
6 Police services

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Attachment tables

Attachment tables are identified in references throughout this chapter by a '6A' suffix (for example, table 6A.3). A full list of attachment tables is provided at the end of this chapter, and the attachment tables are available from the Review website at www.pc.gov.au/gsp.

This chapter reports on the performance of police services. These services comprise the operations of the police agencies of each State and Territory government. The national policing function of the Australian Federal Police (AFP) and other national non-police law enforcement bodies (such as the Australian Crime Commission) are not included in this Report.

Performance is reported against four activity areas: community safety; crime; road safety; and judicial services. Some equity-access, effectiveness, efficiency and

outcomes indicators are reported in a general section, which combines all the activity areas.

It should be noted that the use of the term ‘offender’ in this chapter refers to a person who is alleged to have committed an offence and is not the same as the definition used in chapter 8 (‘Corrective services’), where the term ‘offender’ refers to a person who has been convicted of an offence and is subject to a correctional sentence.

Major improvements in reporting on police services this year include:

- reporting data from all jurisdictions for the first time for the access indicator ‘Indigenous staffing’, enabling its status to change from incomplete to complete
- reporting 2008-09 data for the effectiveness indicator ‘Crime victimisation’, improving its timeliness and completeness, as the most recent previous data reported were for 2005 and were not available for some sub-categories for some jurisdictions
- reporting 2008-09 data for the effectiveness indicator ‘Reporting rates’, improving its timeliness and completeness, as the most recent previous data reported were for 2005 and were not available for some sub-categories for some jurisdictions
- expansion of time series data reporting in all attachment tables
- inclusion of two mini-case studies.

6.1 Profile of police services

Service overview

Police services are the principal means through which State and Territory governments pursue the achievement of a safe and secure environment for the community. This is through the investigation of criminal offences, response to life threatening situations, provision of services to the judicial process and provision of road safety and traffic management. Police services also respond to more general needs in the community — for example, working with emergency management organisations and a wide range of government services and community groups, and advising on general policing and crime issues. Additionally, police are involved in various activities which aim to improve public safety and prevent crime.

Roles and responsibilities

Policing services are predominantly the responsibility of State and Territory government agencies. They include the ACT community policing function performed by the AFP under an arrangement between the Minister for Justice and Customs of the Commonwealth and the ACT for the provision of police services to the ACT. This occurs through a strategic partnership with the ACT Government, underpinned by a detailed purchaser/provider agreement. The Australian Government is responsible for the AFP.

Although each jurisdiction's police service is autonomous, there is significant cooperation through bilateral arrangements, common national police services and the *Ministerial Council for Police and Emergency Management — Police* (formerly the *Australasian Police Ministers' Council*). The majority of common police services are grouped under the Australia and New Zealand Police Advisory Agency (ANZPAA), the Australian Institute of Police Management and CrimTrac.

Size and scope of sector

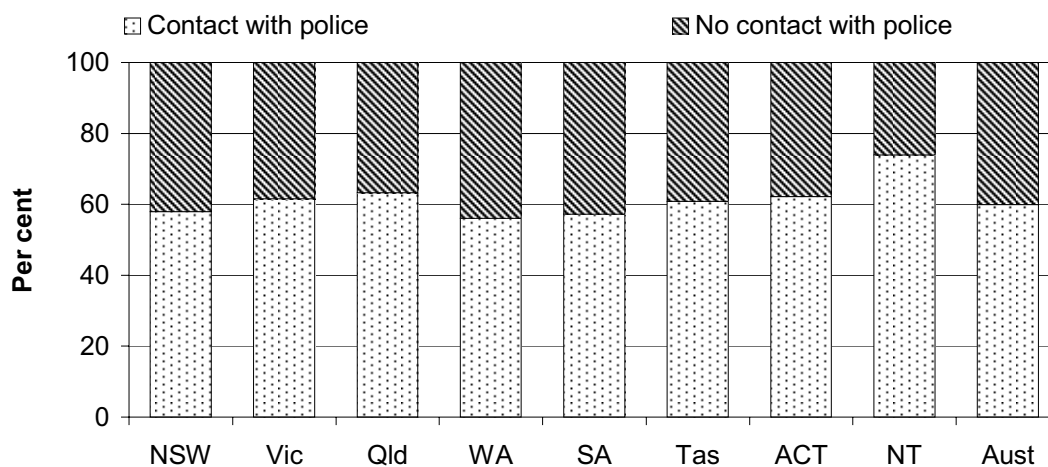
Client groups

Broadly, the whole community is a 'client' of the police. Some members of the community, who have more direct dealings with the police, can be considered specific client groups, for example:

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

The *National Survey of Community Satisfaction with Policing* (NSCSP) indicated that, in 2009-10, 59.9 per cent of people nationally had experienced some form of 'business' contact with police in the previous 12 months (figure 6.1).

Figure 6.1 Police contact in the past 12 months, 2009-10^{a, b}



^a Data are for people aged 15 years or over. ^b Survey results are subject to sampling error. Refer to the Statistical appendix section A.5 for information to assist in the interpretation of these results.

Source: Australia and New Zealand Police Advisory Agency (ANZPAA) (unpublished); table 6A.13.

Time series data for contact with police in the past 12 months are reported for 5 years in table 6A.13.

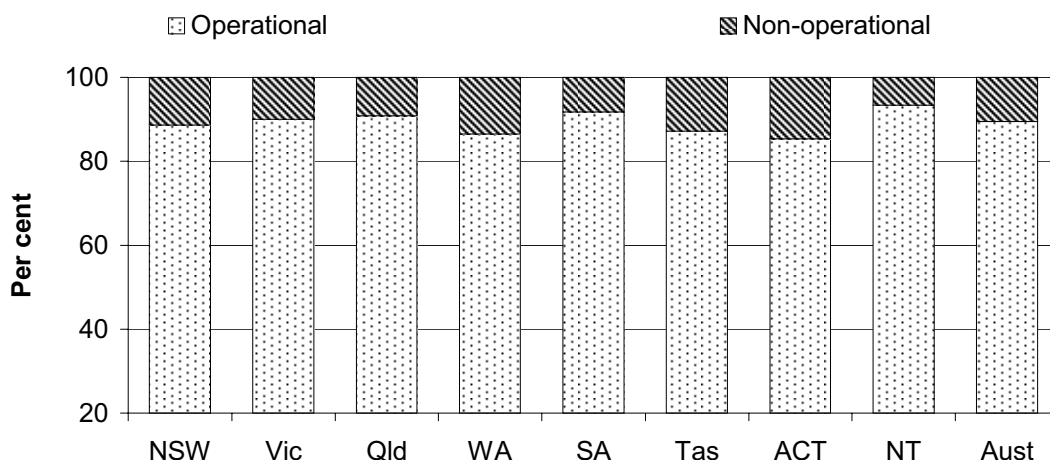
Staffing

Police officers exercise police powers, including the power to arrest, summons, caution, detain, fingerprint and search. Specialised activities may be outsourced or undertaken by administrative (unsworn) staff. This ‘civilianisation’ of police services has three key objectives:

- to reduce the involvement of sworn police staff in duties that do not require police powers (for example, administrative work, investigation support and intelligence analysis)
- to manage the increasing need for specialist skills more effectively
- to reduce costs.

An operational police staff member is any member whose primary duty is the delivery of police or police-related services to an external client (where an external client predominately refers to members of the public but may also include law enforcement outputs delivered to other government departments). Approximately 89.5 per cent of police staff were operational in Australia in 2009-10 (figure 6.2).

Figure 6.2 Police staff, by operational status, 2009-10^{a, b, c}

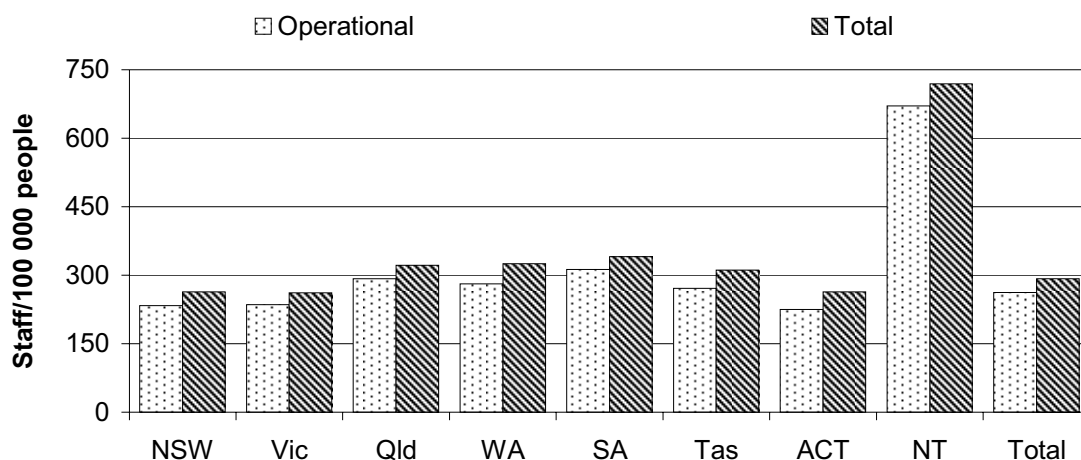


^a Data comprise all FTE staff except in the NT where data are based on a headcount at 30 June. ^b In Victoria and Queensland, a comprehensive review of civilian position descriptions, relative to the definition of operational staff contained in the Police Services Working Group Data Manual, has led to the reclassification of a significant number of those positions as operational as distinct from non-operational in 2009-10 data. Data for previous years have not been revised. ^c NT police officers include police auxiliaries and Aboriginal community police officers.

Source: State and Territory governments (unpublished); table 6A.11.

Nationally, there was a total of 58 019 operational and non-operational staff in 2009-10 (table 6.1). Nationally, on average, there were 262 operational police staff per 100 000 people (figure 6.3). The number of staff per 100 000 people varies across jurisdictions, in part, due to differing operating environments.

Figure 6.3 Police staff per 100 000 people, 2009-10^a



^a Data comprise all FTE staff except in the NT where data are based on a headcount at 30 June.

Source: State and Territory governments (unpublished); table 6.1 and AA.2.

Table 6.1 Police staff per 100 000 population, 2009-10^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>	<i>Total</i>
Police staff numbers									
Operational	16 802	12 945	13 087	6 382	5 105	1 372	798	1 528	58 019
Total	18 955	14 380	14 406	7 379	5 565	1 573	935	1 637	64 830
Population numbers									
Estimates at 31 December 2009 (100 000s)	71.9	55.0	44.7	22.7	16.3	5.1	3.6	2.3	221.6
Police staff numbers per 100 000 population									
Operational	234	236	293	281	312	271	225	671	262
Total	264	262	322	325	341	311	263	719	293

^a Data are FTE staff except in the NT where data are based on a headcount at 30 June.

Source: State and Territory governments (unpublished); tables 6A.1–6A.8 and AA.2.

Time series data for police staffing are reported for 6 years in tables 6A.1–6A.8, 6A.11, 6A.19 and 6A.20.

Case studies

Boxes 6.1 and 6.2 contain case studies of the performance and evaluation of specific initiatives to improve crime prevention for young people.

Box 6.1 Case study — U-Turn diversionary program for young motor vehicle offenders (U-turn)

Project U-Turn is a best practice diversionary program for young people aged 15–20 years in Tasmania, who have been involved in or are at risk of becoming involved in motor vehicle theft. The aim of the program is to engage at-risk young people in ‘hands on’ mechanical training, while addressing life skills and personal development issues.

The core component of U-Turn is a structured ten week automotive training course in car maintenance and body work, delivered in a workshop environment. Since 2003, there have been over 30 U-Turn courses, with over 200 participants graduating with a Certificate 1 in Automotive qualification.

In 2002, the National Motor Vehicle Theft Reduction Council (NMVTRC) published a ‘best practice’ model for a young recidivist car theft offender program. The recommended approach was to use training in mechanics to engage young people to participate in the program, to combine this with case management to address the underlying causes of their offending behaviour, and to redirect the thrill-seeking associated with motor vehicle theft. In Project U-Turn this is done by challenging the participants’ driving ability on a go-karting course.

Project U-Turn was based on the NMVTRC best practice model and commenced as a two year pilot program in Tasmania in February 2003, with funding from the NMVTRC and the Australian Government’s National Crime Prevention program. While the overall program is managed by Tasmania Police through the Department of Police and Emergency Management (DPEM), the program delivery is outsourced to Mission Australia. A key aim of the program is restorative justice. In each course, the participants repair a motor vehicle for presentation to a victim of motor vehicle theft.

U-Turn is overseen by a Steering Committee comprising representatives from NMVTRC and the business, industry, education, welfare, youth and justice sectors. The DPEM administers the program with a police officer having regular contact with program staff and the participants throughout the course, as well as participating in other off-site activities.

Evaluation of the U-Turn pilot project was conducted by the Tasmanian Institute of Law Enforcement Studies in 2005 comprising a literature review, in-depth semi-structured interviews with participants, a stakeholder survey, interviews with program staff and a small sample of parents/significant others, and an analysis of police charge and conviction data. The evaluation provided evidence that demonstrated the impact of the program on the majority of the participants including: positive changes in anti-social behaviour; life and personal skills; practical vocational training and experience in the automotive industry; interview, job and workplace skills; self-esteem and confidence; social skills, self-awareness and awareness of others and the broader community.

The evaluation found that the majority of U-Turn graduates (92 per cent) did not commit any offences whilst participating in the program and 52 per cent had not committed any offences since completing the program. Only 15 per cent of graduates had recorded a motor vehicle theft since completing the program.

