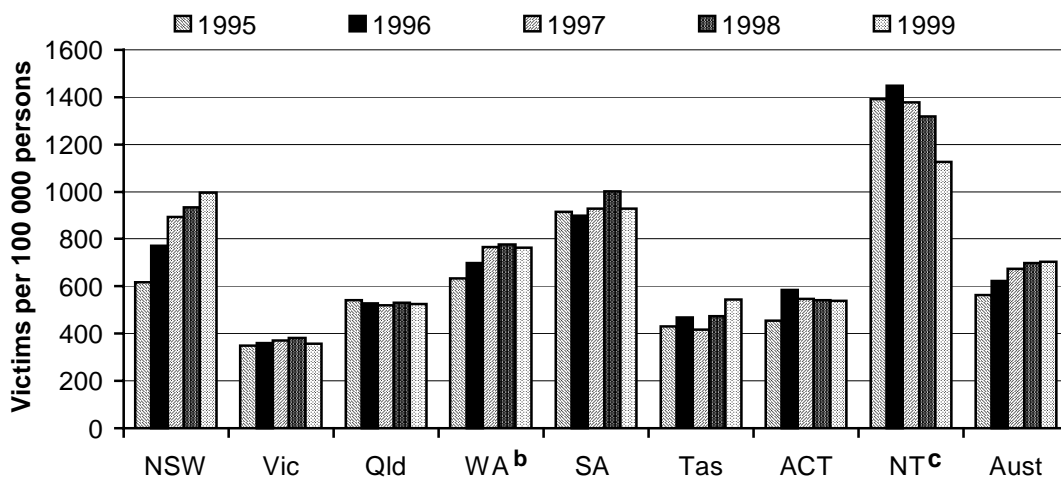


^a Data are based on crimes recorded by police. ^b For some jurisdictions, 1998 data have been revised from what were published last year. ^c The dramatic increase in reported victims of murder in 1996 was the result of the multiple murder incident at Port Arthur.

Source: table 8A.45.

Nationally, there were 705 victims of assault per 100 000 persons in 1999, ranging from 358 victims per 100 000 persons in Victoria to 1126 victims per 100 000 persons in the NT (figure 8.18). The victimisation rate rose in NSW and Tasmania between 1998 and 1999, and fell in all other jurisdictions.

Figure 8.18 Recorded victims of assault^a

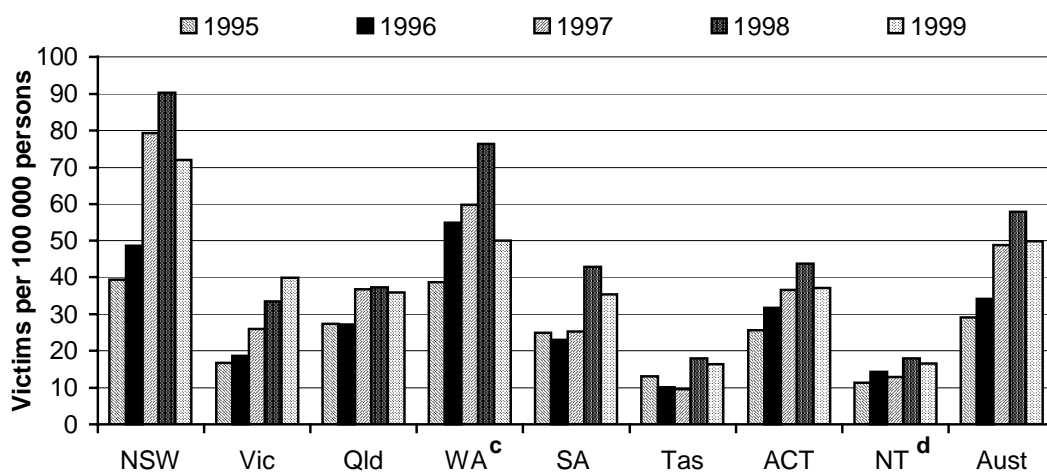


^a Data are based on crimes recorded by police. ^b The 1999 and 1998 recorded crime statistics for assault are not directly comparable with those for previous years. ^c The 1999 recorded crime statistics for assault are not directly comparable with previous years.

Source: table 8A.45.

Victims of armed robbery per 100 000 persons increased for Victoria between 1998 and 1999, but fell for all other jurisdictions. Nationally, there were 49.8 victims of armed robbery per 100 000 persons in 1999, ranging from 16.4 victims per 100 000 persons in Tasmania to 72.0 victims per 100 000 persons in NSW (figure 8.19).

Figure 8.19 Recorded victims of armed robbery^{a, b}



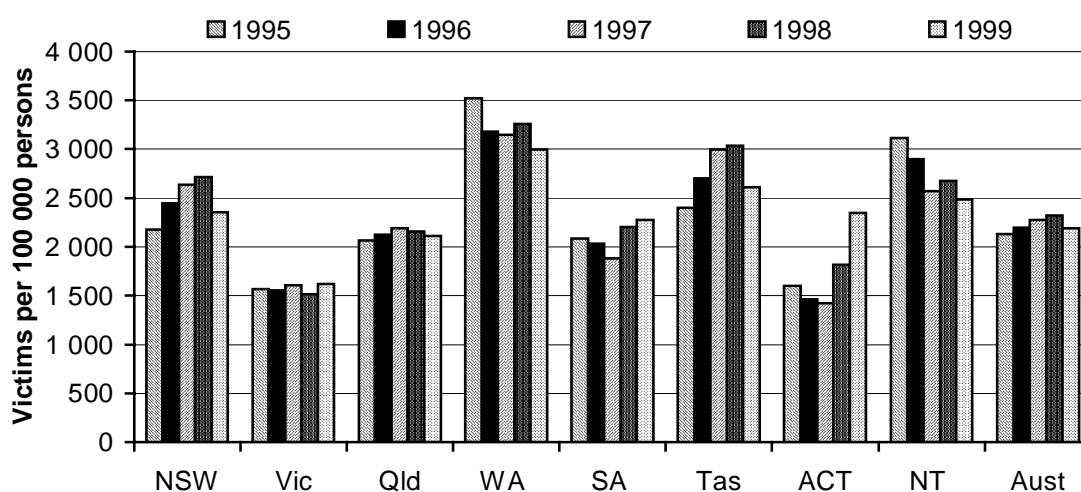
^a Data are based on crimes recorded by police. ^b Victims include persons and organisations. ^c The 1999 and 1998 recorded crime statistics for armed robbery are not directly comparable with those for previous years. ^d The 1999 recorded crime statistics for armed robbery are not directly comparable with those for previous years.

Source: table 8A.45.

Recorded crimes against property

Nationally, there were 2192 victims of unlawful entry with intent per 100 000 persons in 1999. The incidence varied from 1619 victims per 100 000 persons in Victoria to 2998 victims per 100 000 persons in WA. Victimization rates were higher in 1999 than in 1995 for all jurisdictions except WA and the NT. Between 1995 and 1999, victims of unlawful entry with intent per 100 000 persons rose by 47 per cent in the ACT, and fell by 20 per cent in the NT (figure 8.20).

Figure 8.20 Recorded victims of unlawful entry with intent^{a, b}



^a Data are based on crimes recorded by police. ^b Victims refers to places/premises.

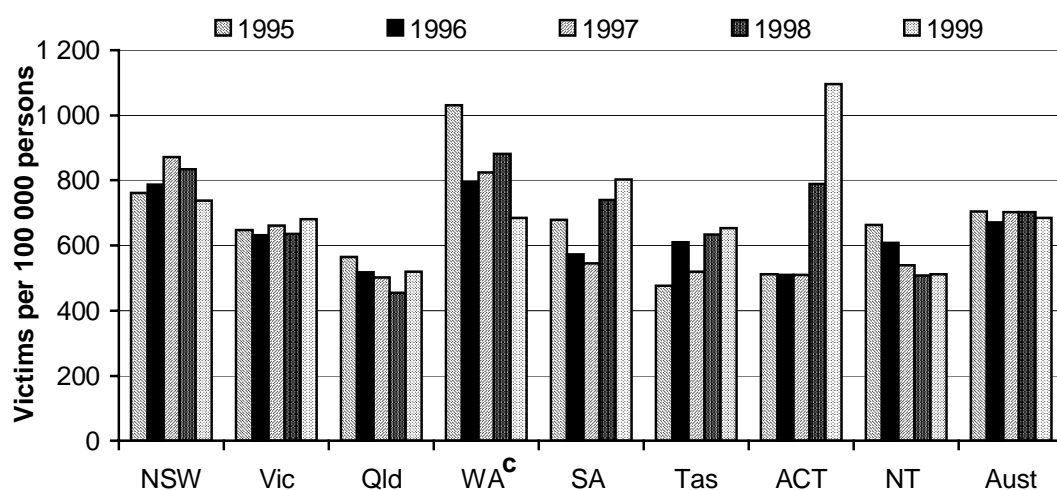
Source: table 8A.46.

Nationally, there were 685 motor vehicles stolen per 100 000 persons in 1999. The victimisation rate ranged from 511 motor vehicles per 100 000 persons in the NT to 1095 motor vehicles per 100 000 persons in the ACT. The largest increase in motor vehicles stolen per 100 000 persons between 1995 and 1999 was a 114 per cent increase in the ACT. The largest fall in motor vehicles stolen per 100 000 persons over the same period was a 34 per cent fall in WA (figure 8.21).

Efficiency

Expenditure on each service delivery area of police is included in this chapter for the second year. The comparability of data has been improved by accounting for differences in payroll tax liabilities across jurisdictions according to the approach recommended in *Payroll Tax in the Costing of Government Services* (SCRCSSP 1999). The separate identification of payroll tax liabilities facilitates comparisons of expenditure data (less payroll tax) across all jurisdictions.

Figure 8.21 Recorded victims of motor vehicle theft^{a, b}



^a Data are based on crimes recorded by police. ^b Victims are based on the number of motor vehicles. ^c Counts of motor vehicle theft prior to 1997 are not directly comparable with other States and Territories.

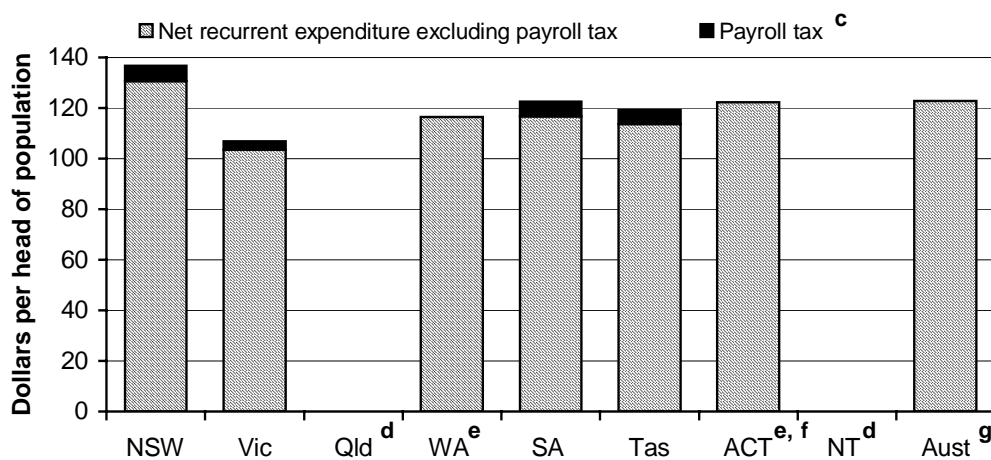
Source: table 8A.46.

The NT and Queensland have not provided data in this area. The NT do not undertake activity surveys, and Queensland have doubts as to the accuracy and comparability of the whole data set.

Expenditure on community safety and support ranged from \$107 per head of population in Victoria to \$137 per head of population in NSW. Nationally, it was \$123 per head of population (figure 8.22).

While comparisons can be made with last year, caution should be used due to changes in the methods employed. SA is excluded from comparisons with last year for this service delivery area, as its large rise in expenditure was mainly the result of changes to activity survey definitions. For the other jurisdictions, the largest increase in expenditure over the past year occurred in NSW and the ACT, where expenditure on community safety and support rose by \$19 per head of population (from \$118 to \$137 and \$103 to \$122 respectively). The smallest increase in expenditure over the past year occurred in WA, where expenditure rose by \$1 per head of population (up from \$115 to \$116). Nationally, expenditure increased by \$18 per head of population (up from \$105 to \$123) (table 8.6).

Figure 8.22 Expenditure on community safety and support, 1999-2000^{a, b}



^a Some data are preliminary and thus have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common service delivery areas. ^b Population based on ABS estimates for June 2000. ^c Calculated by multiplying the proportion of expenditure on salaries and payments for each service delivery area by the total payroll tax expenditure. ^d Data are only available for all key service delivery areas combined. ^e Exempt from payroll tax. ^f Results are based on a survey of staff directly involved in the delivery of community policing and related support services within the ACT region. Based on ACT Government payment to the Australian Federal Police for community policing. ^g Includes payroll tax where applicable.

Source: table 8A.50.