(Continued next page)

Box 6.1 (continued)

Statistical analysis of offending behaviour data of U-Turn participants from July 2005 to June 2007 found a dramatic reduction in offences following the U-Turn program:

- Of the 20 young people who had been charged with motor vehicle theft before entry into the program, only nine participants had subsequent similar charges recorded after completion of the program.
- The data on serious offences recorded 47 young people charged prior to commencing the program with 14 charged following the program.
- The data on minor offences recorded 40 young people charged before entering the program and this reduced to 27 charges following completion.

Mission Australia and the U-Turn Steering Committee work to determine effective post-course support, including a dedicated workshop for previous participants who wish to work on their own, or project, vehicles to encourage ongoing contact with the program and provide an opportunity for past participants to take on a peer support role. Other enhancements include literacy and numeracy tuition, and supported accommodation to enable people from around the State to participate in the course.

Despite the strong emphasis on reducing recidivism, another factor in measuring program success is the positive impact the program has on other aspects of participants' lives, such as health, motivation, self-esteem, relationships, education and work-readiness. As an indication of confidence in the NMVTRC model and as a measure of how well U-Turn has been accepted by local stakeholders and the Tasmanian community, the Tasmanian Government has continued to support U-Turn with funding allocated until 2013.

Mission Australia has further enhanced the program by adding the Challenging Offending Behaviour program. In a regular weekly session the trainer uses a cognitive behavioural approach to address young people's offending behaviour. The sessions explore problem solving, life skills, identity development, awareness and goal setting, and have been enhanced by the re-introduction of the Traffic Education Program.

Comments from participants regarding the best things about the course, taken from a recently completed course, included:

Taught me life skills, made new mates, turned my life around, and taught me you don't have to cause trouble to have fun, made me want to do more things and have a go, gave me education, gave me independence in living away from home, keep [sic] me out of trouble.

Over time, the program has developed to offer more pathways to work experience and employment opportunities for participants, with a number of local employers providing support to the program and one company employing and retaining selected previous U-Turn participants with plans to employ more participants in future. The U-Turn program transition from a pilot program to a successful ongoing program occurred through reflective practice, continual learning cycles and stakeholder participation.

Source: Tasmanian Government (unpublished) *Young Recidivist Car Theft Offender Program (U-Turn) Local Evaluation – Tasmania Final Report*, www.utas.edu.au/files/publications_and_reports/research_reports/research_reports_pdf/UTurn__Local_Evaluation_Final_Report.pdf (accessed 15 October 2010).

Box 6.2 Case study — Coordinated Response to Young People at Risk (CRYPAR)

The *Coordinated Response to Young People at Risk* (CRYPAR) program, a Queensland whole of Government initiative helps young people address issues that may contribute to future criminal, self-harming or anti-social behaviour.

The three main objectives of CRYPAR are to:

- provide a mechanism that allows police officers to refer young people and families to agencies that are committed to promptly addressing issues
- actively engage in a service delivery framework that is underpinned by principles of prevention and early intervention
- build sustainable partnerships with appropriate services/departments.

Initially commencing in 2005, CRYPAR is designed to facilitate a coordinated response to underlying issues and circumstances in a young person's life that, if left unchecked, could escalate into more serious behavioural problems or criminal activity.

The program involves a simple referral process that allows police officers in the field to link young people and their families to a range of support services. CRYPAR partnered with SupportLink Australia in March 2010. SupportLink is a web-based system that allows for the electronic transfer of referrals and relevant feedback in a secure environment. It provides police with a single gateway into social services and provides them with updates on the people they have referred.

It also creates opportunities for rural and remote Queenslanders, by providing access to national counselling services on a range of issues including drug and alcohol, domestic violence, depression, suicide prevention, bereavement and family conflict.

Civilians with a background in social work are employed to coordinate the project, engage stakeholders and train police. Police are provided with training in youth culture, engaging young people and the CRYPAR referral process.

CRYPAR is based on the logic that police often see troubled youth sooner than other services. CRYPAR refers young people earlier than its international counterparts, which generally refer youth into projects when they are arrested. It has been designed to provide the best possible response to all young people at risk, not just to victims or offenders.

The CRYPAR model could possibly be adapted to provide immediate referral pathways to ambulance officers and paramedics; health professionals and principals, teachers and guidance officers.

Independent evaluation of CRYPAR found that the program has the strong support of all stakeholders, including respondents, police officers, and government and non-government agencies. It has reduced repeat calls for service and police workload, and enhanced community relationships and public safety.

(Continued next page)

Box 6.2 (continued)

Internal evaluations based on two police districts between 1 June 2006 and 1 July 2008 found that:

- of the 454 individuals referred, 85 per cent (386) had not had adverse contact with police at the time of the evaluation
- of those who had a history of offending, 66 per cent (130) had not re-offended by the time of the evaluation.

Calls for service in relation to missing persons were also found to have reduced by 73 per cent.

The positive results of the program have been recognised in the following ways:

- Finalist at the 2007 Premiers Awards for Excellence in Public Sector Management.
- Winner (Merit) of the 2006 Australian Violence and Crime Prevention Award.
- Winner of the 2007 QPS Awards for Excellence in Problem-Oriented and Partnership Policing, Metro North Region.
- Winner of the State Gold Award for 2007 QPS Awards for Excellence in Problem-Oriented and Partnership Policing (Gold Lantern)
- Winner (Merit) of the Australian Crime and Violence Prevention Awards 2009.

The combination of CRYPAR and SupportLink offers an efficient and effective collaborative method of addressing the social issues that underlie instances of truancy, drug use and criminal activity. This in turn leads to a reduction in crime and the costs of crime. Through the program, at risk youth are competently linked to the community sector and high risk families are supported by trained professionals. The end result is healthier and happier families.

Source: Queensland Government (unpublished); Office of the Commissioner, Queensland Police Service (unpublished).

6.2 Framework of performance indicators

Performance can be defined in terms of how well a service meets its objectives, given its operating environment. Performance indicators focus on outcomes and/or outputs aimed at meeting common, agreed objectives. The Steering Committee has identified four objectives of police services for the purposes of this Report (box 6.3).

Box 6.3 Objectives for police services

The key objectives for police services are:

- to allow people to undertake their lawful pursuits confidently and safely (reported in section 6.4, community safety)
- to bring to justice those people responsible for committing an offence (reported in section 6.5, crime)
- to promote safer behaviour on roads (reported in section 6.6, road safety)
- to support the judicial process to achieve efficient and effective court case management and judicial processing, providing safe custody for alleged offenders, and ensuring fair and equitable treatment of both victims and alleged offenders (reported in section 6.7, judicial services).

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

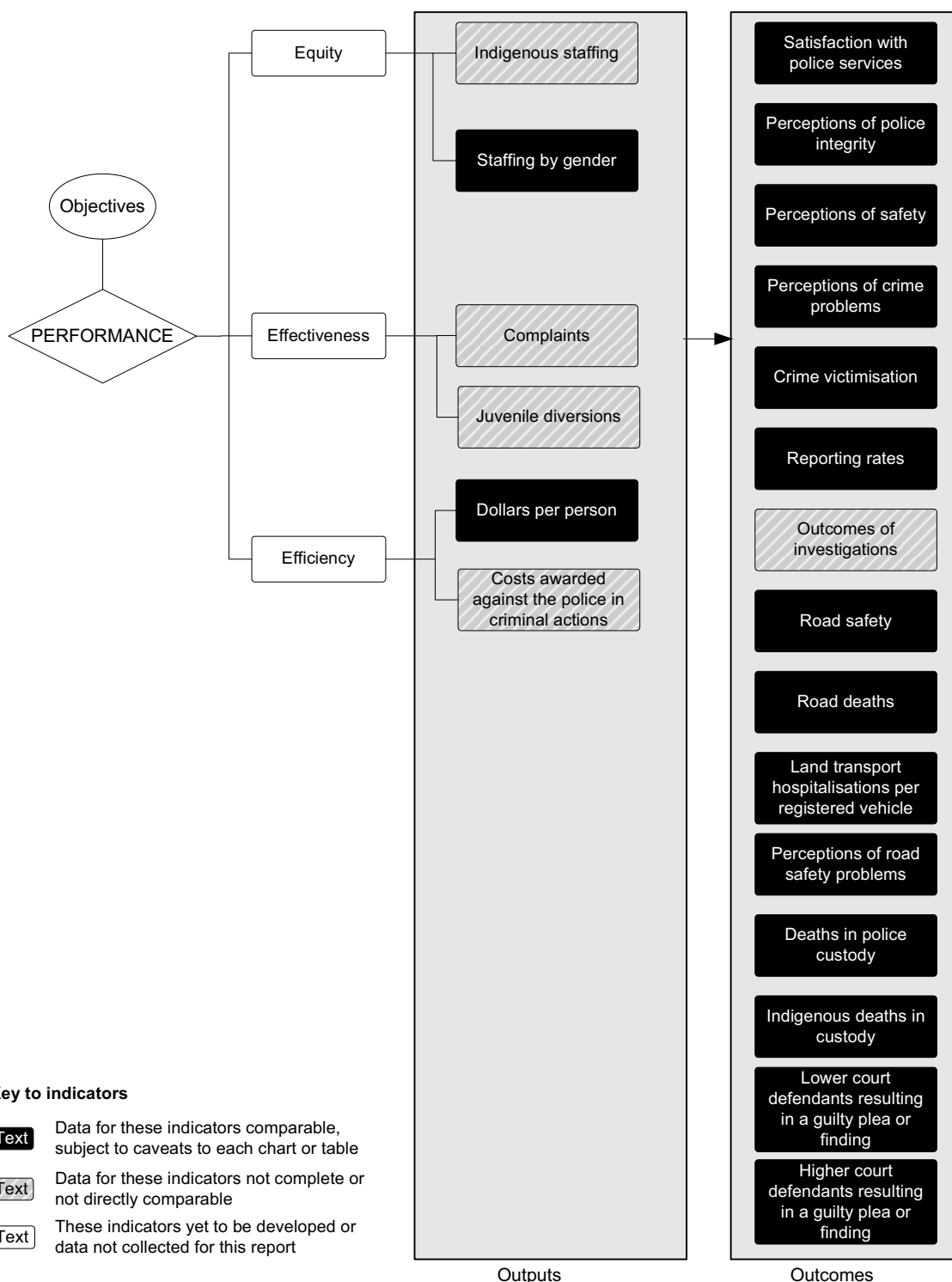
The general performance framework for police services illustrates the content of the police services chapter (figure 6.4). The results reported in this chapter need to be considered in conjunction with data on demographic and geographic differences (see appendix A) and with other available information on jurisdiction-specific characteristics.

Indicators relevant to all police services are discussed in section 6.3. These include:

- two ‘equity’ output indicators ‘Indigenous staffing’ and ‘police staff by gender’
- an ‘effectiveness’ output indicator ‘complaints’
- an ‘efficiency’ output indicator ‘dollars per person’.

Other indicators are discussed under the activity areas ‘Community safety’, ‘Crime’, ‘Road safety’ and ‘Judicial services’ in sections 6.4, 6.5, 6.6 and 6.7, respectively.

Figure 6.4 General performance framework for the police services sector



6.3 Indicators relevant to all police services

The performance indicator framework identifies the principal police activity areas. Within this context, certain indicators of police performance are not specific to any one particular area, but are relevant for all. These indicators include ‘dollars per person’, ‘satisfaction with police services’, ‘perceptions of police integrity’, ‘complaints’, ‘Indigenous staffing’ and ‘police staff by gender’.

Outputs

Outputs are the services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5).

Efficiency

Dollars per person

‘Dollars per person’ is an indicator of governments’ objective that provision of services occurs in an efficient manner (box 6.4). Variations in policies, socioeconomic factors and geographic/demographic characteristics affect expenditure per person for police services in each jurisdiction. The scope of activities undertaken by police services also varies across jurisdictions.

Box 6.4 Dollars per person

‘Dollars per person’ is defined as expenditure (adjusted for inflation) on policing per person.

All else being equal, a lower or decreasing expenditure per person represents an improvement in efficiency. However, care must be taken because efficiency data are difficult to interpret. Although high or increasing expenditure per person might reflect deteriorating efficiency, it might also reflect aspects of the service or characteristics of the policing environment (such as more effective policing or more challenging crime and safety situations). Similarly, low expenditure per person may reflect more desirable efficiency outcomes or lower quality (less intensive policing) or less challenging crime and safety situations.

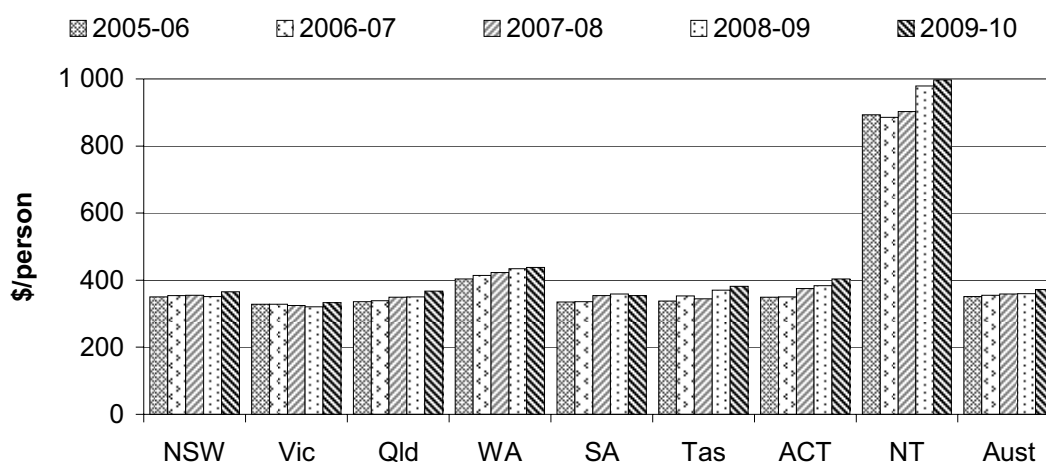
Efficiency indicators thus need to be interpreted within the context of the effectiveness and equity indicators, to derive an holistic view of performance.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

Funding for police services comes almost exclusively from State and Territory government budgets, with some limited specific purpose Australian Government grants. Real recurrent expenditure (less revenue from own sources and payroll tax) on police services across Australia was \$8.2 billion (or \$372 per person) in 2009-10 (figure 6.5).