Table 8.6 Expenditure on community safety and support, (dollars per head of population)^{a, b}

	NSW	Vic	Qld ^c	WA ^d	SA ^e	Tas	ACT ^{d, f}	NT ^c	Aust ^g
Net recurrent expenditure excluding payroll tax									
1998-99	113	94	na	115	62	103	103	na	105
1999-2000	130	103	na	116	117	114	122	na	123
Payroll tax ^h									
1998-99	5	4	na	..	3	5	..	na	..
1999-2000	6	4	na	..	6	6	..	na	..
Totalⁱ									
1998-99	118	98	na	115	65	108	103	na	105
1999-2000	137	107	na	116	122	119	122	na	123

^a Some data are preliminary and thus have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common service delivery areas. ^b Population based on ABS estimates for June 2000. ^c Data are only available for all key service delivery areas combined. ^d Exempt from payroll tax. ^e Data for 1998-99 did not include a wide range of crime prevention, reduction, and response activities. This has been corrected in the current year. ^f Results are based on a survey of staff directly involved in the delivery of community policing and related support services within the ACT region. Based on ACT Government payment to the Australian Federal Police for community policing. ^g Includes payroll tax where applicable. ^h Calculated by multiplying the proportion of expenditure on salaries and payments for each service delivery area by the total payroll tax expenditure. ⁱ May not add to sum of its components as a result of rounding. **na** Not available. **..** Not applicable.

Source: table 8A.50.

In 1999-2000, as a proportion of each jurisdiction's total expenditure, expenditure on community safety and support ranged from 48 per cent in Victoria to 63 per cent in NSW. Nationally, it was 56 per cent of total expenditure (figure 8.2).

8.6 Crime investigation

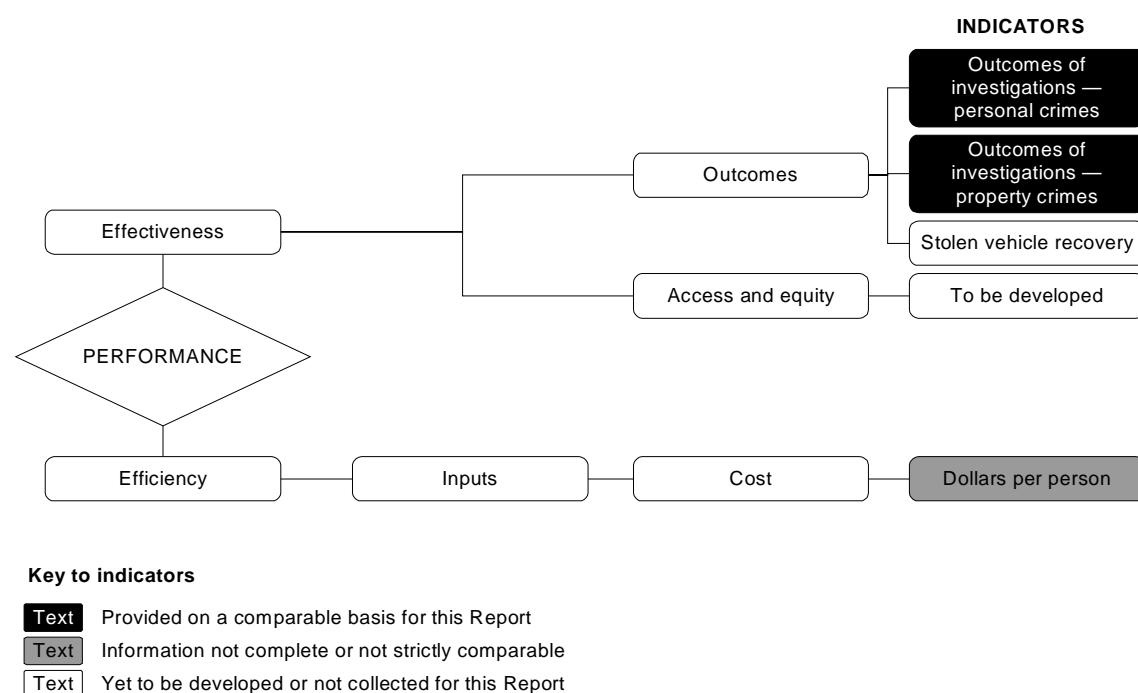
This service delivery area captures the role of police in investigating crime and identifying and apprehending suspects. Activities include:

- gathering intelligence on suspects and locations to assist with investigations; and
- collecting and securing evidence in relation to both the offence and the suspect.

Framework of performance indicators

The performance of the police in undertaking these activities is measured using a suite of indicators that includes outcomes of investigations (figure 8.23).

Figure 8.23 Performance indicators for crime investigation



Key performance indicator results

The Australian Bureau of Statistics collects data on the 30-day status of investigations — that is, the stage that a police investigation has reached after 30 days since the recording of the incident by police.

Outcomes of investigations — crimes against the person

Nationally, in 1999, 68 per cent of investigations into reported murders were finalised within 30 days of the offence becoming known to police. Across jurisdictions, the proportion varied from 50 per cent in the ACT (based on two murder investigations) to 100 per cent in Tasmania (based on five murder investigations). Nationally, for all finalised murder investigations, proceedings against an alleged offender had begun within 30 days in 92 per cent of cases; this proportion ranged across jurisdictions from 71 per cent in WA to 100 per cent in SA, Tasmania, the ACT and the NT (table 8.7).

Table 8.7 Victims of murder: outcomes of investigations, 30-day status, 1 January to 31 December 1999

	<i>Unit</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>
Total	no.	123	62	63	41	39	5	2	7	342
Investigations finalised as a proportion of total investigations	%	64	66	78	76	56	100	50	71	68
Investigations in which offender is proceeded against as a proportion of investigations finalised	%	94	95	96	71	100	100	100	100	92

Source: table 8A.51.

Nationally, 58 per cent of investigations into reported assaults were finalised within 30 days of the offence becoming known to police. The proportion ranged from 42 per cent in the ACT to 63 per cent in NSW. Proceedings against an alleged offender had begun within 30 days in 79 per cent of finalised assault investigations nationally; this proportion ranged across jurisdictions from 61 per cent in SA to 89 per cent in Tasmania (table 8.8).

Table 8.8 Victims of assault: outcomes of investigations, 30-day status, 1 January to 31 December 1999

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT^{a, b}</i>	<i>Aust</i>
Total	'000	64	17	18	14	14	3	2	2	134
Investigations finalised as a proportion of total investigations	%	63	47	54	55	60	46	42	53	58
Investigations in which offender is proceeded against as a proportion of investigations finalised	%	83	81	84	65	61	89	85	66	79

^a Not directly comparable with other States and Territories as a result of changes in recording procedures for incidents involving multiple assault victims. ^b Includes offences where the outcome is unknown as well as offences where the outcome is known but the date of finalisation is unknown.

Source: table 8A.51.

Nationally, 25 per cent of investigations into reported armed robbery were finalised within 30 days of the offence becoming known to police. This rate of finalisation of investigations ranged from 16 per cent in the NT to 40 per cent in Tasmania. Proceedings against an alleged offender occurred within 30 days in 87 per cent of finalised armed robbery investigations nationally; this proportion ranged across jurisdictions from 81 per cent in NSW to 100 per cent in Tasmania and the NT (table 8.9).

Table 8.9 Victims of armed robbery: outcomes of investigations, 30-day status, 1 January to 31 December 1999

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT^{a, b}</i>	<i>Aust</i>
Total	no.	4 619	1 880	1 257	931	528	77	115	32	9 439
Investigations finalised as a proportion of total investigations	%	17	32	33	29	32	40	35	16	25
Investigations in which offender is proceeded against as a proportion of investigations finalised	%	81	86	93	90	92	100	98	100	87

^a Not directly comparable with other States and Territories as a result of changes in recording procedures for incidents involving multiple robbery victims. ^b Includes offences where the outcome is unknown as well as offences where the outcome is known but the date of finalisation is unknown.

Source: table 8A.51.

Outcomes of investigations — property crimes

Nationally, in 1999, 8 per cent of investigations into reported unlawful entry with intent were finalised within 30 days of the offence becoming known to police. This rate of finalisation of investigations ranged from 5 per cent in the ACT to

14 per cent in the NT. Proceedings against an alleged offender had commenced within 30 days in 82 per cent of finalised investigations nationally; this proportion ranged across jurisdictions from 72 per cent in NSW and the NT to 97 per cent in the ACT (table 8.10).

Table 8.10 Victims of unlawful entry with intent: outcomes of investigations, 30-day status, 1 January to 31 December 1999

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT^a</i>	<i>Aust</i>
Total	'000	151	76	74	56	34	12	7	5	416
Investigations finalised as a proportion of total investigations	%	7	9	9	8	6	7	5	14	8
Investigations in which offender is proceeded against as a proportion of investigations finalised	%	72	90	91	76	89	92	97	72	82

^a Includes offences where the outcome is unknown as well as offences where the outcome is known but the date of finalisation is unknown.

Source: table 8A.52.

Nationally, 10 per cent of investigations into reported motor vehicle theft were finalised within 30 days of the offence becoming known to police. This rate of finalisation of investigations ranged from 3 per cent in Tasmania to 18 per cent in Queensland. Proceedings against an alleged offender occurred within 30 days in 76 per cent of finalised motor vehicle theft investigations nationally; this proportion ranged across jurisdictions from 59 per cent in WA to 93 per cent in the ACT (table 8.11).

Table 8.11 Victims of motor vehicle theft: outcomes of investigations, 30-day status, 1 January to 31 December 1999

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT^a</i>	<i>Aust</i>
Total	'000	47	32	18	13	12	3	3	1	130
Investigations finalised as a proportion of total investigations	%	6	10	18	13	9	3	6	16	10
Investigations in which offender is proceeded against as a proportion of investigations finalised	%	79	79	74	59	83	87	93	70	76

^a Includes offences where the outcome is unknown as well as offences where the outcome is known but the date of finalisation is unknown.

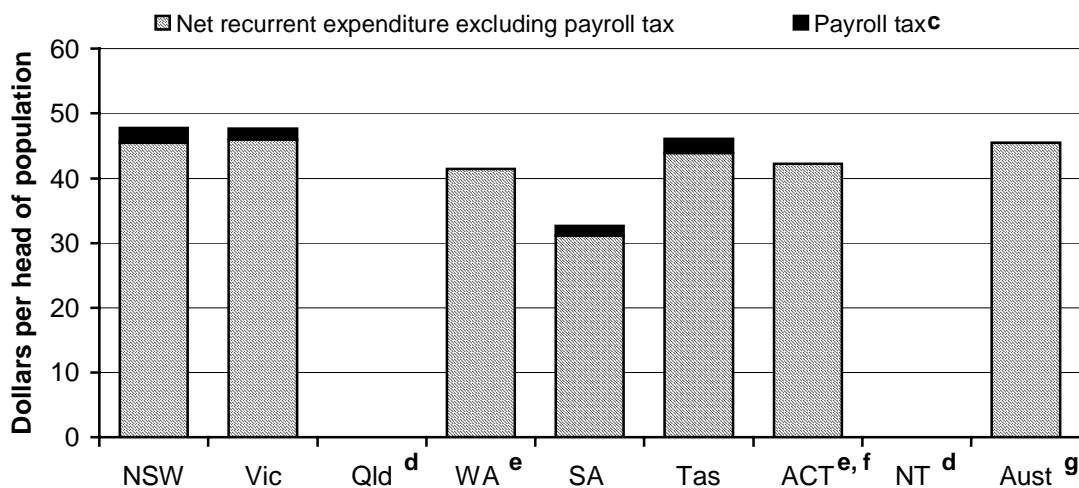
Source: table 8A.52.

Efficiency

The NT and Queensland have not provided data in this area. The NT do not undertake activity surveys, and Queensland have doubts as to the accuracy and comparability of the whole data set.

Expenditure on crime investigation ranged from \$33 per head of population in SA to \$48 per head of population in both NSW and Victoria. Nationally, it was \$45 per head of population (figure 8.24).

Figure 8.24 Expenditure on crime investigation, 1999-2000^{a, b}



^a Some data are preliminary and thus have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common service delivery areas. ^b Population based on ABS estimates for June 2000. ^c Calculated by multiplying the proportion of expenditure on salaries and payments for each service delivery area by the total payroll tax expenditure. ^d Data are only available for all key service delivery areas combined. ^e Exempt from payroll tax. ^f Results are based on a survey of staff directly involved in the delivery of community policing and related support services within the ACT region. Use of the teams based approach to investigations in the ACT means time spent on the preliminary investigation of an offence may have been counted in 'Community safety and support'. ^g Includes payroll tax where applicable.

Source: table 8A.53.

While comparisons can be made with last year, caution should be used due to changes in the methods employed. SA is excluded from comparisons with last year for this service delivery area, as its large decrease in expenditure was mainly the result of changes to activity survey definitions. The largest increase in expenditure over the past year occurred in the ACT, where expenditure on crime investigation rose by \$10 per head of population (up from \$32 to \$42). The largest decrease in expenditure over the past year occurred in Victoria, where expenditure fell by \$9 per head of population (down from \$57 to \$48). Nationally, expenditure on crime

investigations decreased by \$6 per head of population (down from \$51 to \$45) (table 8.12).