Figure 6.5 Real recurrent expenditure per person (including user cost of capital less revenue from own sources and payroll tax) on police services (2009-10 dollars)^{a, b, c}



^a Real recurrent expenditure is recurrent expenditure, including user cost of capital, less revenue from own sources and payroll tax. Revenue from own sources includes user charges and other types of revenue (for example, revenue from sale of stores and plant). It excludes fine revenue, money received as a result of warrant execution, and revenue from the issuing of firearm licences. ^b Real expenditure based on the ABS gross domestic product price deflator (2009-10 = 100) (table AA.26). ^c Historical data may differ from those in previous reports because population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2005). Population data relate to 31 December, so that ERP at 31 December 2009 is used as the denominator for 2009-10.

Source: State and Territory governments (unpublished); tables 6A.9, 6A.10 and AA.2.

Most jurisdictions increased their real expenditure in absolute terms over the past 12 months. In that time, most jurisdictions also increased their expenditure per head of population (figure 6.5). Nationally, real recurrent expenditure on police services per person has increased by an average of 1.6 per cent each year between 2004-05 and 2009-10 (table 6A.10).

Capital costs (including depreciation and the user cost of capital) for each jurisdiction are contained in tables 6A.1–8.

Time series data for police expenditure are reported for 6 years in tables 6A.1–6A.8 and 6A.10 (with associated information on treatment of assets by police agencies in table 6A.9).

Equity — access

This section focuses on the performance of mainstream police services in relation to Indigenous Australians and females.

Indigenous staffing

‘Indigenous staffing’ is an indicator of governments’ objective that provision of services occurs in an equitable manner (box 6.5). Indigenous people might feel more comfortable in ‘accessing’ police services when they are able to deal with Indigenous police staff.

Box 6.5 Indigenous staffing

‘Indigenous staffing’ is defined as the proportion of police staff (operational plus non-operational) from Indigenous backgrounds compared to the proportion of people aged 20–64 years who are from Indigenous backgrounds. These data are used because a significantly larger proportion of the Indigenous population falls within the younger non-working age groupings compared with the non-Indigenous population. Readily available ABS population projections of people aged 20–64 years provide a proxy for the estimated working population.

A proportion of police staff from Indigenous backgrounds closer to the proportion of people aged 20–64 years who are from Indigenous backgrounds represents a more equitable outcome.

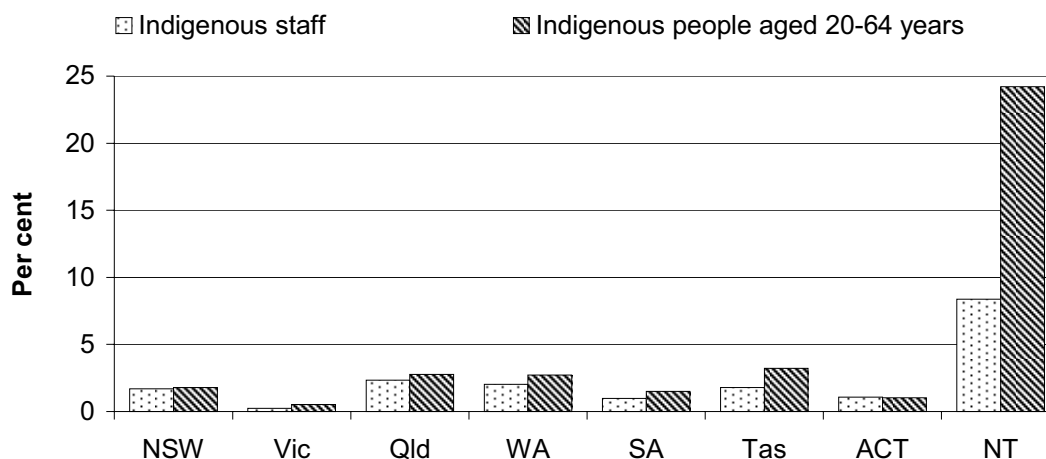
The process of identifying Indigenous staff members generally relies on self-identification as being Aboriginal and/or Torres Strait Islander. Where Indigenous people are asked to identify themselves, the accuracy of the data will partly depend on how they perceive the advantages (or disadvantages) of identification and whether these perceptions change over time. Many factors will influence the willingness of Indigenous people to access police services, including familiarity with procedures for dealing with police and confidence in the effectiveness of police services.

Data reported for this indicator are not directly comparable.

Data quality information for this indicator is under development.

The proportion of Indigenous police staff in 2009-10 was similar to the representation of Indigenous people in the population aged 20–64 years for most jurisdictions (figure 6.6).

Figure 6.6 Proportions of Indigenous staff in 2009-10 and Indigenous population aged 20–64 years^{a, b, c, d}



^a Indigenous staff numbers relate to those staff who self-identify as being of Aboriginal and/or Torres Strait Islander descent. Indigenous staff are reported as the sum of both the operational and non-operational categories. ^b Information on Indigenous status is collected only at the time of recruitment. ^c The introduction of a new human resources system in Victoria has supported initial capture of data relating to Indigenous status. In this first year of reporting, the data are indicative only. Indigenous and non-Indigenous staff were unable to be separated in Victoria prior to 2009-10. ^d Data comprise all FTE staff except in the NT, where data are based on a headcount at 30 June.

Source: ABS (2009) *Experimental Estimates and Projections, Indigenous population aged 20–64 years* Cat. no. 3238.0 (Series B); State and Territory governments (unpublished); table 6A.19.

Time series data for police Indigenous staffing are reported for 6 years in tables 6A.1–6A.8 and 6A.19.

Staffing by gender

‘Staffing by gender’ is an indicator of governments’ objective to provide police services in an equitable manner (box 6.6). Women might feel more comfortable in ‘accessing’ police services in particular situations, such as in relation to sexual assault, when they are able to deal with female police staff.

Box 6.6 Staffing by gender

'Police staffing by gender' is defined as the number of female police staff (sworn and unsworn) divided by the total number of police staff.

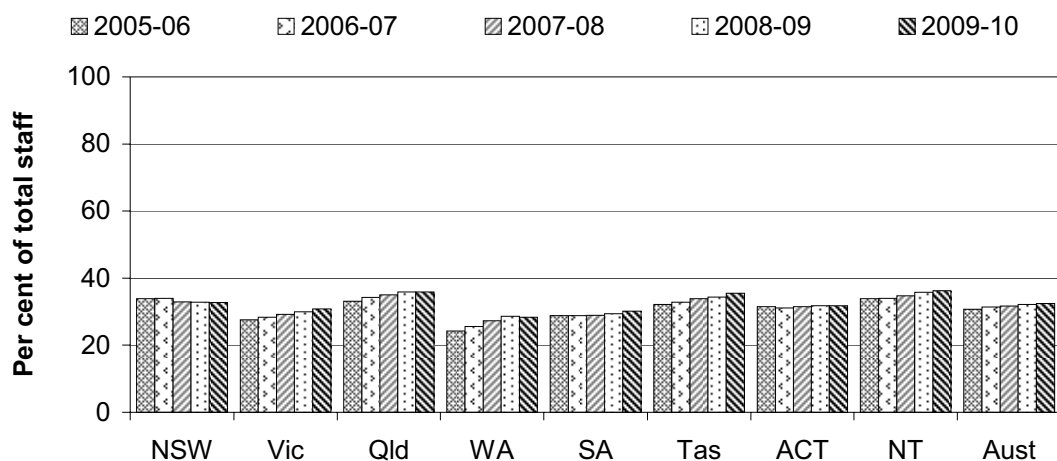
A proportion of female police staff commensurate with the proportion of females in the total population is generally more equitable.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

Nationally, 32.4 per cent of police staff were female in 2009-10 (figure 6.7). The proportion of female police staff increased from 2005-06 to 2009-10 (from 30.8 per cent to 32.4 per cent of staff). The proportion of female police staff increased over this period in most jurisdictions (figure 6.7).

Figure 6.7 Female police staff^a



^a Data comprise all FTE staff except in NSW prior to 2007-08, and the NT from 2007-08, where data are based on a headcount at 30 June.

Source: State and Territory governments (unpublished); table 6A.20.

Time series data for staffing by gender are reported for 6 years in table 6A.20.

Effectiveness

Complaints

‘Complaints’ is an indicator of governments’ objective to provide police services in an effective manner (box 6.7). Police services across Australia encourage and foster a code of customer service that provides for openness and accountability. Complaints made against police reflect a range of issues relating to service delivery. Complaints of a more serious nature are overseen by relevant external review bodies, such as the ombudsman, the director of public prosecutions or integrity entities in each jurisdiction.

Box 6.7 Complaints

‘Complaints’ is defined as the number of complaints per 100 000 people in the total population. It comprises complaints made by members of the public against police.

A high or increasing number of complaints does not necessarily indicate a lack of confidence in police. Rather, it can indicate greater confidence in complaints resolution. It is desirable to monitor changes in the reported rate of complaints against police to identify reasons for such changes and use this information to improve the manner in which police services are delivered. Data can be used only to view trends over time within jurisdictions. Therefore, the trend in complaints is presented in index form comparing values over time to a base period or year allocated a value of 100. For complaints, the base value is calculated using a three year average for the period 2004-05 to 2006-07. A low or decreasing index number is a desirable outcome.

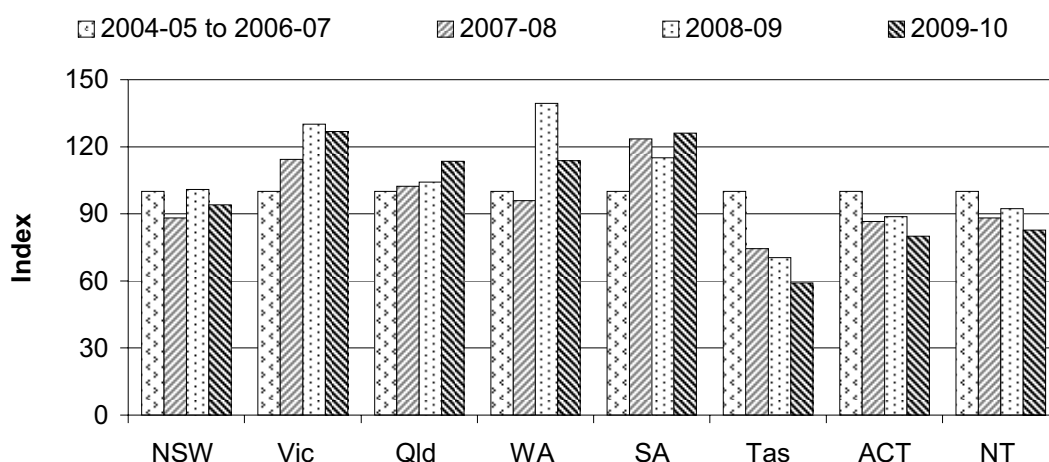
Rates of complaints against police will be influenced by factors such as familiarity with, effectiveness of and confidence in, complaint handling procedures as well as the definition of ‘complaint’ applicable to a particular jurisdiction.

Data for this indicator are not directly comparable. The underlying data on the number of complaints are not comparable across jurisdictions, whereby, definitions of what constitutes a ‘complaint against police’ can differ between jurisdictions.

Data quality information for this indicator is under development.

Complaints data are presented as an index in figure 6.8 to provide a picture of trends over time for each jurisdiction. Table 6A.18 reports numbers per 100 000 people.

Figure 6.8 Trends in complaints^{a, b, c, d, e, f, g, h, i}



^a The underlying data on the number of complaints are not comparable across jurisdictions. Data can be used only to view trends over time within jurisdictions. Index 3-year average 2004-05 to 2006-07 = 100. ^b Historical data may differ from those in previous reports, because population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2004 and 2005). Population data relate to 31 December, so that ERP at 31 December 2009 is used as the denominator for 2009-10. ^c Complaints data refer to the number of statements of complaints by members of the public regarding police conduct when a person was in police custody or had voluntary dealing with the police. ^d For NSW, data were revised during 2010 for the period 2005-06 to 2008-09. The number of complaints previously published have changed due to the late receipt or removal of complaints from the complaints database. ^e Queensland data from 2004-05 to 2007-08 have been revised due to retrospective capture of some complaints impacted by changes in Queensland Police Service's statistical reporting and to align with the Report's data dictionary. ^f For WA, the number of complaints for 2004-05 to 2008-09 have been revised and therefore differ from data reported for these years in earlier reports. The number of complaints recorded can vary due to the back-capture of previously unreported complaints of a minor nature that are resolved at the local level. The increase in 2008-09 complaints over the previous year is due to improved data capture practices with respect to Police Complaints Administration Centre Information files. ^g SA data include complaints made to the Police Complaints Authority and internal reports of alleged breaches of the Code of Conduct. ^h For the ACT, the result for 2006-07 is not comparable with the figures for previous years, as a new complaints management model was introduced in 2006-07. ⁱ For the NT, 24 of the 2006-07 recorded complaints were preliminary enquires not counted in the data set the previous year.

Source: State and Territory governments (unpublished); table 6A.18.

Time series data for complaints are reported for 6 years in table 6A.18.

Outcomes

Outcomes are the impact of services on the status of an individual or group (while outputs are the services delivered) (see chapter 1, section 1.5).

This section provides information from the National Survey of Community Satisfaction with Policing (NSCSP) amongst other sources. The NSCSP collects information on community perceptions of police in terms of services provided and personal experiences of contact with the police. It also elicits public perceptions of

crime and safety problems in the community and local area, and reviews aspects of driving behaviour.