Table 8.12 Expenditure on crime investigation, (dollars per head of population)^{a, b}

	<i>NSW</i>	<i>Vic</i>	<i>Qld^c</i>	<i>WA^d</i>	<i>SA^e</i>	<i>Tas</i>	<i>ACT^{d, f}</i>	<i>NT^c</i>	<i>Aust^g</i>
Net recurrent expenditure excluding payroll tax									
1998-99	48	55	na	40	62	39	32	na	51
1999-2000	46	46	na	41	31	44	42	na	45
Estimated payroll tax ^h									
1998-99	2	2	na	..	3	2	..	na	..
1999-2000	2	2	na	..	2	2	..	na	..
Totalⁱ									
1998-99	50	57	na	40	66	41	32	na	51
1999-2000	48	48	na	41	33	46	42	na	45

^a Some data are preliminary and thus have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common service delivery areas. ^b Population based on ABS estimates for June 2000. ^c Data are only available for all key service delivery areas combined. ^d Exempt from payroll tax. ^e Data for 1998-99 included a wide range of crime prevention, reduction and response activities which are not appropriate to count as crime investigation activities. This has been corrected in the current year. ^f Results are based on a survey of staff directly involved in the delivery of community policing and related support services within the ACT region. Use of the teams based approach to investigations in the ACT means time spent on the preliminary investigation of an offence may have been counted in 'Community safety and support'. ^g Includes payroll tax where applicable. ^h Calculated by multiplying the proportion of expenditure on salaries and payments for each service delivery area by the total payroll tax expenditure. ⁱ May not add to sum of its components as a result of rounding. **na** Not available. **..** Not applicable.

Source: table 8A.53.

In 1999-2000, as a proportion of each jurisdiction's total expenditure, expenditure on crime investigations ranged from 16 per cent in SA to 22 per cent in each of NSW, Victoria and Tasmania. Nationally, it was 21 per cent of total expenditure (figure 8.2).

8.7 Road safety and traffic management

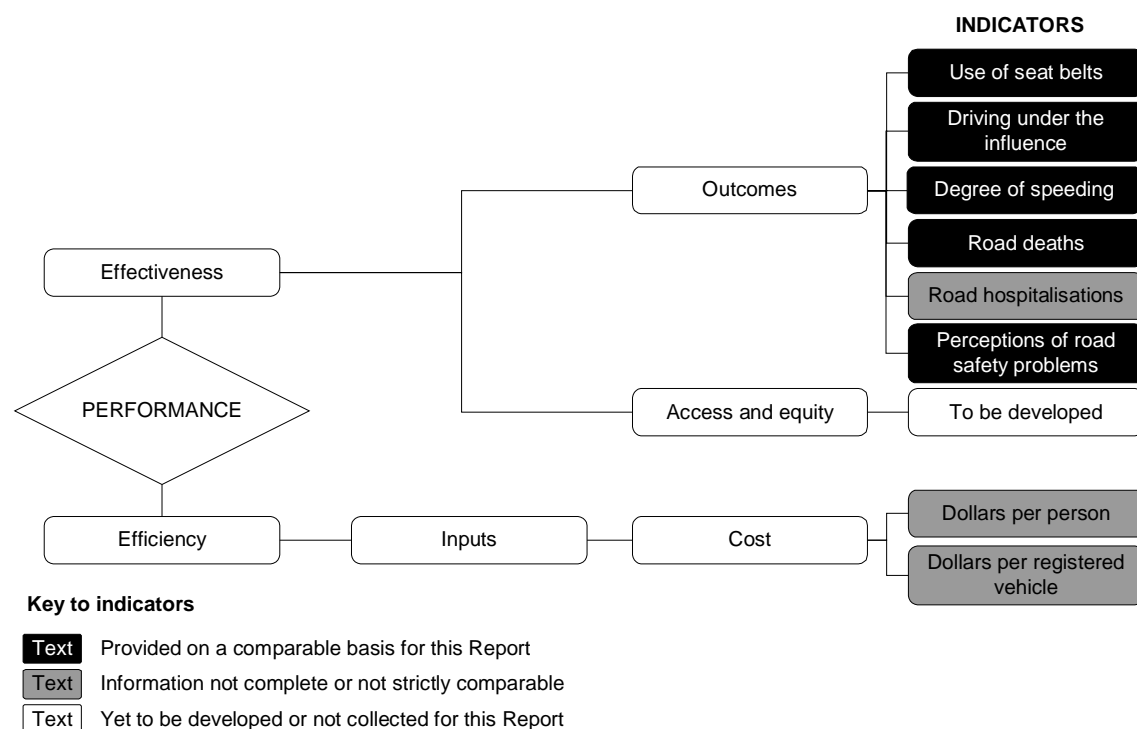
This service delivery area captures the role of police in maximising road safety through targeted operations to reduce the incidence of traffic offences, and through attendance at, and investigation of, road traffic accidents and incidents. Activities typically include:

- conducting speed and alcohol related traffic operations;
- undertaking general traffic management functions;
- attending and investigating road traffic accidents and incidents; and
- improving public education and awareness of traffic and road safety issues.

Framework of performance indicators

The performance of the police in undertaking road safety and traffic management activities is measured using a suite of indicators that includes people's behaviour on the roads and the number of road hospitalisations and fatalities (figure 8.25).

Figure 8.25 Performance indicators for road safety and traffic management



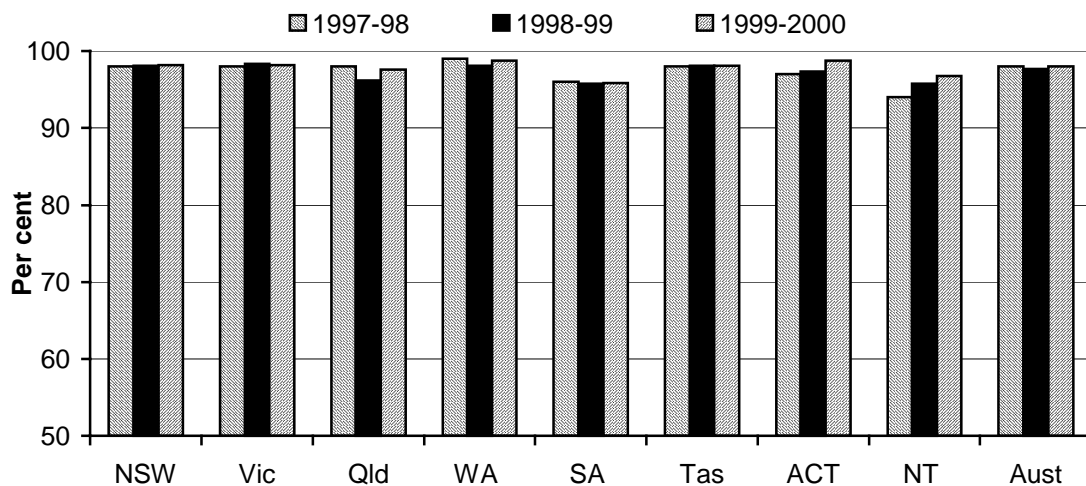
Key performance indicator results

Comparable data on actual levels of seat belt use, speeding, and driving while under the influence are not available for reporting, so the performance indicators are based on survey responses from the Population Survey Monitor.

Use of seat belts

An aim of police road safety programs is to influence road users' behaviour, such as to increase the use of seat belts to reduce the risk of injury from road crashes. This involves promoting the use of seat belts, speed reduction and sober driving. Nationally, in 1999-2000, 98 per cent of persons aged 18 years and over said they wear a seat belt 'most of the time' or 'always'. This proportion did not vary significantly across jurisdictions or across years (figure 8.26).

Figure 8.26 Persons who wear a seat belt 'most of the time' or 'always,' for persons aged 18 years and over ^a



^a Caution should be used when comparing differences in results across jurisdictions and over time. The size of the sample may have an affect on the accuracy of the results.

Source: table 8A.55.

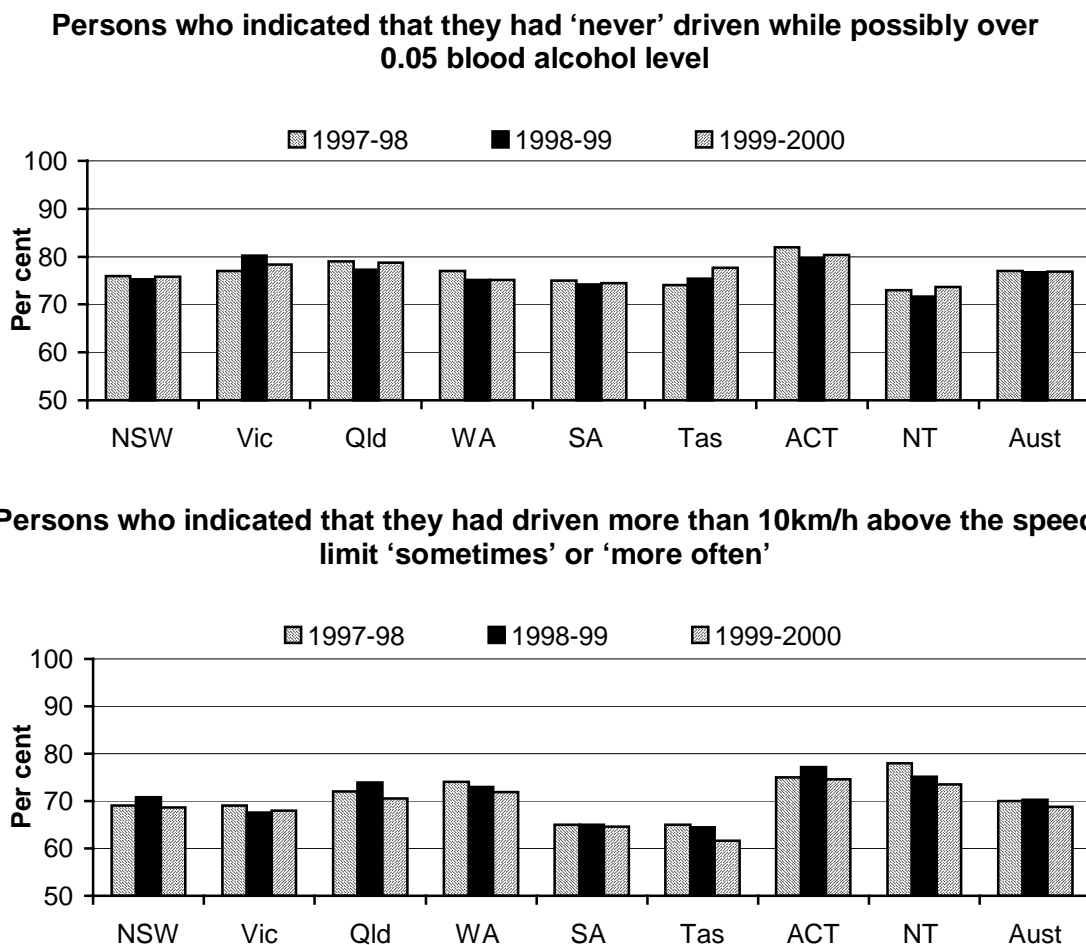
Road safety behaviour — speed and alcohol

Nationally, 77 per cent of persons who drive and are aged 18 years and over in 1999-2000, indicated that they had 'never' driven when possibly over the 0.05 blood alcohol limit. This proportion ranged from 74 per cent in the NT to 80 per cent in the ACT. Nationally, 69 per cent of persons who drive reported travelling more than 10 kilometres per hour above the speed limit 'sometimes' or 'more often'. Across jurisdictions, the proportion ranged from 62 per cent in Tasmania to 75 per cent in the ACT (figure 8.27).

Road fatalities

One aim of policing is to reduce road crashes and related road deaths and hospitalisations. The performance of the police in helping to minimise deaths and crashes that require a person to be admitted to hospital can affect the demand for many other government services (for example, hospital services).

Figure 8.27 Persons aged 18 years and over: acknowledged road safety behaviour as a proportion of those who drive^a

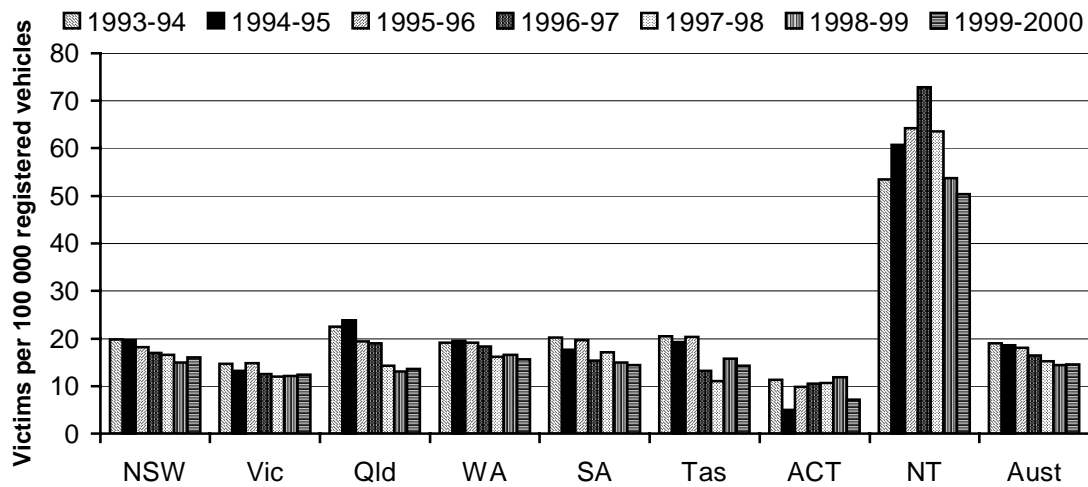


^a Caution should be used when comparing differences in results across jurisdictions and over time. The size of the sample may have an effect on the accuracy of the results.

Source: tables 8A.56 and 8A.57.

Nationally, there were 1781 road deaths in 1999-2000. Across jurisdictions, this number ranged from 14 in the ACT to 588 in NSW (table 8A.58). There were 15 road deaths per 100 000 registered vehicles in Australia in 1999-2000, ranging from 7 in the ACT to 50 in the NT. The largest fall in deaths over the period 1993-94 to 1999-2000 occurred in Queensland (down 8 deaths per 100 000 registered vehicles) followed by Tasmania (down 7 deaths per 100 000 registered vehicles). There were no increases in deaths per 100 000 registered vehicles when comparing the results from 1993-94 with 1999-2000 for any jurisdiction (figure 8.28).

Figure 8.28 Road fatalities^a



^a Road fatalities data provided by the Australian Transport Safety Bureau for each of the respective years.
Source: table 8A.58.

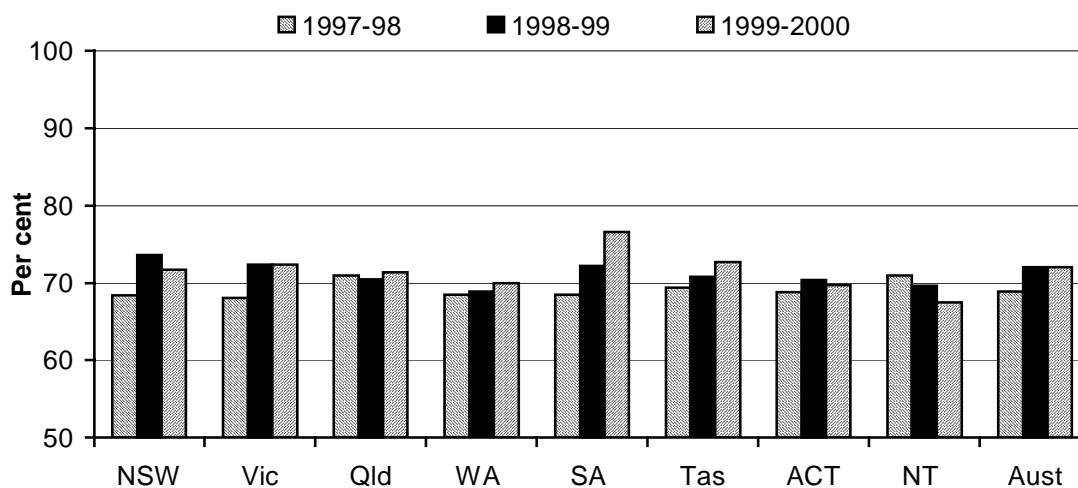
Hospitalisations

In previous years, information on the level of hospitalisations has been provided by the Federal Office of Road Safety, subsequently re-named the Australian Transport Safety Bureau (ATSB). However, ATSB advises that data on the level of hospitalisations has become increasingly unreliable, and it is unable to provide data for this year or in future years. Jurisdictions are looking at other options to obtain this data – including the use of data from the Australian Institute of Health and Welfare – and there is a strong commitment that this indicator will be reported on next year once a reliable and comparable set of data can be established.

Perceptions of road safety problems

Nationally, 72 per cent of persons aged 18 years and over believed speeding cars or dangerous, noisy driving to be a ‘major problem’ or ‘somewhat a problem’ within their neighbourhood. Across jurisdictions, this observation ranged from 68 per cent in the NT to 77 per cent in SA (figure 8.29).

Figure 8.29 Persons aged 18 years and over: proportion who felt that speeding cars or dangerous, noisy driving was a 'major problem' or 'somewhat a problem' in their neighbourhood^a



^a Caution should be used when comparing differences in results across jurisdictions and over time. The size of the sample may have an impact on the accuracy of the results.

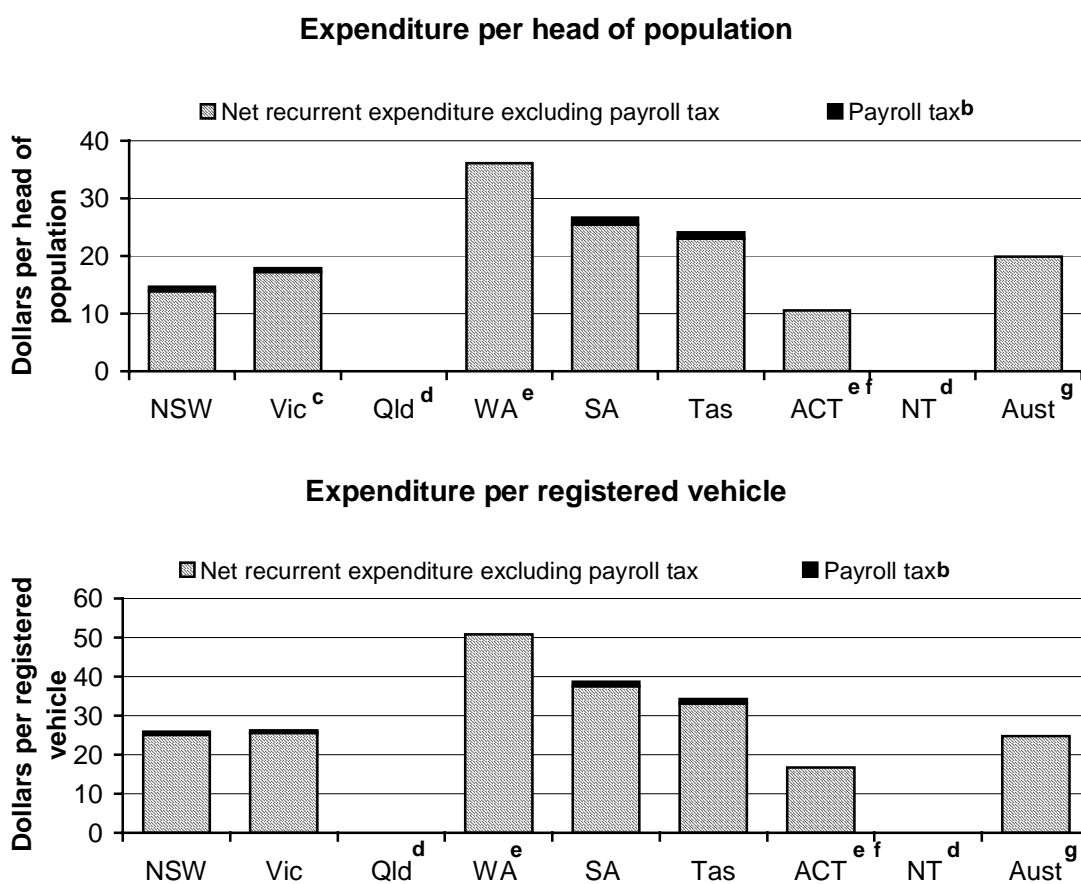
Source: table 8A.59.

Efficiency

The NT and Queensland have not provided data in this area. The NT do not undertake activity surveys, and Queensland have doubts as to the accuracy and comparability of the whole data set.

Estimated expenditure on road safety and traffic management ranged from \$11 per head of population in the ACT to \$36 per head of population in WA. Nationally, \$20 per head of population was spent on road safety and traffic management. Estimated expenditure on road safety and traffic management per registered vehicle also varied across jurisdictions, from \$17 in the ACT to \$51 in WA (figure 8.30).

Figure 8.30 Expenditure on road safety and traffic management, 1999-2000^a



^a Some data are preliminary and thus have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common service delivery areas. ^b Calculated by multiplying the proportion of expenditure on salaries and payments for each service delivery area by the total payroll tax expenditure. ^c In 1998-99, \$43 per head of population; in 1999-2000, \$18 per head of population. The variation results from a change in output costing method aligning services to financial allocations. Previous data used a historical cost formula. ^d Data are available only for all key service delivery areas combined. ^e Exempt from payroll tax. ^f Results are based on a survey of staff directly involved in the delivery of community policing and related support services within the ACT region. ^g Includes payroll tax where applicable.

Source: table 8A.60.

While comparisons can be made with last year, caution should be used due to changes in the methods employed. Victoria is excluded from comparisons with last year for this service delivery area, as its large decrease in expenditure results from a change in output costing method aligning services to financial allocations. The largest increase in expenditure on road safety and traffic management over the past year occurred in Tasmania, which increased expenditure by \$7 per head of population (from \$17 to \$24). The largest decrease in expenditure from last year occurred in the ACT, where expenditure decreased by \$5 per head of population

(from \$16 to \$11). Nationally, expenditure decreased by \$8 per head of population from \$28 to \$20 (table 8.13).

Table 8.13 **Expenditure on road safety and traffic management^a**

	NSW	Vic ^b	Qld ^c	WA ^d	SA	Tas	ACT ^{d, e}	NT ^c	Aust ^f
<i>Dollars per head of population</i>									
Net recurrent expenditure (excluding payroll tax)									
1998-99	18	41	na	34	22	16	16	na	28
1999-2000	14	17	na	36	25	23	11	na	20
Payroll tax ^g									
1998-99	1	2	na	..	1	1	..	na	..
1999-2000	1	1	na	..	1	1	..	na	..
Total^h									
1998-99	19	43	na	34	23	17	16	na	28
1999-2000	15	18	na	36	27	24	11	na	20
<i>Dollars per registered vehicle</i>									
Net recurrent expenditure (excluding payroll tax)									
1998-99	31	61	na	47	31	24	25	na	36
1999-00	25	25	na	51	37	33	17	na	25
Payroll tax ^g									
1998-99	1	3	na	..	2	1	..	na	..
1999-00	1	1	na	..	1	1	..	na	..
Total^h									
1998-99	32	64	na	47	33	25	25	na	36
1999-2000	26	26	na	51	39	34	17	na	25

^a Some data are preliminary and thus have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common service delivery areas. ^b In 1998-99, \$43 per head of population; in 1999-2000, \$18 per head of population. The variation results from a change in output costing method aligning services to financial allocations. Previous data used historical cost formula. ^c Data are available only for all key service delivery areas combined. ^d Exempt from payroll tax. ^e Results are based on a survey of staff directly involved in the delivery of community policing and related support services within the ACT region. ^f Includes payroll tax where applicable. ^g Calculated by multiplying the proportion of expenditure on salaries and payments for each service delivery area by the total payroll tax expenditure. ^h May not add to sum of its components as a result of rounding. **na** Not available. **..** Not applicable.

Source: table 8A.60.

In 1999-2000, as a proportion of each jurisdiction's total expenditure, expenditure on road safety and traffic management ranged from 5 per cent in the ACT to 15 per cent in WA. Nationally, the proportion of expenditure on road safety and traffic management was 9 per cent (figure 8.2).

8.8 Services to the judicial process

This service delivery area captures the role of police in providing effective and efficient support to the judicial process, including the provision of safe custody for alleged offenders, and fair and equitable treatment of both victims and alleged offenders.

Activities typically include:

- preparing briefs;
- presenting evidence at court; and
- conducting court and prisoner security.

The role of police services in conducting court and prisoner security differs across jurisdictions.

Framework of performance indicators

The performance of the police in undertaking these activities is measured using a suite of indicators that includes the number of court cases resulting in guilty pleas or guilty findings, and the effectiveness of police in diverting offenders from the criminal justice system (figure 8.31).

Key performance indicator results

Deaths in custody

Nationally, there were 26 deaths in police custody and custody related operations in 1999. Across jurisdictions, this number ranged from five deaths in each of NSW, WA and the NT, to no deaths in the ACT and Tasmania. The overall number of deaths in 1999 was the same as in 1994 (figure 8.32). Nationally, there were six Indigenous deaths: three in WA, and one each in NSW, Queensland and the NT. More detail on the number of Indigenous deaths (including death rates by jurisdiction), over the period 1994–1999 appears in table 8A.61.

Outcomes of court cases

This is the first time that the outcomes of court cases have been published in the Report. The police assist the judicial process in a variety of ways, including by collecting evidence and testimony in court. Police work in this area can be measured to some extent by the success of the police in obtaining a guilty plea or conviction.