Satisfaction with police services

‘Satisfaction with police services’ is an indicator of governments’ objective to provide police services in an effective manner, specifically, of how well police services are perceived to be delivered (box 6.8).

Box 6.8 Satisfaction with police services

‘Satisfaction with police services’ is defined as the proportion of people who were ‘satisfied’ or ‘very satisfied’ with police services. Results are reported for all people aged 15 years or over in the total population.

A high or increasing proportion of people who were ‘satisfied’ or ‘very satisfied’ is desirable.

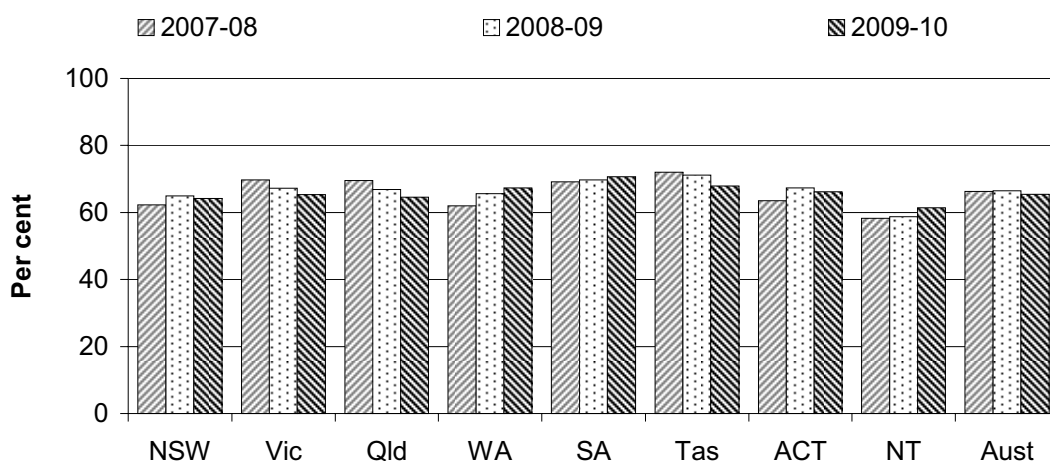
Client satisfaction is a widely accepted measure of service quality. Public perceptions might not reflect actual levels of police performance, because many factors — including individual experiences, hearsay and media reporting — can influence people’s satisfaction with police services.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

In terms of general satisfaction, nationally, the majority of people (65.5 per cent) were ‘satisfied’ or ‘very satisfied’ with the services provided by police in 2009-10, remaining relatively steady from 66.4 per cent in 2008-09 (figure 6.9).

Figure 6.9 People who were 'satisfied' or 'very satisfied' with police services^{a, b}



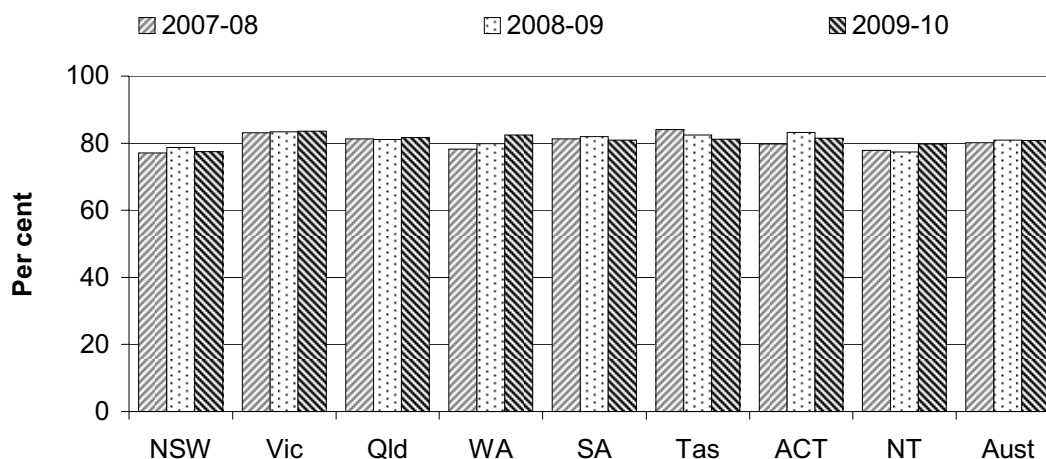
^a Data are for people aged 15 years or over. ^b Survey results are subject to sampling error. Refer to the Statistical appendix section A.5 for information to assist in the interpretation of these results.

Source: ANZPAA (unpublished); table 6A.12.

Of those people who had contact with police in 2009-10, 80.9 per cent nationally were 'satisfied' or 'very satisfied' with the service they received during their most recent contact, the same as in 2008-09 (figure 6.10).

Results across jurisdictions and over time are presented in figure 6.10. As is common with surveys of service performance, higher ratings are achieved by police in all jurisdictions when people are questioned about specific instances of service rather than general impressions.

Figure 6.10 People who were ‘satisfied’ or ‘very satisfied’ with police in their most recent contact^{a, b}



^a Data are for people aged 15 years or over. ^b Survey results are subject to sampling error. Refer to the Statistical appendix section A.5 for information to assist in the interpretation of these results.

Source: ANZPAA (unpublished); table 6A.14.

Time series data for satisfaction with police services (and those who had contact with police in the preceding 12 months) are reported for 5 years in tables 6A.12–6A.14.

Perceptions of police integrity

‘Perceptions of police integrity’ is an indicator of governments’ objective to provide police services in an effective manner, specifically, to provide a measure of perceived integrity and professionalism (box 6.9).

Box 6.9 Perceptions of police integrity

'Perceptions of police integrity' refers to *public* perceptions and is defined by three separate measures:

- the proportion of people who 'agreed' or 'strongly agreed' that police treat people fairly and equally
- the proportion of people who 'agreed' or 'strongly agreed' that police perform the job professionally
- the proportion of people who 'agreed' or 'strongly agreed' that most police are honest.

A high or increasing proportion of people who 'agreed' or 'strongly agreed' with these statements is desirable.

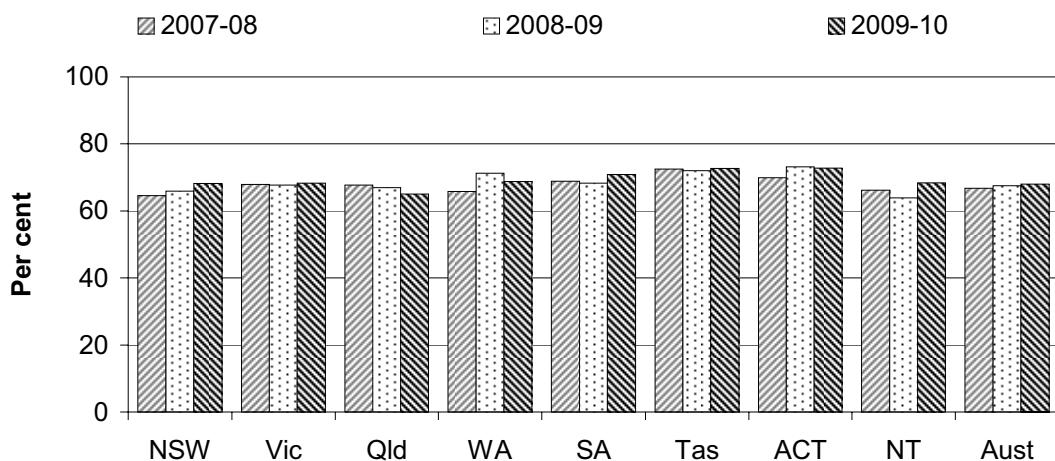
Public perceptions might not reflect actual levels of police integrity, because many factors, including hearsay and media reporting, might influence people's perceptions of police integrity.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

In 2009-10, 68.0 per cent of people nationally 'agreed' or 'strongly agreed' that police treat people 'fairly and equally', compared with 67.5 per cent in 2008-09 (figure 6.11).

Figure 6.11 People who 'agreed' or 'strongly agreed' that police treat people fairly and equally^{a, b}

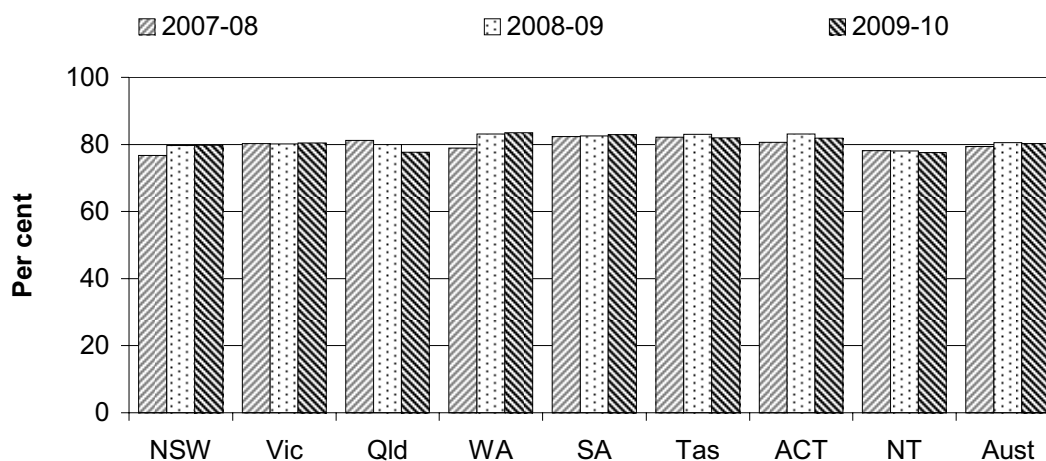


^a Data are for people aged 15 years or over. ^b Survey results are subject to sampling error. Refer to the Statistical appendix section A.5 for information to assist in the interpretation of these results.

Source: ANZPAA (unpublished); table 6A.16.

Nationally, 80.2 per cent of people ‘agreed’ or ‘strongly agreed’ in 2009-10 that police perform the job ‘professionally’, compared with the 2008-09 result of 80.5 per cent (figure 6.12).

Figure 6.12 People who ‘agreed’ or ‘strongly agreed’ that police perform the job professionally^{a, b}



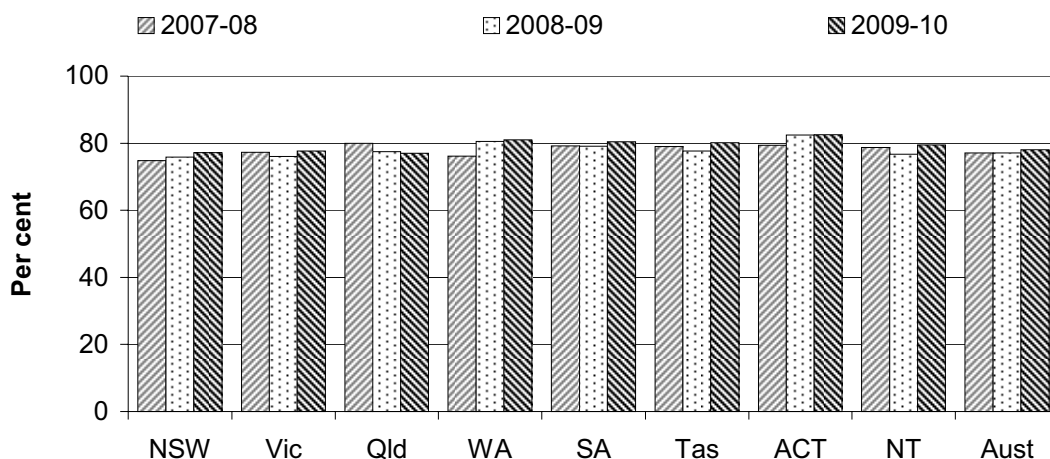
^a Data are for people aged 15 years or over. ^b Survey results are subject to sampling error. Refer to the Statistical appendix section A.5 for information to assist in the interpretation of these results.

Source: ANZPAA (unpublished); table 6A.15.

Police integrity is another important element of police services’ performance. This can be judged to some extent by the public perception of police honesty.

Nationally, 78.1 per cent of people ‘agreed’ or ‘strongly agreed’ in 2009-10 that most police are ‘honest’, compared with the 2008-09 result of 77.1 per cent (figure 6.13).

Figure 6.13 **People who ‘agreed’ or ‘strongly agreed’ that most police are honest^{a, b}**



^a Data are for people aged 15 years or over. ^b Survey results are subject to sampling error. Refer to the Statistical appendix section A.5 for information to assist in the interpretation of these results.

Source: ANZPAA (unpublished); table 6A.17.

Time series data for perceptions of police integrity are reported for 4 years in tables 6A.15–6A.17.

6.4 Community safety

This section reviews the role of police in preserving public order and promoting a safer community. Activities typically include:

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

Police performance in undertaking these activities is measured using a suite of indicators that incorporates information on community perceptions data. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

Key community safety performance indicator results

Outputs

Outputs are the services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5).

Equity — access

The Steering Committee has identified equity and access for community safety as an area for development in future reports.

Outcomes

Outcomes are the impact of services on the status of an individual or group (while outputs are the services delivered) (see chapter 1, section 1.5).

Perceptions of safety

‘Perceptions of safety’ is an indicator of governments’ objective to maintain public safety (box 6.10).

Box 6.10 Perceptions of safety

‘Perceptions of safety’ is defined by two separate measures:

- the proportion of people who felt ‘safe’ or ‘very safe’ at home
- the proportion of people who felt ‘safe’ or ‘very safe’ in public places.

A high or increasing proportion of people who felt ‘safe’ or ‘very safe’ for either measure is desirable.

Perceptions of safety might not reflect reported crime, as reported crime might understate actual crime, and many factors (including media reporting and hearsay) might affect public perceptions of crime levels and safety.