Figure 8.31 Performance indicators for services to the judicial process

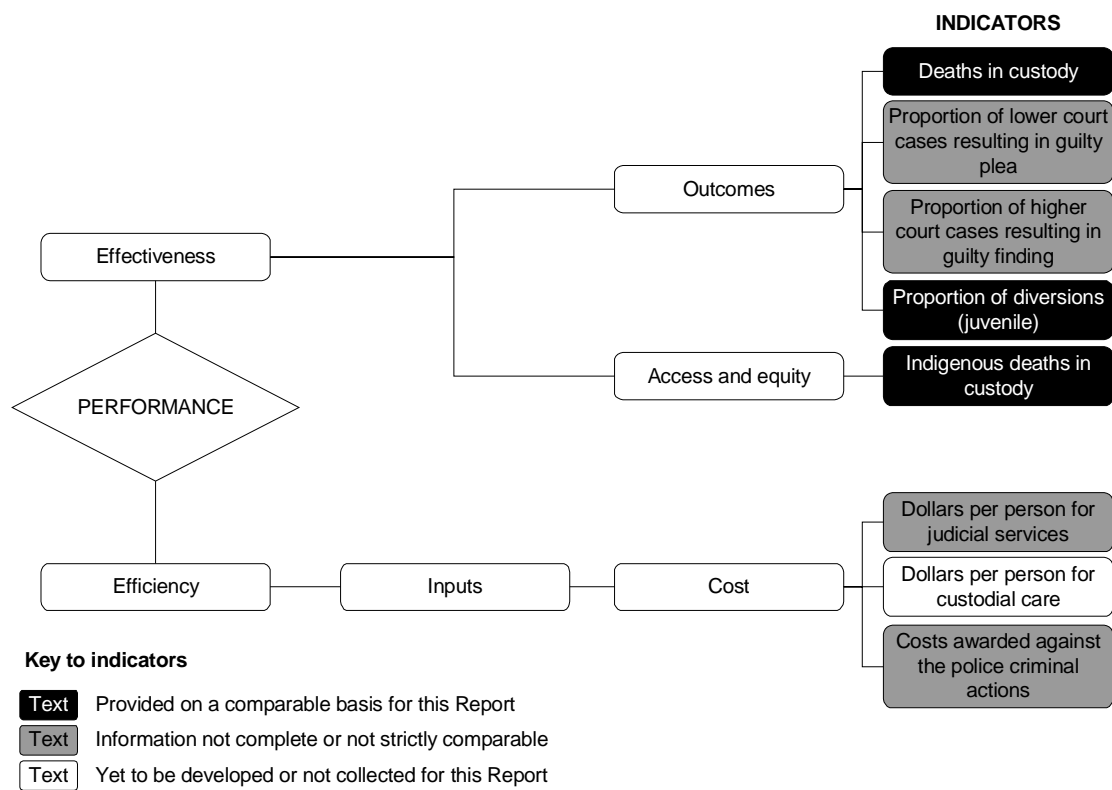
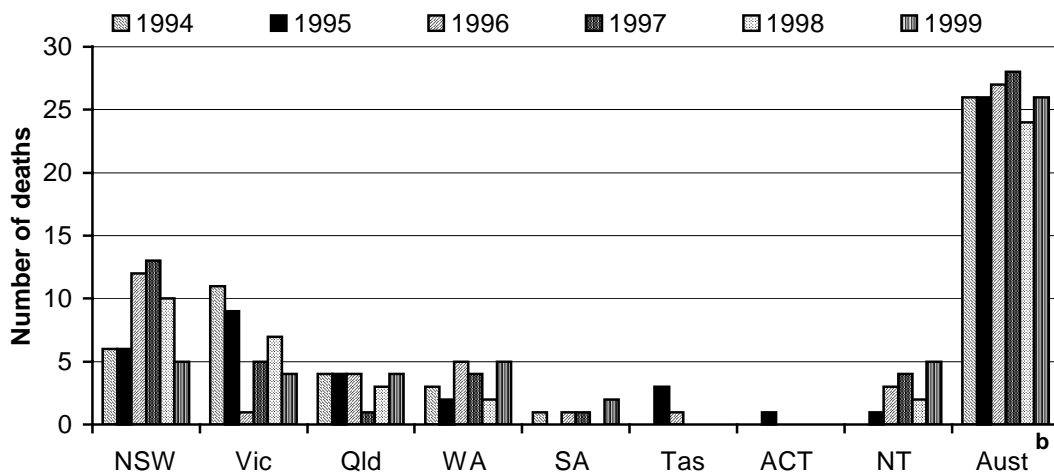


Figure 8.32 Number of deaths in police custody related operations^a



^a Deaths in police custody include: deaths in institutional settings (for example, police stations/lockups and police vehicles, or during transfer to or from such an institution, or in hospitals following transfer from an institution); and other deaths in police operations where officers were in close contact with the deceased (for example, most raids and shootings by police). Deaths in custody related operations cover situations where officers did not have such close contact with the person as to be able to significantly influence or control the person's behaviour (for example, most sieges and most cases where officers were attempting to detain a person, such as pursuits). ^b In 1994 and 1999 there was one Australian Federal Police (national, not the ACT) death in custody.

Source: table 8A.61.

The ACT and the NT were unable to provide any data for this in 1999. The proportion of lower court cases resulting in a guilty plea ranged from 70 per cent in SA to 85 per cent in WA. The proportion of higher court cases resulting in a guilty finding ranged from 68 per cent in SA to 84 per cent in Victoria (table 8.14). All jurisdictions that provided data on the outcome of higher court cases included guilty findings and guilty pleas, with the exception of Queensland that provided data only on guilty findings. Therefore, Queensland is excluded from any direct comparisons.

Table 8.14 Outcomes of court cases, 1999 (per cent)^a

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Lower court cases resulting in guilty plea	%	80	84	na	85	70	na	na	na
Higher court cases resulting in guilty finding ^b	%	72	84	55 ^{c, d}	na ^d	68	71 ^d	na	na

^a Caution should be used when comparing differences in results across jurisdictions and over time. ^b All jurisdictions data include guilty findings and guilty pleas, except Queensland which only includes guilty findings. ^c Guilty findings for matters placed before a jury. ^d Higher court cases handled by the Director of Public Prosecutions. **na** Not available.

Source: table 8A.62.

Juvenile diversions

This is the first time that the proportion of juveniles diverted has been included in the Report. When police apprehend offenders, they have a variety of options available. The police can charge the offender, in which case criminal proceedings occur through the traditional court processes. However, the police can also use their discretion to divert the offender away from this potentially costly, time consuming and stressful situation (for both the offender and victim). Diversionary mechanisms include cautions and attendances at community and family conferences. These options can be appealing because they allow the offender to be admonished, without the necessity of traditional court processes. They are particularly useful mechanisms for dealing with juvenile offenders.

Across jurisdictions, the proportion of juveniles diverted ranged from 32 per cent in Victoria to 53 per cent in SA in 1999-2000. The greatest increase in the use of juvenile diversions between 1997-98 and 1999-2000 occurred in Tasmania, where the proportion of juveniles diverted rose from 26 per cent to 50 per cent. There was no significant variation in the other jurisdictions over this period. The NT was unable to provide any data over the three-year period (table 8.15).

Table 8.15 Juvenile diversions (per cent)^a

	NSW ^b	Vic ^c	Qld ^d	WA ^e	SA ^f	Tas ^g	ACT ^h	NT ⁱ
1997-98	na	33	43	40	54	26	36	na
1998-99	na	29	43	42	53	51	32	na
1999-2000	48	32	43	41	53	50	34	na

^a Caution should be used when comparing differences in results across jurisdictions and over time. ^b Includes warnings, cautions, and youth conferencing. ^c Includes cautions, official warnings and other diversionary programs. ^d Includes all juveniles diverted by way of community conference, diversionary conference or cautioning by police. ^e Juvenile diversions include juvenile cautions, and referrals to Juvenile Justice Teams. The proportion of juvenile diversions has been calculated on total recorded police contacts with juvenile offenders comprising juvenile cautions, referrals to Juvenile Justice Teams, and charges pertaining to juveniles. A charge is counted as a separate 'arrest' even though the actual event of arrest may have involved more than one charge being laid. Hence, the number of 'arrests' will over estimate the number of actual events of arrest. The proportion of juvenile diversions may therefore be understated. Data is calendar year, not financial, for 1997, 1998 and 1999 respectively. ^f Includes all juveniles diverted to a family conference (not informal cautions). ^g Includes cautioning and conferencing (including community conferences), but excludes official warnings. ^h Includes all juveniles diverted by way of formal cautions and diversionary conferences. Excludes Simple Cannabis Offences Notices. ⁱ Currently developing a recording/reporting system to monitor police juvenile diversions. **na** Not available.

Source: table 8A.63.

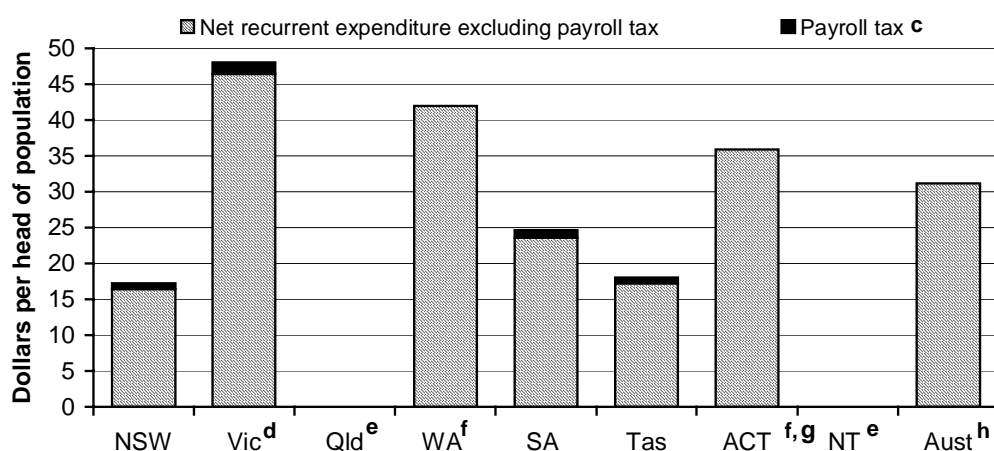
Efficiency

The NT and Queensland have not provided data for this indicator. The NT does not undertake activity surveys, and Queensland have doubts as to the accuracy and comparability of the whole data set.

Estimated expenditure on services to the judicial process ranged from \$17 per head of population in NSW to \$48 per head of population in Victoria in 1999-2000. Nationally, expenditure was \$31 per head of population (figure 8.33).

While comparisons can be made with last year, caution should be used due to changes in the methods employed. Victoria is excluded from comparisons with last year for this service delivery area, as its large increase in expenditure results from a change in output costing method aligning services to financial allocations. The largest increase in expenditure on services to the judicial process between 1998-99 and 1999-2000 occurred in SA, where expenditure rose by \$11 per head of population (up from \$14 to \$25). NSW had the largest decrease in its expenditure, falling by \$13 per head of population (down from \$30 to \$17). Nationally, expenditure increased by \$7 per head of population (up from \$24 to \$31) (table 8.16).

Figure 8.33 Expenditure on services to the judicial process, 1999-2000^{a, b}



^a Some data are preliminary and thus have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common service delivery areas. ^b Population based on ABS estimates for June 2000. ^c Calculated by multiplying the proportion of expenditure on salaries and payments for each service delivery area by the total payroll tax expenditure. ^d In 1998-99 data shows \$15 per head of population, in 1999-2000 the data shows \$49 per head of population. The variation results from a change in output costing method aligning services to financial allocations. Previous data used historical cost formula. ^e Data are only available for all key service delivery areas combined. ^f Exempt from payroll tax. ^g Results are based on a survey of staff directly involved in the delivery of community policing and related support services within the ACT region. ^h Includes payroll tax where applicable.

Source: table 8A.64.

Table 8.16 Expenditure on services to the judicial process (dollars per head of population)^{a, b}

	NSW	Vic ^c	Qld ^d	WA ^e	SA	Tas	ACT ^{e, f}	NT ^d	Aust ^g
Net recurrent expenditure excluding payroll tax									
1998-99	28	15	na	39	13	25	29	na	24
1999-2000	16	46	na	42	24	17	36	na	31
Payroll tax ^h									
1998-99	1	1	na	..	1	1	..	na	..
1999-2000	1	2	na	..	1	1	..	na	..
Totalⁱ									
1998-99	30	15	na	39	14	26	29	na	24
1999-2000	17	48	na	42	25	18	36	na	31

^a Some data are preliminary and thus have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common service delivery areas. ^b Population based on ABS estimates for June 2000. ^c In 1998-99, data shows \$15 per head of population; in 1999-2000, data shows \$48 per head of population. The variation results from a change in output costing method aligning services to financial allocations. Previous data used historical cost formula. ^d Data are available only for all key service delivery areas combined. ^e Exempt from payroll tax. ^f Results are based on a survey of staff directly involved in the delivery of community policing and related support services within the ACT region. ^g Includes payroll tax where applicable. ^h Calculated by multiplying the proportion of expenditure on salaries and payments for each SDA by the total payroll tax expenditure. ⁱ May not add to sum of its components as a result of rounding. **na** Not available. **..** Not applicable.

Source: table 8A.64.

In 1999-2000, as a proportion of each jurisdiction's total expenditure, expenditure on judicial processes ranged from 8 per cent in NSW to 22 per cent in Victoria. Nationally, the proportion of expenditure on judicial processes was 14 per cent (figure 8.2).

Another indicator of efficiency is the court costs awarded against the police in criminal actions. Court costs will generally be awarded when a criminal action against an offender has failed; in this respect it represents at least some of the resources expended in failing to achieve a conviction (table 8.17). While most jurisdictions are able to report on this indicator, further work remains in improving the comparability of data.

Table 8.17 Costs awarded against the police through criminal actions (dollars)^{a, b}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Total costs								
1998-99	na	1 543 554	178 467	861 800	349 067	34 980	na	na
1999-2000	na	1 295 573 ^c	191 627	388 157 ^d	366 000	21 871	177 008	na
Total costs per head of population								
1998-99	na	0.33	0.05	0.47	0.23	0.07	na	na
1999-2000	na	0.27	0.05	0.21	0.24	0.05	0.57	na

^a Total costs awarded against the police resulting from summary offences and indictable offences tried summarily before a court of law. ^b Caution should be used when comparing differences in results across jurisdictions and over time. ^c Costs reflect a total of 416 cases in 1999-2000. They are based on when the matter was processed by Victoria Police rather than when awarded at court. ^d Relates to costs awarded at courts of petty sessions and the Children's Court. **na** Not available.

Source: table 8A.65.

8.9 Future directions in performance reporting

Improving the comparability of indicators

Jurisdictions will continue to work at improving the comparability of indicators within the chapter. In particular, further work will be undertaken to improve data collection and comparability in the following areas:

- road hospitalisations;
- complaints;
- juvenile diversions;
- costs awarded against police;
- outcomes of court cases; and

-
- recurrent expenditure by key service delivery area.

While these are areas that have been identified as requiring further work, the improvements to the chapter and progress on performance reporting will not be limited to these indicators.