Perceptions of safety on public transport might be influenced by the mix (that is, trains, buses, ferries and trams) of public transport in each jurisdiction

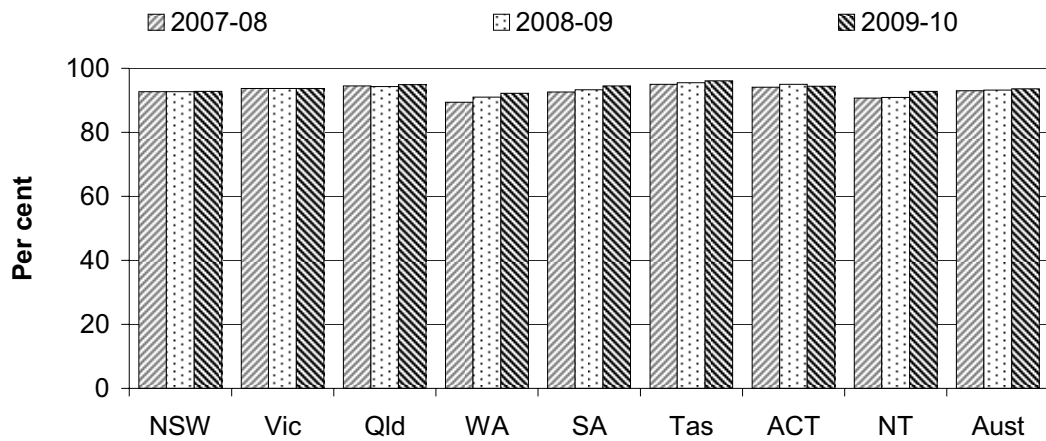
Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

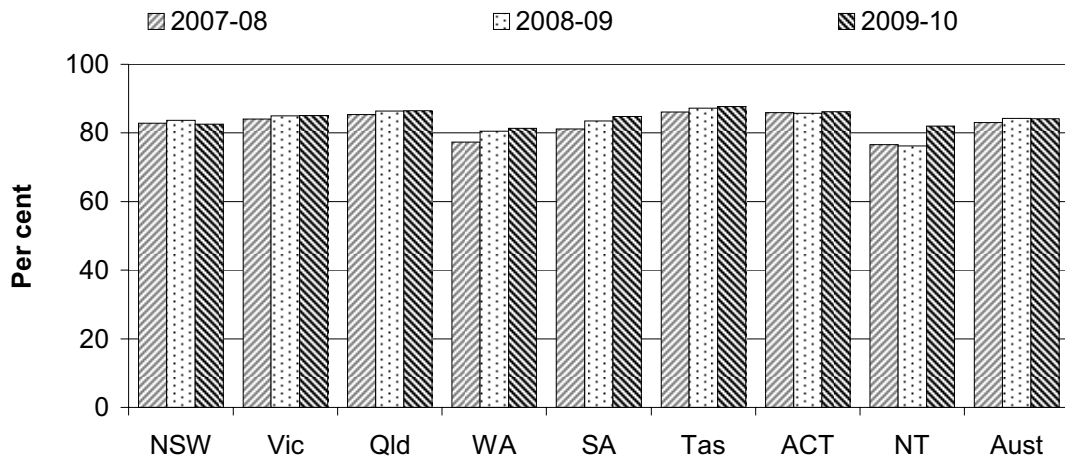
Nationally, 93.6 per cent of people felt 'safe' or 'very safe' at home alone during the day in 2009-10, compared with 93.2 per cent in 2008-09 (figure 16.14a). Nationally, 84.2 per cent of people felt 'safe' or 'very safe' at home alone during the night in 2009-10, compared with 84.3 per cent in 2008-09 (figure 6.14b).

Figure 6.14 **Perceptions of safety at home alone**^{a, b}

(a) Proportion who felt 'safe' or 'very safe' at home alone during the day



(b) Proportion who felt 'safe' or 'very safe' at home alone during the night



^a Data are for people aged 15 years or over. ^b Survey results are subject to sampling error. Refer to the Statistical appendix section A.5 for information to assist in the interpretation of these results.

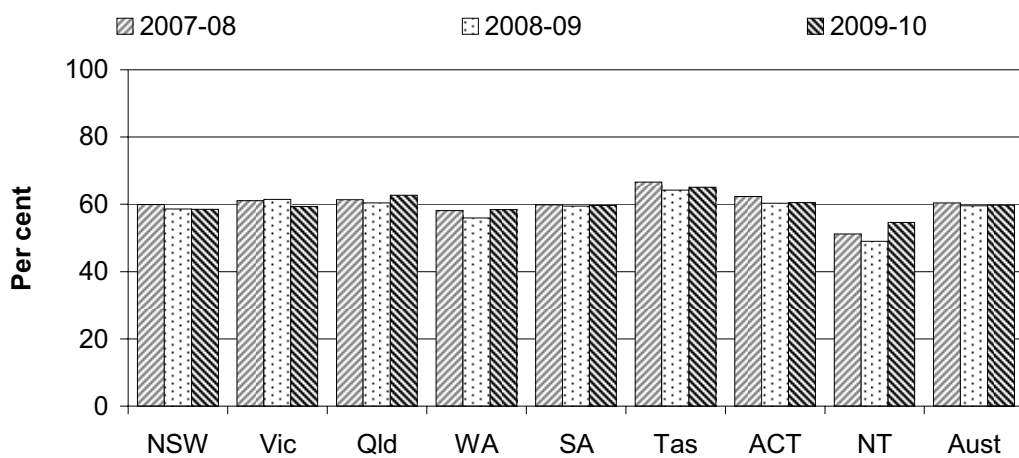
Source: ANZPAA (unpublished); table 6A.21.

Nationally, 90.2 per cent of people felt 'safe' or 'very safe' when walking or jogging locally during the day in 2009-10 (table 6A.22) and 59.8 per cent of people felt 'safe' or 'very safe' when walking or jogging locally during the night in

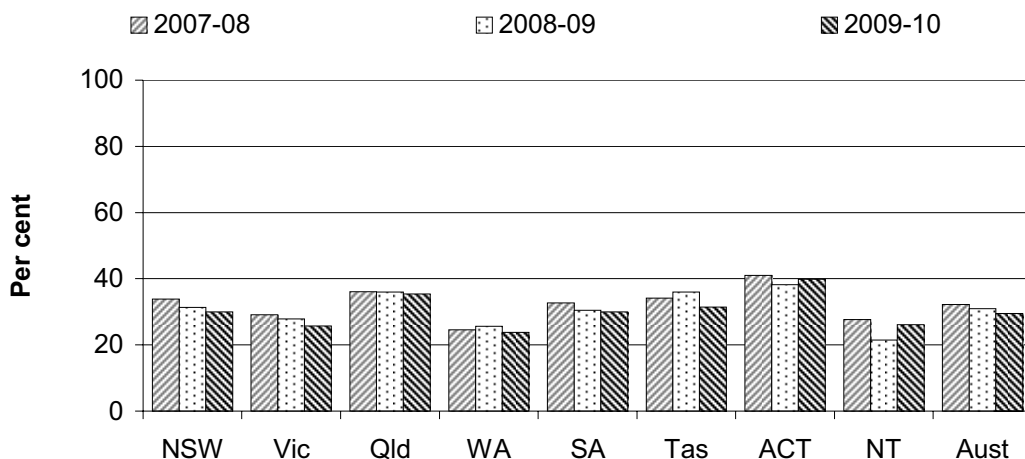
2009-10 (figure 6.15a). Nationally, 63.5 per cent of people felt 'safe' or 'very safe' when travelling on public transport during the day, a decrease from 2008-09 (table 6A.23) and 29.5 per cent of people felt 'safe' or 'very safe' when travelling on public transport during the night in 2009-10, a decrease from 2008-09 (figure 6.15b).

Figure 6.15 Perceptions of safety in public places during the night^{a, b, c, d}

(a) Proportion who felt 'safe' or 'very safe' walking or jogging locally



(b) Proportion who felt 'safe' or 'very safe' travelling on public transport



^a Data are for people aged 15 years or over. ^b Survey results are subject to sampling error. Refer to the Statistical appendix section A.5 for information to assist in the interpretation of these results. ^c For this survey question, the response 'not applicable' was very large and varied significantly across jurisdictions in line with the availability of public transport. ^d Unlike other jurisdictions, Tasmania, the NT and the ACT do not operate a suburban train network and rely on buses as the primary means of public transportation.

Source: ANZPAA (unpublished); tables 6A.22 and 6A.23.

Time series data for perceptions of safety are reported for 5 years in tables 6A.21–6A.23.

Perceptions of crime problems

‘Perceptions of crime problems’ is an indicator governments’ objective to reduce crime (box 6.11).

Box 6.11 Perceptions of crime problems

‘Perceptions of crime problems’ is defined as the proportion of people who thought that various types of crime were a ‘major problem’ or ‘somewhat of a problem’ in their neighbourhood.

A low or decreasing proportion of people who thought the selected types of crime were a ‘major problem’ or ‘somewhat of a problem’ in their neighbourhood, is desirable.

Care needs to be taken in interpreting data on perceptions of crime, because reducing people’s concerns about crime and reducing the actual level of crime are two separate, but related challenges. 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.

Data reported for this indicator are comparable.

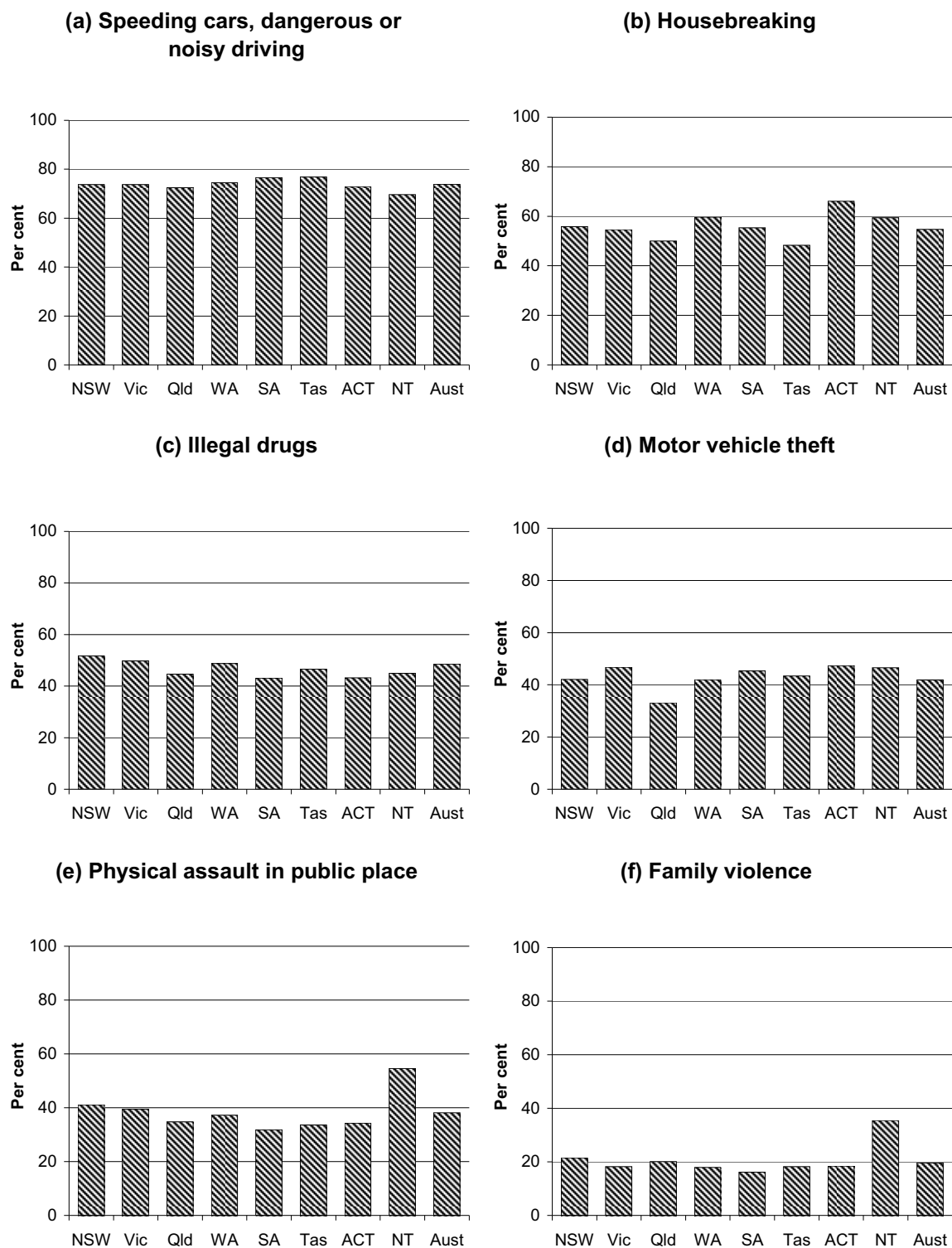
Data quality information for this indicator is under development.

The following major areas of concern were identified by people in relation to crime problems in their neighbourhood, whereby, people thought the crime to be a problem (that is, a ‘major problem’ or ‘somewhat a problem’). Nationally:

- 73.8 per cent of people thought speeding cars, dangerous or noisy driving’ to be a problem in 2009-10 (little change from 74.5 in 2008-09) (figure 6.16a and table 6A.26)
- 54.7 per cent of people thought housebreaking to be a problem in 2009-10 (down from 56.9 per cent in 2008-09) (figure 6.16b and table 6A.25)
- 48.5 per cent of people thought illegal drugs to be a problem in 2009-10 (down from 52.1 per cent in 2008-09) (figure 6.16c and table 6A.25)
- 41.9 per cent of people thought motor vehicle theft to be a problem in 2009-10 (down from 44.6 per cent in 2008–09) (figure 6.16d and table 6A.25)
- 38.1 per cent of people thought physical assault in a public place to be a problem in 2009-10 (down from 39.3 per cent in 2008-09) (figure 6.16e and table 6A.24)
- 19.6 per cent of people thought family violence to be a problem in their neighbourhood in 2009-10 (down from 24.1 per cent in 2008-09) (figure 6.16f and table 6A.24).

Time series data for perceptions of crime problems are reported for 4 years in tables 6A.24–6A.26.

Figure 6.16 Proportion of people who consider the identified issues to be either a 'major problem' or 'somewhat of a problem' in their neighbourhood, 2009-10^a



^a Data are for people aged 15 years or over. ^b Survey results are subject to sampling error. Refer to the Statistical appendix section A.5 for information to assist in the interpretation of these results.

Source: ANZPAA (unpublished); tables 6A.24–6A.26.

6.5 Crime

This section reviews the role of police in investigating crime and identifying and apprehending offenders. It also measures the extent of crime in the community and the number of crimes reported to the police.

Framework of performance indicators

Police performance in undertaking these activities is measured using a suite of indicators that incorporates information on recorded crime levels. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

Key crime performance indicator results

Outcomes

Outcomes are the impact of services on the status of an individual or group (while outputs are the services delivered) (see chapter 1, section 1.5).

‘Crime victimisation’, ‘Reporting rates’ and ‘Outcomes of investigations’ are outcome indicators of governments’ objective to bring to justice those people responsible for committing an offence.

Victims of crime data in Australia

Information on the level of selected crimes against the person and crimes against property is obtained from three sources for this chapter. The first source is survey data in ABS *Crime Victimisation, Australia* (ABS 2010a). The second source is administrative data in ABS *Recorded Crime Victims* (ABS 2010b). The third source is homicides data, from the Australian Institute of Criminology (AIC) (AIC unpublished).

Survey data

Crime Victimisation, Australia presents results from a redesigned national Crime Victimisation Survey, conducted from July 2008 to June 2009, for selected categories of personal and household crimes. Personal crimes include robbery, assault and sexual assault (reported in table 6A.33). Household crimes include

break-in, attempted break-in, motor vehicle theft, theft from a motor vehicle, malicious property damage, and other theft (reported in table 6A.35). A change in methodology means the new survey is not comparable with the previous three-yearly survey it replaces. The previous survey results (for 1998, 2002 and 2005) are reported for information in tables 6A.31 and 6A.32.

Administrative data

Recorded Crime Victims presents data on selected offences reported to, or detected by, police, the details of which are subsequently recorded on police administrative systems. Victims in this collection can be people, premises or motor vehicles. Selected offences include homicide and related offences; kidnapping and abduction; robbery; blackmail and extortion; unlawful entry with intent; motor vehicle theft and other theft.

Merits of survey data versus administrative data

Survey data are collected in a manner such that the sample is intended to be representative of the population as a whole, whereas, administrative data represent all observations (that is, the whole population of interest). Survey questions are consistent across jurisdictions whereas there are differences in the way in which recorded crime administrative data are compiled across jurisdictions (box 6.12).

Neither the administrative data in *Recorded Crime Victims*, nor the survey data in *Crime Victimization, Australia*, provide a definitive measure of crime victimisation but, together, these two data sources provide a more comprehensive picture of victimisation than either data source alone.

Box 6.12 ABS crime victimisation statistics

The ABS produces two major sources of data that can inform the user about crime victimisation. The first is direct reports from members of the public about their experiences of crime as collected in ABS household surveys. The second is a measure of crimes reported to and recorded by police, sourced from administrative records obtained from State and Territory police agencies. In some instances, the results can provide different pictures of crime in the community, with administrative data indicating a trend in one direction and personal experience indicating the opposite.

The full extent of crime is unlikely ever to be captured, because not all offences are reported to, or become known by, police. The victim's confidence in the judicial process, the nature of the offence and the relationship between the victim and perpetrator are among the key factors that influence the propensity to report an offence.

Comparing recorded crime statistics across jurisdictions

A number of standards, classifications and counting rules are applied to recorded crime statistics, but care needs to be taken when comparing these statistics across states and territories, given the different business rules, procedures, systems, policies, legislation and recording of police agencies. The ABS has worked with police agencies to develop a National Crime Recording Standard, to improve the national comparability of the recorded crime victims' collection.

As noted above, the most recent data published is from the ABS survey conducted from July 2008 to June 2009. Personal crime victimisation rates from this survey are reported in figures 6.17–6.19. Property crime victimisation rates from this survey are reported in figures 6.22, 6.23 and 6A.25.

Crime victimisation

'Crime victimisation' is an indicator of governments' objective to reduce the incidence of crime victimisation (boxes 6.13 and 6.15).

Crime victimisation — crimes against the person

The prevalence of personal crime in the community is an important measure of bringing to justice those people responsible for committing an offence (box 6.13).

Box 6.13 Crime victimisation — crimes against the person

'Crime victimisation' is defined (in part) by five measures of the level of crime against the person:

- estimated victimisation rate of total selected personal crimes per 100 000 people
- estimated victimisation rate for physical and threatened assault per 100 000 people aged 15 years or over
- estimated victimisation rate for sexual assault per 100 000 people aged 18 years or over
- estimated victimisation rate for robbery per 100 000 people aged 15 years or over
- victims of homicide per 100 000 people of all ages.

A low or decreasing rate of crime victimisation is a desirable outcome.

'Crime victimisation' is also defined by a measure of trends in crime against the person, presented in index form:

- victims of armed robbery (index 2005 = 100).

Indexed data can be used only to view trends over time within jurisdictions. The trend in crime against the person is presented in index form comparing values over time to a base period or year allocated a value of 100. For selected crimes against the person, the index is based on the rate value for 2005. A low or decreasing index number is a desirable outcome.

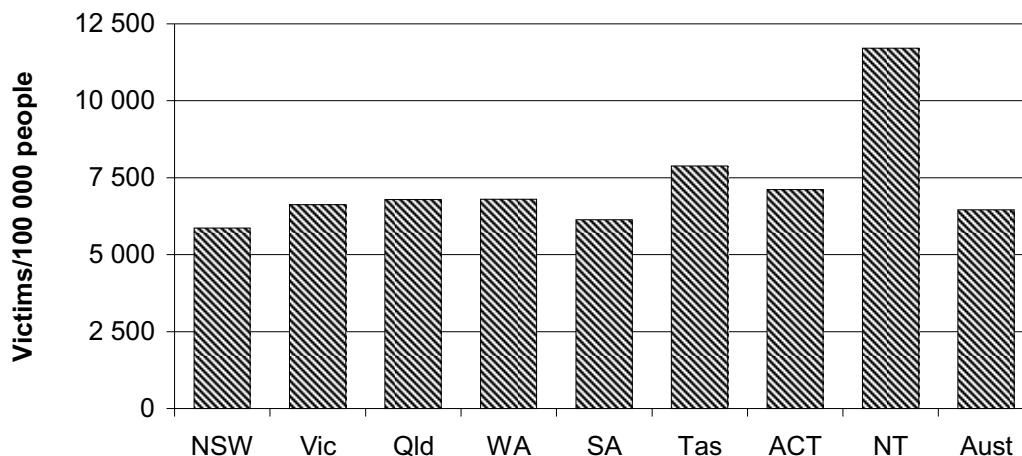
The recorded number of victims might vary from the incidence of crimes against the person for a number of reasons, including confidence in the judicial system as a whole.

Data reported for this indicator are comparable. Although, where survey data are reported (for the four estimated victimisation rates measures) the associated standard errors can be large for some jurisdictions. Similarly, (for the two victims of crime measures) differences in the way in which crimes are recorded on police administrative systems (due to legislation, recording systems and recording practices) mean that care should be taken when comparing the level of recorded crime across jurisdictions.

Data quality information for this indicator is under development.

Based on ABS crime victimisation survey data, nationally, there were 6462 estimated victims of selected personal crimes per 100 000 people in 2008-09 (figure 6.17).

Figure 6.17 **Estimated victims of selected personal crimes, 2008-09^{a, b,}**
^{c, d}



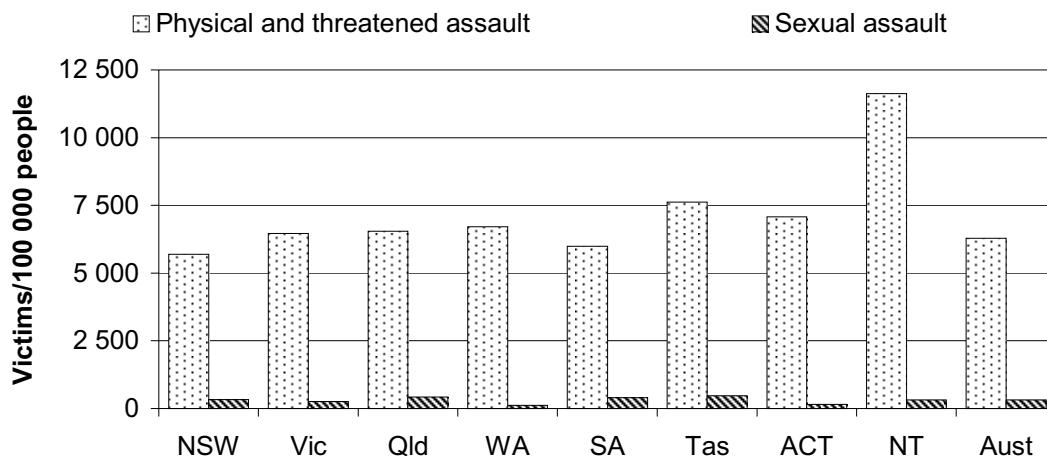
^a Data report only the prevalence of crime, not the incidence. A victim is defined as a person reporting at least one of the offences surveyed. Victims were counted once only for totals where people have been a victim of more than one crime type. Data are for people aged 15 years or over for all categories except sexual assault, which are for people aged 18 years or over. ^b Selected personal crimes comprise physical assault, threatened assault, robbery and sexual assault. ^c NT data refer to mainly urban areas only. ^d Relative standard errors (RSE) for these data are reported in table 6A.33.

Source: Based on data from ABS (unpublished), *Crime Victimization Survey*; table 6A.33.

Time series data from previous surveys for estimated victims of personal crimes are reported for 3 non-consecutive years in table 6A.31. This time series is not comparable with the 2008-09 data reported in figure 6.17.

Based on ABS crime victimisation survey data, estimated victimisation rates for assault (physical, threatened and sexual assault categories) were 6289 physical and threatened assaults per 100 000 people and 571 robberies per 100 000 people nationally, in 2008-09 (figures 6.18 and 6.19).

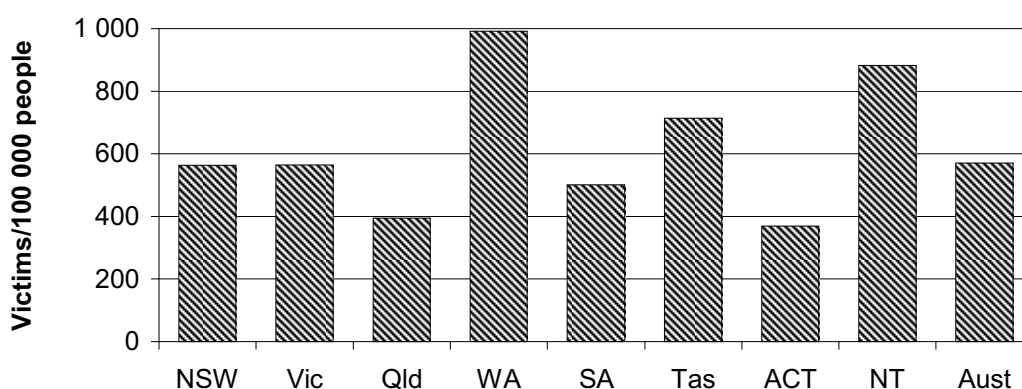
Figure 6.18 **Estimated victims of assault and sexual assault, 2008-09^{a, b, c, d}**



^a Data report only the prevalence of crime, not the incidence. A victim is defined as a person reporting at least one of the offences surveyed. Victims were counted once only for each type of offence, regardless of the number of incidents of that type. Physical and threatened assault reported is for people aged 15 years or over. Sexual assault reported is for people aged 18 years or over. ^b Threatened assault includes both face-to-face and non face-to-face incidents. ^c NT data refer to mainly urban areas only. ^d Estimates with RSEs of between 25 and 50 per cent need to be interpreted with caution and estimates with RSEs above 50 per cent are considered too unreliable for general use. RSEs for these data are reported in table 6A.33.

Source: Based on data from ABS (2010), *Crime Victimization, Australia 2008-09*, Cat. no. 4530.0; table 6A.33.

Figure 6.19 **Estimated victims of robbery, 2008-09^{a, b, c, d}**



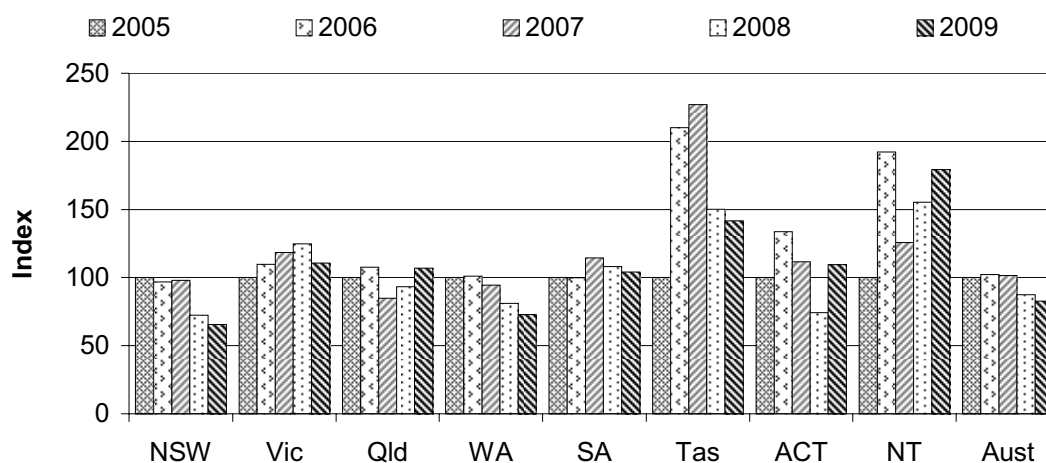
^a Data report only the prevalence of crime, not the incidence. A victim is defined as a person reporting at least one of the offences surveyed. Victims were counted once only for each type of offence, regardless of the number of incidents of that type. Robbery reported is for people aged 15 years or over. ^b Robbery is where someone stole (or tried to steal) property from a respondent by physically attacking them or threatening him or her with force or violence. ^c NT data refer to mainly urban areas only. ^d Estimates with RSEs of between 25 and 50 per cent need to be interpreted with caution and estimates with RSEs above 50 per cent are considered too unreliable for general use. RSEs for these data are reported in table 6A.33.