Rural and remote data

No data disaggregating police activities in metropolitan, urban, rural and remote areas are reported within the chapter. However, the Steering Committee is working with the Police Working Group to improve the reporting of police service delivery in these areas. The police services acknowledge that the reporting of rural and remote data is an important area to develop. Currently, two jurisdictions (the NT and NSW) are working to articulate the Accessibility/Remoteness Index of Australia framework with police cost data by June 2001.

There should be scope to incorporate the results from this work into the 2002 Report. Depending on the results, the data arising from this work could form part of the descriptive section of the chapter or possibly be incorporated within parts of the performance indicator framework.

Agreed indicators for best practice that can be measured for both effectiveness and efficiency

The challenge for the Review is to develop useful output measures (and methods to collect the data) for all the key service delivery areas of police services, given the objectives of police, the resources at their disposal, and the desired intermediate and final outcomes.

In this respect, police jurisdictions are examining more robust and suitable ways to measure levels of efficiency in the range of services that they provide to the community. An important factor is the development of a matrix of issues that have an impact on the way in which policing services are provided in different jurisdictions, different geographic regions, and different population density areas according to the relevant legal framework and resourcing levels.

In response to this challenge, over the next year the police services will develop a suite of best practice efficiency measures for specific high priority policing services. Research shows, for example, that police should undertake random breath tests and speed checks (particularly in collision/crash 'black spots' areas) to maximise road safety in the community. In addition, trend data suggest that high visibility patrolling has a significant impact on road safety. Further examination of these

influences is expected to contribute to an understanding of how policing resources are best allocated to specific road safety initiatives and strategies. Similar work is underway for domestic violence (as a subcomponent of the key service delivery area 'Community safety and support').

Reporting on Indigenous Australians' access to mainstream services

In May 1997 the Prime Minister requested that the Steering Committee give priority to developing indicators that measure the performance of mainstream services in meeting the needs of Indigenous Australians. This is an important task, but large gaps remain. This chapter contains information on the number of Indigenous deaths in police custody for all jurisdictions, and the number of Indigenous police officers for all jurisdictions except NSW, Victoria, Queensland and Western Australia.

These jurisdictions are unable to report on the number of Indigenous police officers because the information on Indigenous status is based on self reporting and is collected only on recruitment. This means that information is often unreliable and dated, and it is not electronically recorded on personnel files. Enhancements of personnel systems may allow the collection of more consistent information in the future.

Police do collect, for their own purposes, Indigenous statistics on a range of other indicators (for example, racial appearance of an offender). However, the quality of data based on visual appearance is not known, and caution should be used in its reporting.

As a result of these difficulties, recent work has been undertaken by the Australian Bureau of Statistics to analyse the quality of the Indigenous status data and racial appearance data collected by the NSW Police. The purpose of this study was to review the current approach to the collection of Indigenous status and related data, and to develop a model for a consistent and reliable method to be adopted by police services in Australia.

The NSW Police has collected Indigenous information for both victims and offenders using the two questions:

- Are you Aboriginal?
- Are you Torres Strait Islander?

Four response categories are provided:

- Yes

-
- No (includes offender/victim who doesn't know about his/her Indigenous status)
 - Refused
 - Not obtained by police

These two data items are mandatory fields which accept one of the above responses only. The preliminary results of the work undertaken by the Australian Bureau of Statistics are shown in box 8.4.

Box 8.4 Pilot study of NSW Indigenous identification data

In 1998-99, there were approximately 288 900 offender records and 643 500 victim records created by the NSW Police.

Racial appearance

- 9.9 per cent of the offenders were perceived by the police as Aboriginal and 0.8 per cent were perceived as Torres Strait Islanders. There were approximately 67 900 (23.5 per cent) of offenders' records for which police did not fill in one of the racial appearance codes.

Asking questions

Whether an Aboriginal or not? Whether a Torres Strait Islander or not?

- 83.7 per cent of offenders (241 700) indicated that they are not an Aborigine and 11.9 per cent (34 300) said they are.
- 95.3 per cent (275 200) of the offenders indicated that they are not a Torres Strait Islanders, and 0.4 per cent (1100) indicated they are.

There were about 4.2 per cent of records for which the police did not obtain/record the Indigenous status response to both questions. In addition, the refusal rates were very low (0.1 per cent) when these two questions were asked by the police.

Comparison of data quality between racial appearance and self identified Indigenous status

Of those offenders who indicated that they were an Aborigine, 72.8 per cent of them were also perceived by the police as Aboriginal according to their racial appearance; 14.1 per cent were perceived as Caucasian and 11.2 per cent had no such information provided by the police.

Of those offenders who indicated that they were a Torres Strait Islander, only 3.1 per cent were perceived by the police as Torres Strait Islander according to their racial appearance. Fairly high proportions of them were being regarded either as Pacific Islanders or Aboriginal.

(Continued next page)

Box 8.5 (Continued)

What are the likely types of incidents for which the police did not obtain/record Aboriginal status?

The five most common incidents for which the police did not record an offender's aboriginal status were assault (20.6 per cent), traffic offence (13.9 per cent), fraud (8.8 per cent), stealing (8.7 per cent) and malicious damage (6.9 per cent).

Source: National Centre for Crime and Justice Statistics (ABS) and NSW Police

These results provide an insight into the quality of Indigenous status and related data collected by the NSW Police. The main findings include:

- When police asked questions about Indigenous status, the refusal rates were very low for both victims and offenders;
- The proportions of records for which the police did not obtain/record Indigenous status information were fairly low for both victims and offenders;
- The proportion of records with missing values was significantly higher for victims than offenders; and
- When racial appearance data was compared with the Indigenous status data asked by the police, the data quality of Indigenous status based on racial appearance was fairly good, but the data quality for Torres Strait Islanders was poor.

8.10 Jurisdictions' comments

This section provides comments from each jurisdiction on the services covered in this chapter and attachment 8A in the CD-ROM. Appendix A (Descriptive Statistics Appendix) contains short profiles on each State and Territory, which may assist in interpreting the performance indicators presented in this chapter. In addition, detailed statistics covering various aspects such as age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (such as Indigenous status and ethnicity) are also found in Appendix A.

New South Wales Government comments

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NSW is the most populous State of Australia, is culturally diverse and attracts the most immigrants and international travellers. Responsibility for policing in such an environment requires the judicious use of police powers.

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 Service has adopted ethical cost-effective crime reduction as its primary objective. In particular, the Service has focussed on the most traumatic personal crimes of assault and robbery, and the most voluminous property crimes of break & enter, motor vehicle theft and stealing. In redressing these crimes, the Service takes a whole of crime approach and with the cooperation of local communities, has put in place many problem-solving operations, designed to ensure all people can freely enjoy their lawful pursuits.

The NSW Police Service uses many of the performance indicators shown in this Report to assess performance. Overall ‘success’ is measured in terms of general community satisfaction and confidence in police honesty, acting professionally, and treating people fairly. On these last three measures the community has increased confidence in police. There are, however, many influences on general satisfaction and a more useful measure is the level of satisfaction of those who had contact with police which has remained fairly constant at about 80% over the last few years.

Other measures, such as the level of crime and finalisation of investigations are internally benchmarked within the NSW Police Service against the objective of reduced crime. Comparison to other States/Territories is less useful operationally and the Service relies on the comparison of Local Area Commands to identify good practice and successful initiatives.

Service to the community is assessed in terms of calls for assistance. During 1999-2000, there were over 1 million emergency ‘000’ calls received and approximately 2.8 million radio broadcasts to police. In all, police attended over 1.5 million jobs, of which about 110,000 were urgent. Over 80% of urgent jobs were attended within 11 minutes and 80% of non-urgent jobs were attended within 40 minutes. This level of service is considered among the best in the world given the dispersed nature of this Statewide coverage.

In the last year, there were over 3 million interactions between NSW police and members of the public. Many of these interactions were potentially confrontational (eg police demanding a member of the public submit to (temporary) detention), yet less than 1 in 900 of these interactions resulted in a public complaint against police.

In all, the NSW Police Service believes the level of achievement in delivering policing services to the NSW community is high and will further improve with increased emphasis on ethical crime investigations and crime prevention initiatives.

”

Victorian Government comments

“ Victoria Police is proud of its strong record of achievement in serving the community and the law. Providing policing services to a culturally diverse Victorian community is both challenging and rewarding, as this Report clearly demonstrates.

To maximise the available policing resources while continuing to respond to the demands and needs of the community, Victoria Police has implemented the first two stages of its Local Priority Policing initiative. Substantial progress towards the third and final stage, the Community Consultation Model, has been also made. Local Priority Policing has enabled Victoria Police to align all its resources (management, operational, infrastructure) to better deliver services to the community. In effect, Local Priority Policing in Victoria will ensure that police work in partnership with key agencies, local government and the local community in addressing crime and safety issues. A key element in this initiative is the establishment of Local Safety Committees across Victoria, including regional and rural communities.

Already Victorians and those visiting our State, receive over two million hours of police patrols per year, a further 500 000 hours of police service at police stations, approximately 800 000 responses per annum to calls for assistance and two million hours of investigation of crimes against the person and against property.

The Victoria community continues to inform Victoria Police of the services it requires and the quality of those services. Victoria recorded the highest level of satisfaction rating of police services from the community and again recorded the lowest major offences rate per 100 000 persons for both crimes against the person and against property, of all states and territories.

Victoria Police welcomes the “Report on Government Services” as a document that both record achievements and provides challenges to agencies for improved performance as a mechanism for accountability and transparency in service delivery. At the State and National levels, but most importantly, at the community level, Victoria Police is able to demonstrate sound operational and management performance. This involves exploring with other police jurisdictions across Australia, the best way of delivering our services and maximising the safety and security of all Victorians.

Victoria Police seeks to achieve “a safer community through service excellence”. Understanding performance and those factors that affect the Force’s performance of its functions continue to play a vital role in Victoria Police.

”

Queensland Government comments

“

The Queensland Police Service (QPS) has introduced several new initiatives throughout the last year aimed at improving the quality of service delivered to the community, continuing with its focus on a problem solving philosophy, and working with the community to solve problems. A 12-month trial was commenced to assess the impact of transferring responsibility for Aboriginal and Torres Strait Islander Community Police from Aboriginal and Torres Strait Islander Councils to the QPS. During this trial 15 additional Queensland Aboriginal and Torres Strait Islander police have been employed, trained and appointed to three trial locations.

The Service has reinforced its commitment to delivering a highly professional, ethical and accountable service to the community in a joint initiative with the Criminal Justice Commission (CJC) developing and trialing a revised process for managing discipline complaints. The revised process focuses on improving service delivery, accountability, cost effectiveness of discipline investigations, and complainant satisfaction, and to date has resulted in significant time savings.

During the year the QPS conducted extensive planning and preparation exercises for events associated with the Sydney 2000 Olympics. Queensland hosted Olympic Football matches, and 147 Olympic teams trained in Queensland. During this period security planning also commenced for the 2001 Commonwealth Heads of Government Meeting (CHOGM) and the Goodwill Games.

To facilitate the development of a Client Service Charter the QPS established a project team, and commenced surveying Service personnel to determine their views on policing priorities for the community. The project has the aim of improving service to the community by identifying and focussing on their priorities for police services.

During the period a new legislative framework for the Service's operations was also established, with the enactment of the *Police Powers and Responsibilities Act 2000*. The Act includes a range of new powers for police, and commenced on July 1 2000. Other recently enacted legislation impacting on service delivery included the *Prostitution Act 1999*, the Australian Road Rules, and a wide range of amendments to the *Domestic Violence (Family Protection) Act 1989*.

Recognising that adequate resources are necessary to provide a quality service to the community the QPS enhanced its asset base throughout the year. Expenditure was directed toward: capital works (\$34.3M); additional communications equipment (\$1.8M); upgrading information technology (\$10.8M); replacement operational equipment including the transition to Glock pistols (2500 pistols and 80 clearing stations); and 15 additional speed cameras, 10 red light cameras, and 5 new mini booze buses.

”

Western Australian Government comments

“The mission of the WAPS is – **“In partnership with the community create a safer and more secure Western Australia by providing quality police services”**. To facilitate the achievement of this mission the following outcomes are sought by the WAPS.

- **Community Safety** – *A level of public safety and security in which individuals are confident to go about their daily activities*
- **Road Safety** – *Road-users behave safely*
- **Crime and Justice** – *Individuals committing offences are brought before the justice system*

It is generally recognised that the achievement of these outcomes cannot be attained without support from a wide range of groups, as they are influenced by many factors. Therefore, the WAPS continues to work with other government agencies, local government and community organisations to identify and respond to community safety and security issues as well as addressing the causes of crime. Many of these partners have contributed to these outcomes through whole-of-government initiatives such as *Safer WA*.

The ongoing change management program, Delta, remains a world-class strategy consistent with best policing methods being practised overseas and within Australasia. This year the WAPS is beginning to see tangible benefits, with victims-of-crime rates down or stable in all major offence categories, and improvements in the percentage of investigations finalised within 30 days. The new developments through the Delta Communications and Technology (DCAT) project have started to provide support to the intelligence-led policing approach through innovations such as INSIGHT, a system that provides mapping of incident patterns and trends.

In December 1999 a review of regional boundaries was undertaken, which included consultation with a large number of external stakeholders. Following consideration of the feedback, boundary changes to country regions were adopted. The changes, which will align more closely with the State Government’s Regional Development Boundaries, will improve service delivery by freeing up resources to be diverted to frontline policing and enable police to work more effectively with other government agencies. One of the key changes is a reduction in the number of police country regions from three to two regions. These changes are consistent with the Delta philosophy, which places emphasis on devolvement of responsibility to districts as being the key providers of a police service to local communities.”

South Australian Government comments

“

Recognition of the need to translate the desired outcomes of corporate governance as they relate to the South Australia Police (SAPOL) into visible outputs (in the form of activities provided to the community) has prompted a focus on the efficiency and adequacy of internal procedures. The strategic use of resources and the maximisation of results are two key factors in the strategic planning approach adopted by SAPOL. To build upon, direct and improve the significant structural and process changes introduced during 1998-99, an holistic planning model has been developed. The further development of the State Government Management Framework provided an impetus for a review of SAPOL's internal planning processes, and the resulting recommendations focused upon producing purpose-driven results from a whole of organisation perspective. The SAPOL Progressive Planning Model is premised upon all units within SAPOL contributing to output classes and outputs with identifiable objectives that are measured regularly by performance indicators.

The model ensures that information gathered as part of the environmental scan is utilised according to the focus of various operational sections within SAPOL. Issues are prioritised according to the South Australian context and form the basis for strategies designed to achieve corporate outcomes. A new emphasis has been placed on accountability and evaluation, and therefore the planning model includes performance measurement as one of the key phases. Of more significance to SAPOL, however, is the *review* of the performance measures, and using information intelligently.

Performance measurement as a management tool has been emphasised during the past twelve months in SAPOL. It is both a strategic practice and a source of strategic information and constitutes an organisation-wide shift in both practice and philosophy. SAPOL is being proactive in encouraging targeted localised initiatives that are consistent with the output-based planning framework by introducing Performance Outcome Reviews (PORs). In addition to the emphasis on accountability and performance measurement, these forums provide different sections with an opportunity to showcase successful strategies and to identify any issues or problems that have arisen. These have been particularly innovative in involving local council areas as part of the localised crime reduction programs.

As an organisation, SAPOL is in the process of developing an output-based budgeting system. The activity survey itself is being refined, while the hand-held computers intended for activity recording within Local Service Areas are being streamlined and simplified. These are examples of translating the principles of a planning framework into projects that deliver functional information that has multiple uses at all levels.

A strong organisational foundation has been established following the complete implementation of recommended structural changes. SAPOL is positioned to go into the 21st century, providing well-defined outputs to the community with mechanisms to monitor and further improve policing strategies.

”

Tasmanian Government comments

“ This year’s Business Plan of the Department of Police and Public Safety highlighted a number of corporate priorities. In terms of commitment of resources and energy however, the following two stand out:

- reduce the incidence and effect of property crime in the community and increase the detection of those responsible; and
- continue comprehensive human resource management focusing on:
 - attainment of partnerships with tertiary education and other providers;
 - implementation of a personal assessment process; and
 - implementation of equal opportunity practices ensuring fairness and equity.

Although overall a very safe community, Tasmania still experiences high rates of property crime and motor vehicle theft.

Our approach to reducing crime has been to implement a more integrated crime management strategy focusing equally on proactive crime reduction programs as well as improved investigative techniques. Crime Management Units are now better targeting crime ‘hot spots’ and identifying crime trends, and the single visit resolution by Crime Response Units has enabled a more efficient completion of victim and forensic procedures. This approach, in combination with our repeat burglary victimisation strategy, Project Samaritan, and a reactivation of beat policing, are reaping rewards. Recently released national crime statistics indicate that Tasmania is below the national average in 10 of the 13 categories. Assaults and motor vehicle theft were still unacceptably high but a significant reduction of 14 per cent was achieved in burglary and break-and-enter offences.

The department has forged a strong relationship with the University of Tasmania and this has resulted in the introduction of a Bachelor Degree in Social Science. To complement this, we have introduced a Tertiary Education Assistance Scheme to facilitate loans, study time and scholarships for staff studying or wishing to study an approved tertiary course.

Another far-reaching initiative has been the implementation of a performance feedback program which aims to identify, evaluate and develop the work performance of all staff. At the same time, employees will receive feedback and recognition, have their work needs catered for and be offered career guidance.

Planning has now been completed on an access and equity program that commits the department to the principles of diversity, equal employment opportunities, the provision of a flexible workplace and one that is free from harassment and discrimination.

Each of these initiatives has been part of a strategic reform agenda designed to improve the delivery of policing services to the Tasmanian community.”

Australian Capital Territory Government comments

“

The reporting period has been characterised by a number of major organisational and structural changes, which have occurred in response to the evolving crime environment in the ACT and more generally at national and international levels. The most significant of these changes are listed below.

The reviewing of the work value of all positions within ACT Policing using the management tool “JobSize”. The objective of this exercise was to balance remuneration and work requirements to ensure the most efficient allocation of resources to core business priorities. Amongst other things this resulted in the creation of two new levels of sergeant classification, an identified need to rationalise existing sergeant positions and redirection of resources to operational activity.

The implementation of a productivity based certified agreement which significantly changed employees terms and conditions including the elimination of accrued days-off, introduction of composite allowances in lieu of penalty payments and more flexible rostering systems to allow better utilisation of resources in the fight against crime.

The introduction of an intelligence led policing model, which allocates operational and support resources to tasking priorities on the basis of criminal intelligence. This is managed through an operations committee formed to ensure police resources are targeted in such a way as to provide maximum benefit to the community and will be supported by increased Government funding for specialised strike teams established to target burglary and stolen motor vehicle offences.

The signing of a new Policing Arrangement on 15 March 2000 following an extensive review of policing in the ACT. The most important features of the new Arrangement are that it establishes formal accountability measures to the responsible ACT Minister similar to those in other jurisdictions, provides ministerial control over appointments to the position of Chief Police Officer, requires the Chief Police Officer to maintain the confidence of the Minister to continue in the position, allows for the Minister to issue general directions to the Chief Police Officer and requires the Chief Police Officer to provide information to the Minister. The current Arrangement is for a five-year period and establishes a number of other administrative conditions for the provision of police services.

The negotiation of a Purchase Agreement under the Policing Arrangement which details the types of police services that the ACT Government wishes to purchase from the Australian Federal Police. The Purchase Agreement specifies outcomes and outputs required by Government along with performance measures and agreed targets.

The combined effect of these changes has been to increase ACT Policing’s accountability to Government, release police resources for the fight against crime, ensure that the right people are in the right jobs and increase the overall flexibility of police in responding to continually changing crime environments.

”

Northern Territory Government comments

“ The Northern Territory Police, as part of the tri-service agency of Northern Territory Police, Fire and Emergency Services, provide services to the community of the Northern Territory under the motto of **"To Serve and Protect"**. The Territory is over one-sixth of Australia's land mass, has an extensive and resource rich coastline and has around one percent of the population. Providing police services in the often remote, geographically diverse, topographically challenging and sparsely populated Territory represents many challenges. For these reasons and due to the combined nature of the Agency, the manner in which services are provided is often quite different to other parts of the nation.

Two important factors should be kept in mind and inform the debate about the resourcing and activity levels as identified in this report. Firstly, remoteness and a small population should not mean that the community should have lesser expectations of service delivery than those in the more populated regions of the nation. Secondly, and despite the small and sparse population, the task of delivering policing services is just as, if not more, complex in the Northern Territory than it is in other parts of the nation.

This report identifies that the cost of providing services in the Territory remains higher than for the rest of the nation. This will not change quickly over time. Much of the disparity can be explained by the fact that the economies of scale inherent in providing police services and their support infrastructure in the larger cities often disguise the high cost of providing the same services in the same jurisdiction in the remote areas of that jurisdiction. In the Territory's case there is no such disguising of these higher costs. The Territory also continues to have a higher than average police to population ratio for similar reasons.

Targeted responses to communal problems and focusing on the causes of social disorder have produced a number of desirable results. Importantly, the data in this report suggests that strategies are working as the rate of victimisation in key areas continues to decline. It is also to be noted that the survey data indicates that compliance with traffic safety laws is increasing whilst road fatalities are decreasing.

Equity in staffing continues to be a high priority and the Territory has the highest proportion of female and indigenous staff of any jurisdiction. The strategies that were developed to achieve this result, and to continue to increase the proportion of staff who are indigenous, female or of a non-English speaking background, have been recognised by a number of awards bestowed upon the Agency.

Prisoner safety is a high risk activity and remains a matter of high priority. The Agency has put considerable effort into better cell management, cell safety and training.

The Northern Territory will continue to remain a challenging jurisdiction to provide police services to and the Agency will continue to be innovative as it meets these challenges through integrated service delivery arrangements and in close cooperation with the community it serves and protects.”

8.11 Information on sample data

Some of the results reported are estimates obtained by conducting surveys of samples of the group or population in question. Results are therefore subject to *sampling error*. The data obtained from a sample may be different from the ‘true’ data which would have been obtained from the entire group or population — not just a sample — using the same methods. Consequently, when using survey results, it is necessary to be cautious (see Statistical Appendix A of the Report).

The *standard error* is a measure of sampling error. It indicates the extent to which the estimate may differ by chance from the ‘true value’ because only a sample was taken. If the survey is performed repeatedly, the difference between the sample estimate and the population value will be less than one standard error about 68 per cent of the time. The difference will be less than two standard errors 95 per cent of the time. It will be less than three standard errors 99 per cent of the time. Another way of expressing this is to say that, in 68 (95, 99) of every hundred samples, the estimate obtained from a single survey will be within one (two, three) standard errors of the ‘true’ value.

The chance that an estimate falls within a certain range of the true value is known as the confidence of the estimate. For any particular survey, there is a tradeoff between the confidence of the estimate (68, 95 or 99 per cent) and the acceptable range of error (in terms of standard errors) attached to the estimate. The appropriate level of confidence chosen depends on the purpose of obtaining the estimate.

The *relative standard error* is the standard error, expressed as a percentage, which should be attached to the estimate. It indicates the margin of error which should be attached to the estimate. The smaller the estimate, the higher is the relative standard error.

In table 8.18, relative standard errors are presented for various estimates of the number of people. Some tables in this publication present the results as a percentage of the total population. To calculate a relative standard error for these cases, the percentage estimate must be converted back to an estimate of the number of people. Selected tables throughout this attachment show the estimated population sizes for the questions in the survey.

Table 8.18 Relative standard error of estimates for the *Population Survey Monitor* by jurisdiction^a

<i>Estimate</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>
'000	%	%	%	%	%	%	%	%	%
Three quarter survey questions^b									
5	70.4	67.0	55.4	40.4	46.2	23.1	18.5	19.6	56.6
10	49.8	47.4	39.2	28.6	32.7	16.3	13.1	13.9	40.0
20	33.9	31.8	27.8	19.6	21.2	9.8	8.6	9.4	28.2
50	20.1	18.8	16.2	11.4	12.7	5.4	5.4	5.1	17.5
100	13.5	12.5	10.6	7.4	8.3	3.3	3.7	3.3	12.0
200	8.8	8.2	7.1	4.8	5.4	1.9	2.5	2.1	8.0
500	5.0	4.6	4.0	2.7	3.0	0.9	4.7
800	3.7	3.4	2.9	1.9	2.2	3.5
1 000	3.2	3.0	2.5	1.7	1.9	3.1
1 500	2.5	2.3	2.0	1.3	1.5	2.3
2 000	2.0	1.9	1.6	1.0	1.2	2.0
5 000	1.1	1.0	0.9	1.1
Four quarter survey questions^b									
5	60.8	58.0	48.1	39.6	35.4	19.8	17.0	15.6	49.5
10	43.0	41.0	34.0	28.0	25.0	14.0	12.0	11.0	35.0
20	29.5	27.5	24.0	18.5	17.0	8.5	8.0	7.5	24.5
50	17.4	16.2	14.0	11.0	10.0	4.6	4.4	4.6	15.2
100	11.7	10.8	9.2	7.2	6.4	2.8	2.9	3.2	10.4
200	7.7	7.2	6.1	4.7	4.2	1.7	1.8	2.2	7.0
500	4.3	4.0	3.4	2.6	2.3	0.8	4.0
800	3.2	3.0	2.6	1.9	1.7	3.0
1 000	2.8	2.6	2.2	1.7	1.5	2.7
1 500	2.2	2.0	1.7	1.3	1.1	2.0
2 000	1.8	1.6	1.4	1.1	0.9	1.7
5 000	1.0	0.9	0.8	0.9

^a The ABS considers that only estimates with relative standard errors of 25 per cent or less are sufficiently reliable for most purposes. Estimates greater than 25 per cent are subject to sampling variability too high for most practical purposes and should be treated with caution and viewed as merely indicative of the magnitude involved. ^b Police service *Population Survey Monitor* estimates are based on data collected in August 1999, November 1999, February 2000 and May 2000. .. Not applicable.

Source: ABS (*Population Survey Monitor*, Cat. no. 4103.0, unpublished).