Source: Based on data from ABS (2010), *Crime Victimization, Australia 2008-09*, Cat. no. 4530.0; table 6A.33.

Time series data for estimated victims of robbery, assault and sexual assault are reported for 3 non-consecutive years in table 6A.31. This time series is not comparable with the 2008-09 data reported in figures 6.18 and 6.19.

Based on ABS recorded crime victims collection, sourced from State and Territory administrative data, nationally, the index rate was 82.6 recorded victims of armed robbery in 2009 (down from 87.4 in 2008) (figure 6.20). Victims of armed robbery data are presented as an index in figure 6.20 to provide a picture of trends over time for each jurisdiction. Table 6A.28 reports numbers per 100 000 people.

Figure 6.20 Trends in recorded crime — victims of armed robbery^{a, b, c, d}



^a Data are based on crimes recorded by police. ^b Index 2005 = 100. Data are reported in index form because the variations in the rate of recorded victims across jurisdictions are influenced by different legislation, reporting systems, practices and reporting rates in jurisdictions. Index calculations are based on ABS unrounded data and may differ from those published by the ABS and others. ^c Rates in this figure may differ from those in previous reports, because population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing (for 30 June 2005 and 2006). Population data relate to 30 June, so that ERP at 30 June 2009 is used as the denominator for 2009. ^d ACT data for 2007 are not comparable to previous years for armed robbery due to information technology and quality assurance changes to improve the capture of victim data.

Source: Based on data from ABS *Recorded Crime — Victims, Australia* (various years), Cat. no. 4510.0; tables 6A.28 and AA.2.

Time series data for victims of armed robbery and other crimes against people are reported for 6 years in table 6A.28.

As noted previously, data are also drawn from a third source, the AIC, based on State and Territory administrative data comprising police reports and coronial files (box 6.14).

Box 6.14 Australian Institute of Criminology homicide data

The AIC undertakes research in the field of criminal justice ranging from high-tech crime, transnational and organised crime issues, to the monitoring and analysis of patterns in major crimes including homicide, sexual assault, armed robbery and firearms traffic.

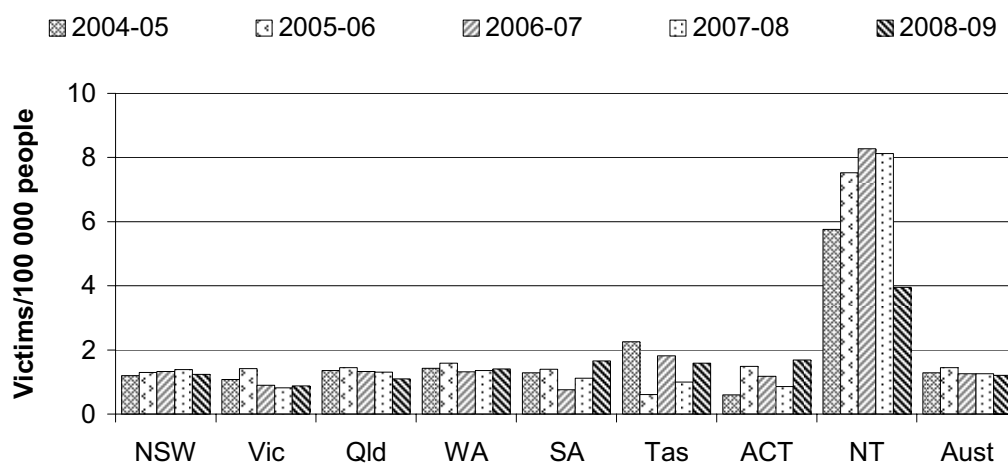
The AIC provides data on homicide through its National Homicide Monitoring Program (NHMP), which has been operating within the AIC since 1989. The program uses two main data sources:

- police reports (supplemented by information from investigating officers)
- coronial files (namely toxicology reports).

Data quality information for this indicator is under development.

Nationally, there were 1.2 recorded victims of homicide per 100 000 people in 2008-09 (a decrease from 1.3 in 2007-08) (figure 6.21).

Figure 6.21 Victims of homicide^{a, b, c}



^a Homicide is defined by the criminal law of each State and Territory. The specific wording of the definition varies between states and territories in terms of degree and culpability. ^b The AIC victims of homicide data for 2008-09 are unpublished and final data in other publications might differ. ^c Rates in this figure may differ from those in previous reports, because homicides data for 2007-08 and previous years may have been revised in this Report and population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing.

Source: Based on data from AIC Homicide in Australia: National Homicide Monitoring Program (various years, unpublished); tables 6A.27 and AA.2.

Time series data for victims of homicide are reported for 6 years in table 6A.27.

Crime victimisation — crimes against property

The prevalence and trends in crimes against property in the community are important measures of bringing to justice those people responsible for committing an offence (box 6.15).

Box 6.15 Crime victimisation — crimes against property

'Crime victimisation' is defined (in part) by three measures of the level of crime against property:

- estimated household victims of total selected property crimes per 100 000 households
- estimated household victims of break-in/attempted break-in per 100 000 households
- estimated household victims of motor vehicle theft per 100 000 households.

A low or decreasing rate of crime victimisation is a desirable outcome.

'Crime victimisation' is also defined by two measures of trends in property crime in the community, presented in index form:

- victims of unlawful entry with intent (index 2005 = 100)
- victims of motor vehicle theft (index 2005 = 100).

Indexed data can be used only to view trends over time within jurisdictions. The trend in crime against property is presented in index form comparing values over time to a base period or year allocated a value of 100. For selected crimes against property, the index is based on the rate value for 2005. A low or decreasing index number is a desirable outcome.

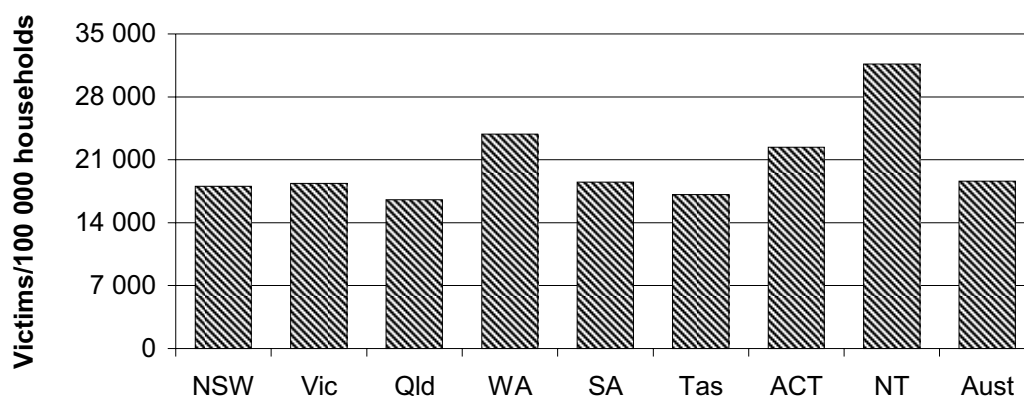
The recorded number of crimes might vary from the incidence of crimes against property for a number of reasons, including confidence in the judicial system as a whole.

Data reported for this indicator are comparable. Although, where survey data are reported (for the three estimated victimisation rates measures) the associated standard errors can be large for some jurisdictions. Similarly, (for the two victims of crime measures) differences in the way in which crimes are recorded on police administrative systems (due to legislation, recording systems and recording practices) mean that care should be taken when comparing the level of recorded crime across jurisdictions.

Data quality information for this indicator is under development.

Based on ABS crime victimisation survey data, nationally, there were 18 615 estimated household victims of selected property crimes per 100 000 households in 2008-09 (figure 6.22).

Figure 6.22 **Estimated household victims of selected property crimes, 2008-09^{a, b, c, d}**



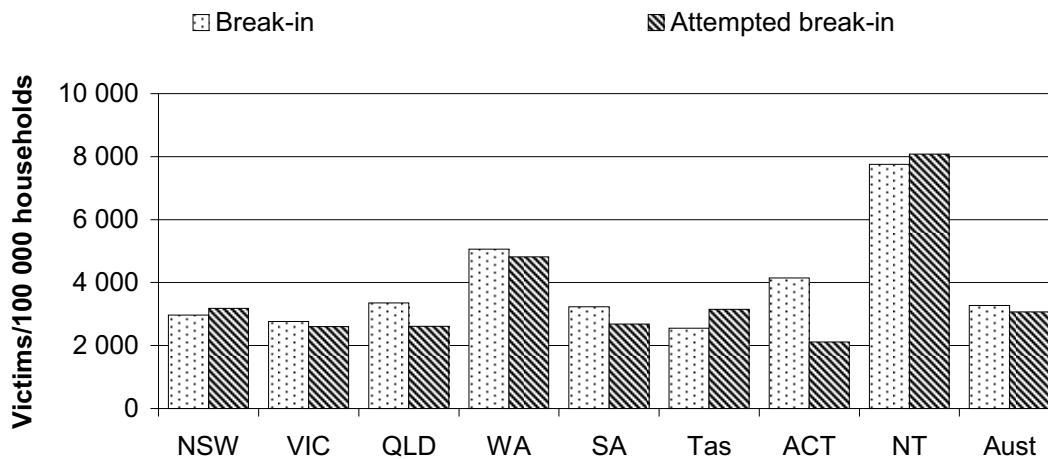
^a Data report only the prevalence of crime, not the incidence. A victim is defined as a person reporting at least one of the offences surveyed. Victims were counted once only for totals where people have been a victim of more than one crime type. ^b Selected property crimes comprise break-in, attempted break-in, motor vehicle theft, theft from motor vehicle, other theft and malicious property damage. ^c NT data refer to mainly urban areas only. ^d RSEs for these data are reported in table 6A.35.

Source: Based on data from ABS (unpublished), *Crime Victimization Survey* and ABS 2010, *Crime Victimization, Australia 2008-09*, Cat. no. 4530.0; table 6A.35.

Time series data for estimated victims of property crimes are reported for 3 non-consecutive years in table 6A.32. This time series is not comparable with the 2008-09 data reported in figure 6.22.

Based on ABS crime victimisation survey data, nationally, there were 6339 estimated household victims of break-in/attempted break-in per 100 000 households in 2008-09 (figure 6.23).

Figure 6.23 Estimated victims of break-in/attempted break-in, 2008-09^{a, b, c, d}



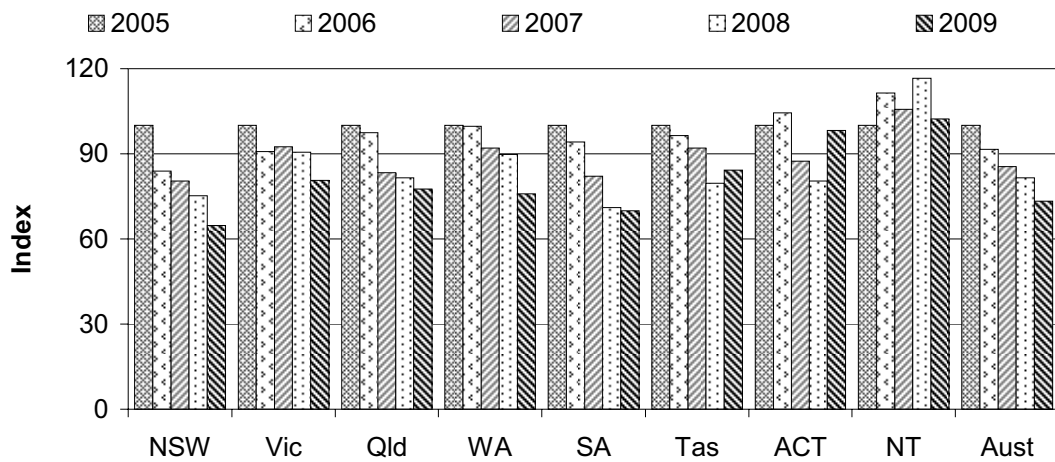
^a Data report only the prevalence of crime, not the incidence. A victim is defined as a person reporting at least one of the offences surveyed. Victims were counted once only for each type of offence, regardless of the number of incidents of that type. ^b Break-in is defined as an incident where the respondent's home had been broken into. Break-in offences relating to respondents' cars or gardens are excluded. ^c NT data refer to mainly urban areas only. ^d Estimates with RSEs of between 25 and 50 per cent need to be interpreted with caution and estimates with RSEs above 50 per cent are considered too unreliable for general use. RSEs for these data are reported in table 6A.35.

Source: Based on data from ABS (2010), *Crime Victimization, Australia 2008-09*, Cat. no. 4530.0; table 6A.35.

Time series data for estimated victims of break-in and attempted break-in are reported for 3 non-consecutive years in table 6A.32. This time series is not comparable with the 2008-09 data reported in figure 6.23.