8.12 Definitions

Table 8.19 Terms

<i>Term</i>	<i>Definition</i>
Armed robbery	Robbery conducted with the use (actual or implied) of a weapon, where a weapon can include, but is not restricted to: <ul style="list-style-type: none"> • firearms — pistol, revolver, rifle, automatic/semi-automatic rifle, shotgun, military firearm, airgun, nail gun, cannon, imitation firearm and implied firearm; and • other weapons — knife, sharp instrument, blunt instrument, hammer, axe, club, iron bar, piece of wood, syringe/hypodermic needle, bow and arrow, crossbow, spear gun, blowgun, rope, wire, chemical, acid, explosive, vehicle, other dangerous article and imitation weapons.
Assault	The direct (and immediate/confrontational) infliction of force, injury or violence on a person(s) or the direct (and immediate/confrontational) threat of force, injury or violence where there is an apprehension that the threat could be enacted.
Blackmail and extortion	The unlawful demanding with intent to gain money, property or any other benefit from, or with intent to cause detriment to, another person, accompanied by the use of coercive measures, to be carried out at some point in the future if the demand is not met. This may also include the use and/or threatened use of face-to-face force or violence, provided there is a threat of continued violence if the demand is not met.
Driving causing death	The unlawful killing of another person, without intent to kill, as a result of culpable, dangerous, reckless or negligent driving.
Full time equivalent (FTE)	The equivalent number of full time staff required to provide the same hours of work as performed by staff actually employed. A full time staff member is equivalent to an full time equivalent of one, while a part time staff member is greater than zero but less than one.
Investigation	The assigning of an investigative officer to look into the reported offence. This may involve simply reading a crime report and determining that an offence is unfounded; or proceeding with an investigation by interviewing an offender; or assessing that an investigation is pending/suspended and will only be actively pursued if additional evidence can be brought to the attention of the investigating officer. With these examples, an investigating officer has undertaken some type of process to determine what action should be taken to further proceed with the reported offence.
Kidnapping/abduction	The unlawful taking away of another person against that person's will, or against the will of any parent, guardian or other person having lawful custody or care of that person.
Manslaughter	The unlawful killing of another person while deprived of the power of self control by provocation or under circumstances amounting to diminished responsibility or without intent to kill, as a result of a careless, reckless, negligent, unlawful or dangerous act (other than the act of driving).

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Table 8.19 (continued)

<i>Term</i>	<i>Definition</i>
Motor vehicle theft	The taking of another person's motor vehicle illegally and without permission.
Murder	The wilful killing of a person either intentionally or with reckless indifference to life.
Other theft	The taking of another person's property with the intention of depriving the owner of the property illegally and without permission, but without force, threat of force, use of coercive measures, deceit or having gained unlawful entry to any structure even if the intent was to commit theft.
Registered vehicles	Total registered motor vehicles, including motorcycles.
Recorded crime	Crimes reported to, and recorded (or detected) by, police.
Reporting rate	The proportion of crime victims who told police about the last crime incident of which they were the victim, as measured through a crime victimisation survey.
Road hospitalisations	Hospitalisation as a result of a motor vehicle accident as defined by the Australian Institute of Health and Welfare.
Robbery	The unlawful taking of property from the immediate possession, control, custody or care of a person, with the intent to permanently deprive the owner of the property accompanied by the use, and/or threatened use of immediate force or violence.
Sexual assault	Physical contact of a sexual nature directed toward another person where that person does not give consent, that person gives consent as a result of intimidation or fraud, or consent is proscribed (that is, the person is legally deemed incapable of giving consent as a result of youth, temporary/permanent (mental) incapacity or a familial relationship). Includes rape, attempted rape, indecent assault and assault with intent to commit sexual assault. Excludes sexual harassment not leading to assault.
Total crime — reported —and unreported	Crime measured by direct survey of the Australian population, aged 15 years and over, about whether they had experienced certain criminal events in the past 12 months.
Unarmed robbery	Robbery conducted without the use (actual or implied) of a weapon.
Unlawful entry with intent — involving the taking of property	The unlawful entry of a structure with intent to commit an offence resulting in the taking of property from the structure, where the entry is either forced or unforced. Includes burglary and break and enter offences. Excludes trespass or lawful entry with intent.
Unlawful entry with intent — other	The unlawful entry of a structure with intent to commit an offence, but does not result in the taking of property from the structure, where the entry is either forced or unforced. Excludes trespass or lawful entry with intent.

Sources: ABS 2000 (*Recorded Crime Australia*, Cat. no. 4510.0).

Table 8.20 Descriptors

<i>Descriptor</i>	<i>Definition</i>
Available full time equivalent staff	Any full time equivalent category where the individual is on duty performing a function. To be measured using average staffing level for the whole reporting period.
Average non-police staff salaries	Salaries and payments in the nature of salary paid to civilian and other employees, divided by the total number of such employees.
Average police salaries	Salaries and payments in the nature of salary paid to sworn police officers, divided by the number of sworn officers.
Civilian staff	Unsworn staff, including specialists (civilian training and teaching medical and other specialists) and civilian administrative and management staff.
Depreciation	Where possible, based on current asset valuation.
Executive full time equivalent staff	Number of executive full time equivalent staff, including civilian senior executive service and sworn (chief superintendent to assistant commissioner) staff.
Indigenous full time equivalent staff	Number of full time equivalent staff who are identified as Aboriginal or Torres Strait Islander.
Management full time equivalent staff	Number of management full time equivalent staff, including civilian (managers) and sworn (Inspector to Superintendent) staff.
Non-Indigenous full time equivalent staff	Number of full time equivalent staff who do not satisfy the Indigenous staff criteria.
Non-operational full time equivalent staff	Any person who does not satisfy the operational staff criteria, including functional support staff only. Functional support full time equivalent staff include any person (sworn or unsworn) not satisfying the <i>operational</i> or <i>operational support</i> staff criteria (for example, finance, policy, research, personnel services, building and property services, transport services, and management above the level of station and shift supervisors).
Operational full time equivalent staff	Any person (sworn or unsworn) who delivers a police or police related service to an external customer directly (where an external customer refers to members of the public, other government departments, courts and the government). This category includes both operational staff and operational support staff serving in a unit: <ul style="list-style-type: none"> Operational full time equivalent staff include patrols, beat officers, detectives, traffic, Special Operation Group, community policing and station counter staff. Operational support full time equivalent staff are any person (sworn or unsworn) directly supporting the operational provider (the internal customer), including technical staff, legal staff, unsworn staff supporting investigations, communications, records staff, training staff, intelligence staff, station and shift supervisors where these persons do not directly provide services to external customers.
Other recurrent expenditure	Maintenance and working expenses; expenditure incurred by other departments on behalf of police; expenditure on contracted police services; and other recurrent costs not elsewhere classified. Expenditure is disaggregated by service delivery area.
Other staff	All unsworn, non-civilian staff, including all auxiliary police personnel who are neither sworn officers nor strictly civilians because they are authorised to exercise statutory powers normally restricted to sworn officers. This category includes police cadets, police aides and special constables.

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Table 8.20 (continued)

<i>Descriptor</i>	<i>Definition</i>
Practitioner full time equivalent staff	Number of Practitioner full time equivalent staff, including civilian (administration) and sworn (constable to senior constable) staff.
Real expenditure	Actual expenditure adjusted for changes in prices, using the GDP(E) price deflator, and expressed in terms of final year prices.
Revenue from own sources	Revenue from activities undertaken by police, including revenue from the sale of stores, plant and vehicles; donations and industry contributions; user charges; and other revenue (excluding fine revenue and revenue from the issuing of firearm licenses). Revenue is disaggregated by service delivery area.
Salaries and payments in the nature of salary	<p>Includes:</p> <ul style="list-style-type: none"> • base salary package; • motor vehicle expenses that are part of employer fringe benefits; • superannuation, early retirement schemes and payments to pension schemes (employer contributions); • workers compensation (full cost) including premiums, levies, bills, legal fees; • higher duty allowances (actual amounts paid); • overtime (actual amounts paid); • actual termination and long service leave; • actual annual leave; • actual sick leave; • actual maternity/paternity leave; • fringe benefits tax paid; • fringe benefits provided (for example, school fee salary sacrifice at cost to the government, car parking, duress alarms, telephone account reimbursements, 'gold passes', other salary sacrifice benefits, frequent flier benefits, overtime meals provided, and any other components that are not part of a salary package); and • payroll tax. <p>These are disaggregated by service delivery area.</p>
Senior executive full time equivalent staff	Number of senior executive full time equivalent staff, including civilian (top senior executive service) and sworn (Commissioner, Deputy Commissioner and equivalent civilian executives) staff.
Service delivery areas	<p>The core areas of police work. Four service delivery areas are identified for the purposes of this Report:</p> <ul style="list-style-type: none"> • community safety and support; • crime investigation; • road safety and traffic management; and • services to the judicial process. <p>A fifth service delivery area ('other' or 'other services') was identified to account for those unique functions of jurisdictions that were not directly associated with the aforementioned areas.</p> <p>While this is an attempt to identify common areas of core service delivery, their exact formats do not neatly fit with any jurisdiction or how they measure or plan for performance.</p>

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Table 8.20 (continued)

<i>Descriptor</i>	<i>Definition</i>
Supervisory full time –equivalent staff	Number of supervisory full time equivalent staff, including civilian (team leaders) and sworn (Sergeant to Senior Sergeant) staff.
Sworn staff	Sworn police staff recognised under each jurisdiction’s Police Act.
Total capital expenditure	Total expenditure on the purchase of new or second-hand capital assets, and expenditure on significant repairs or additions to assets that add to the assets’ service potential or service life.
Total expenditure	Total capital expenditure plus total recurrent expenditure (less revenue from own sources).
Total FTE staff	Operational staff and non-operational staff, including full time equivalent staff on paid leave or absence from duty (including secondment and training), as measured using absolute numbers for the whole reporting period.
Total number of staff	Full time equivalent staff directly employed on an annual basis (excluding labour contracted out).
Total recurrent expenditure	Includes: <ul style="list-style-type: none"> • salaries and payments in the nature of salary; • other recurrent expenditure; and • depreciation less revenue from own sources.
Unavailable full time equivalent staff	Any full time equivalent category where the individual is on paid leave or absence from duty (including secondment and training), as measured using the average staffing level for the whole reporting period.
Value of physical assets — land	The value of land under direct control of police.
Value of physical assets — buildings and fittings	The value of buildings and fittings under direct control of police.
Value of physical assets — other	The value of motor vehicles, computer equipment, and general plant and equipment under the direct control of police.

Table 8.21 Indicators

<i>Indicator</i>	<i>Definition</i>
Complaints	Number of statements of complaint by members of the public regarding police conduct.
Crimes against property	Total reported crimes against property, including: <ul style="list-style-type: none"> • unlawful entry with intent; • motor vehicle theft; and • other theft.
Crimes against the person	Total reported crimes against person, including: <ul style="list-style-type: none"> • murder; • attempted murder; • driving causing death; • manslaughter; • assault; • kidnapping/abduction; • armed robbery; • unarmed robbery; • sexual assault; and • blackmail/extortion.
Deaths in police custody and custody related incidents	At least one of the following deaths: death of a person who was in police custody; death caused or contributed to by traumatic injuries while in custody; death of a person who was fatally injured when police officers attempted to detain that person; and/or death of a person who was fatally injured when escaping or attempting to escape from police custody.
Outcome of investigations	The stage reached by a police investigation after a period of 30 days has elapsed since the recording of the incident.
Proportion of higher court cases resulting in guilty finding	Total number of higher court cases for which there was a finding of guilty or where the person pleads guilty, as a proportion of the total number of higher court cases. Higher court is either: <ul style="list-style-type: none"> • an intermediate court (known either as the district court or county court) that has legal powers that are intermediate between those of a court of summary jurisdiction (lower level courts) and a supreme court, and deals with the majority of cases involving serious criminal charges; or • a supreme court (a higher court level which deals with the most serious criminal charges and has the greatest legal powers of all the State and Territory court levels) (ABS cat. no. 4513.0). Guilty finding is an outcome of a trial in which a court determines that the criminal charge against a defendant has been proven (ABS cat. no. 4513.0).

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Table 8.21 (Continued)

<i>Indicator</i>	<i>Definition</i>
Proportion of juvenile diversions	Total number of juvenile offenders who are diverted by police (for example, through the use of cautions, official warnings or other diversionary programs), away from the criminal justice system, as a proportion of the total number of juvenile offenders either diverted from or dealt with by the criminal justice system (that is, those who are either diverted or prosecuted), divided by the total number of juvenile offenders, or the total number of juvenile offenders diverted or dealt with by the criminal justice system.
Proportion of lower court cases resulting in guilty plea	<p>Total number of cases (excluding committal hearings) heard before lower courts of law only, for which there was a plea of guilty, as a proportion of the total number of cases (excluding committal hearings) heard before lower courts of law only.</p> <p>Lower court: a court of summary jurisdiction, or lower court level (commonly referred to as magistrates' court, local court or court of petty sessions), deals with relatively less serious charges and has the most limited legal powers of all State and Territory court levels. Such courts are presided over by a magistrate and have jurisdiction to hear trial and sentence matters relating to summary offences. Under some circumstances, this court level may also deal with the less serious indictable offences known as 'minor indictable' or 'triable either way' offences (ABS cat. no. 4513.0).</p> <p>Plea: a guilty plea is the formal statement by a defendant admitting culpability in relation to a criminal charge. A not guilty plea is the formal statement by a defendant denying culpability in relation to a charge (ABS cat. no. 4513.0).</p> <p>For the purposes of this data collection, a plea of 'not guilty' should also include 'no plea', 'plea reserved' and 'other defended plea'</p> <p>Further, these definitions:</p> <ul style="list-style-type: none"> • exclude preliminary (committal) hearings for indictable offences dealt with by a lower court; and • count cases that involve multiple charges as a 'lower court case resulting in a plea of guilty' if a plea of guilty has resulted for at least one of those charges.
Road deaths	Fatal road injury accidents as defined by the Australian Transport Safety Bureau.