Based on ABS recorded crime victims collection, sourced from State and Territory administrative data, nationally, the index rate of victims of unlawful entry with intent reported to police fell between 2005 and 2009. There has been a general downward trend in the victimisation rate in most jurisdictions since the base period of 2005 (figure 6.24). Table 6A.29 reports numbers per 100 000 people.

Figure 6.24 Trends in recorded crime — victims of unlawful entry with intent^{a, b, c, d}



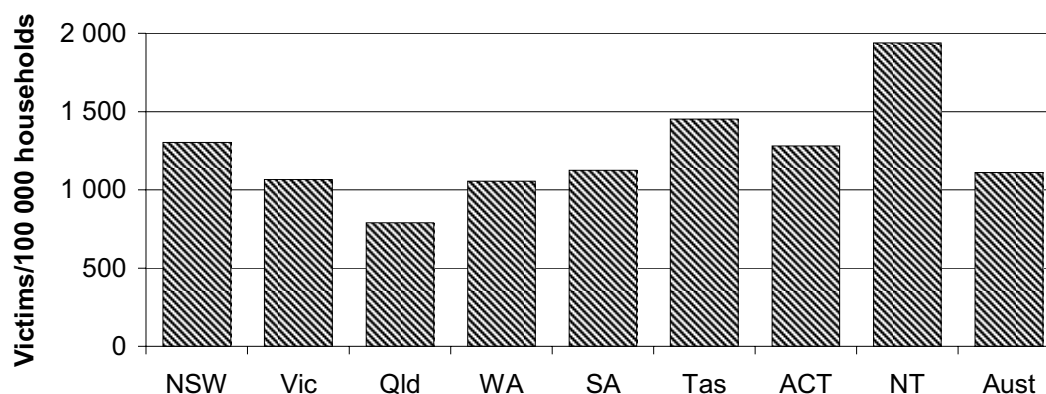
^a Data are based on crimes recorded by police. ^b Index 2005 = 100. Data are reported in index form because the variations in the rate of recorded victims across jurisdictions are influenced by different legislation, reporting systems and practices and reporting rates in jurisdictions. Index calculations are based on ABS unrounded data and may differ from those published by the ABS and others. ^c Rates in this figure may differ from those in previous reports, because population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing (for 30 June 2005 and 2006). Population data relate to 30 June, so that ERP at 30 June 2009 is used as the denominator for 2009. ^d NSW unlawful entry with intent counts prior to 2006 are overstated and therefore not comparable to later years. The Australian estimate is therefore also overstated prior to 2006.

Source: Based on data from ABS *Recorded Crime — Victims* (various years), Cat. no. 4510.0; tables 6A.29 and AA.2.

Time series data for victims of unlawful entry with intent are reported for 6 years in table 6A.29.

Based on ABS crime victimisation survey data, nationally there were 1111 estimated victims of motor vehicle theft per 100 000 households in 2008-09 (figure 6.25).

Figure 6.25 **Estimated victims of motor vehicle theft, 2008-09**^{a, b, c, d}



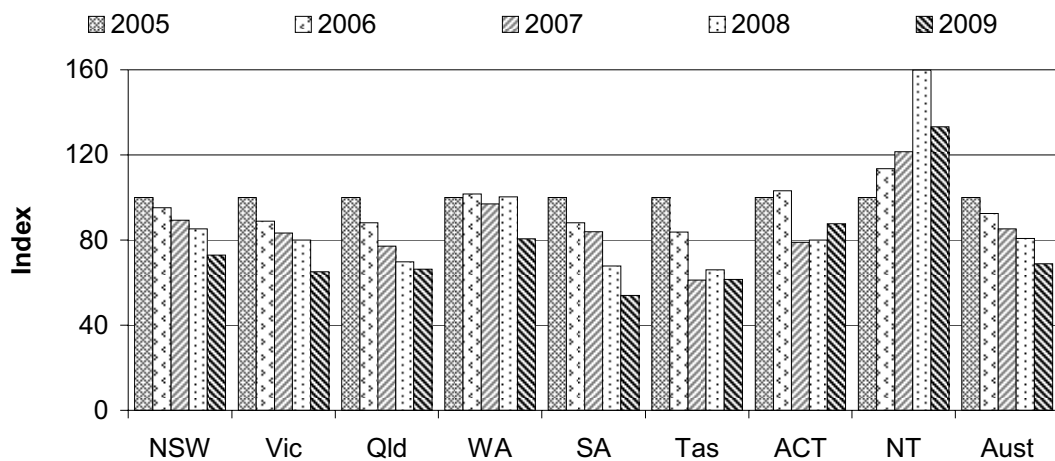
^a Data report only the prevalence of crime, not the incidence. A victim is defined as a person reporting at least one of the offences surveyed. Victims were counted once only for each type of offence, regardless of the number of incidents of that type. ^b A victim is defined as a household reporting at least one motor vehicle theft. Motor vehicle theft is defined as an incident where a motor vehicle was stolen from any member of the respondent's household. It includes privately owned vehicles, as well as business/company vehicles used exclusively by members of the household. ^c NT data refer to mainly urban areas only. ^d Estimates with RSEs of between 25 and 50 per cent need to be interpreted with caution and estimates with RSEs above 50 per cent are considered too unreliable for general use. RSEs for these data are reported in table 6A.35.

Source: Based on data from ABS (2010), *Crime Victimisation, Australia 2008-09*, Cat. no. 4530.0; table 6A.35.

Time series data for estimated victims of motor vehicle theft are reported for 3 non-consecutive years in table 6A.32. This time series is not comparable with the 2008-09 data reported in figure 6.25.

Based on ABS recorded crime victims collection, sourced from State and Territory administrative data, the index rate of victims of motor vehicle theft reported to police, fell between 2005 and 2009 nationally and in most jurisdictions (figure 6.26). Table 6A.29 reports numbers per 100 000 people.

Figure 6.26 Trends in recorded crime — victims of motor vehicle theft^{a, b, c, d}



^a Data are based on crimes recorded by police. ^b Index 2005 = 100. Data are reported in index form because the variations in the rate of recorded victims across jurisdictions are influenced by different legislation, reporting systems and practices and reporting rates in jurisdictions. Index calculations are based on ABS unrounded data and may differ from those published by the ABS and others. ^c Rates in this figure may differ from those in previous reports, because population data have been revised using Final Rebased ERP data following the 2006 Census of Population and Housing (for 30 June 2005). Population data relate to 30 June, so that ERP at 30 June 2009 is used as the denominator for 2009. ^d Victims numbers are based on the number of motor vehicles.

Source: Based on data from ABS *Recorded Crime – Victims* (various years), Cat. no. 4510.0; table 6A.29.

Time series data for victims of motor vehicle theft are reported for 6 years in table 6A.29.

Reporting rates

‘Reporting rates’ is an indicator of governments’ objective to engender public confidence in the police and judicial system (box 6.16).

Box 6.16 Reporting rates

'Reporting rates' is defined as the total number of the most recent incidents of a particular offence that were reported to police, as a percentage of the total number of victims. It is reported separately for two measures:

- total victims of crimes against the person, defined as the total number of the most recent incidents of a particular offence that were reported to police, as a percentage of the total number of victims
 - physical assault
 - threatened assault (face-to-face incidents only)
 - robbery
- total victims of crimes against property, defined as the total number of the most recent incidents of a particular offence that were reported to police, as a percentage of the total number of victims
 - break-in
 - attempted break-in
 - motor vehicle theft
 - theft from motor vehicle
 - malicious property damage
 - other theft.

A high or increasing reporting rate is desirable.

Reporting rates vary across different crime types. This indicator does not provide information on why some people choose not to report particular offences to the police.

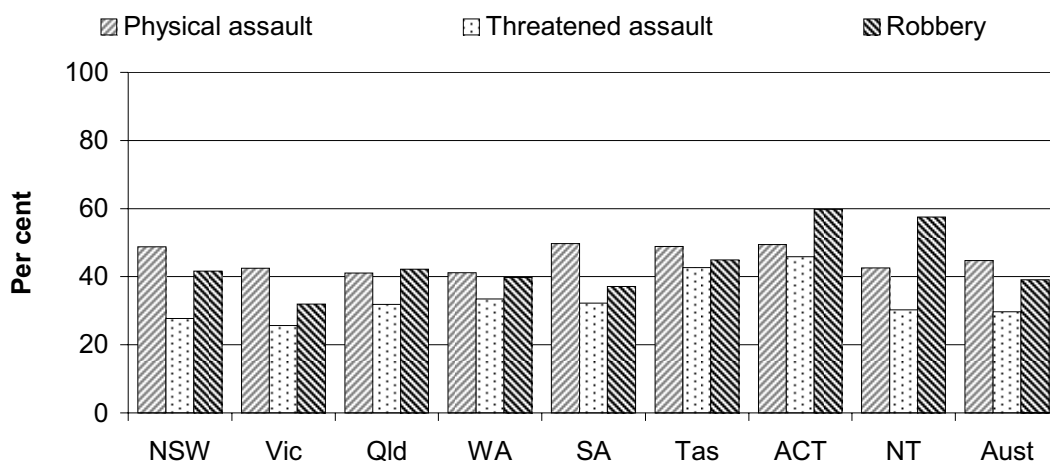
Data reported for this indicator are comparable. Although, survey data are reported for all measures, and the associated standard errors can be large for some jurisdictions.

Data quality information for this indicator is under development.

Based on ABS crime victimisation survey data, nationally, reporting rates for selected offences against the person for people aged 15 years or over, in 2008-09, by offence were (figure 6.27):

- 44.7 per cent for physical assault
- 29.7 per cent for threatened assault (face-to-face incidents only)
- 39.1 per cent for robbery.

Figure 6.27 Reporting rates for selected offences against the person, by offence type, 2008-09^{a, b, c, d}



^a Data report only the prevalence of crime, not the incidence. A victim is defined as a person reporting at least one of the offences surveyed. Victims were counted once only for each type of offence, regardless of the number of incidents of that type. Data are for people aged 15 years or over. ^b Threatened assault includes face-to-face incidents only. Robbery is where someone stole (or tried to steal) property from a respondent by physically attacking them or threatening him or her with force or violence. ^c NT data refer to mainly urban areas only. ^d Estimates with RSEs of between 25 and 50 per cent need to be interpreted with caution and estimates with RSEs above 50 per cent are considered too unreliable for general use. RSEs for these data are reported in table 6A.34.

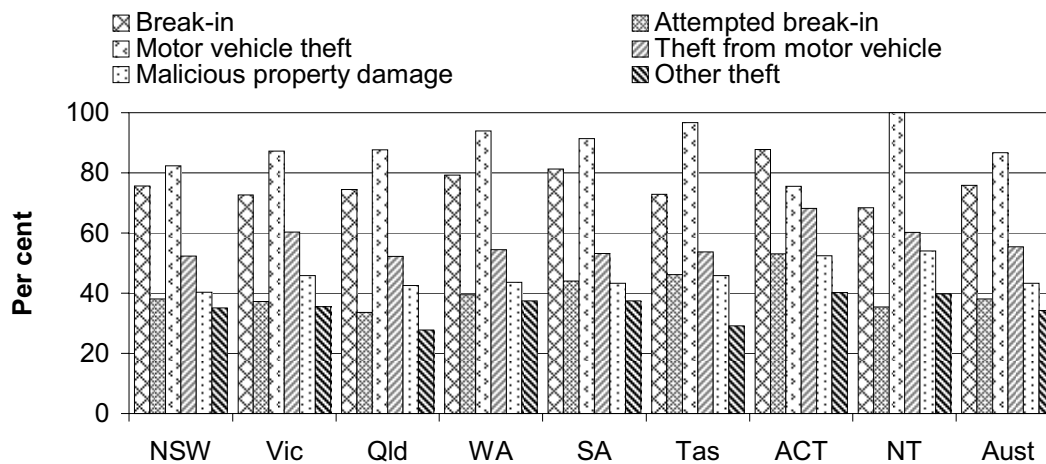
Source: Based on data from ABS (2010), *Crime Victimization, Australia 2008-09*, Cat. no. 4530.0; table 6A.34.

Time series data for reporting rates for selected offences against the person are reported for 3 non-consecutive years in table 6A.31. This time series is not comparable with the 2008-09 data reported in figure 6.27.

Based on ABS crime victimisation survey data, nationally, reporting rates for selected offences against property for people aged 15 years or over, in 2008-09, by offence were (figure 6.28):

- 75.9 per cent for break-in offences
- 38.1 per cent for attempted break-in offences
- 86.7 per cent for motor vehicle theft
- 55.4 per cent for theft from motor vehicles
- 43.3 per cent for malicious property damage
- 34.3 per cent for other theft (figure 6.28).

Figure 6.28 Reporting rates for selected offences against property, by offence type, 2008-09^{a, b, c}



^a Data report only the prevalence of crime, not the incidence. A victim is defined as a household reporting at least one of the offences surveyed. Victims were counted once only for each type of offence, regardless of the number of incidents of that type. Data are for people aged 15 years or over. ^b NT data refer to mainly urban areas only. ^c Estimates with RSEs of between 25 and 50 per cent need to be interpreted with caution and estimates with RSEs above 50 per cent are considered too unreliable for general use. RSEs for these data are reported in table 6A.36.

Source: Based on data from ABS (2010), *Crime Victimization, Australia 2008-09*, Cat. no. 4530.0; table 6A.36.

Time series data for reporting rates for selected offences against property are reported for 3 non-consecutive years in table 6A.30. This time series is not comparable with the 2008-09 data reported in figure 6.28.

Outcomes of investigations

‘Outcomes of investigations’ is an indicator of governments’ objective to bring offenders to justice (boxes 6.17-18).

Outcomes of investigations — personal crimes

‘Outcomes of investigations — personal crimes’ is a measure of the effectiveness of police investigations (box 6.17).

Box 6.17 Outcomes of investigations — personal crimes

'Outcomes of investigations' is defined by two separate measures:

- the proportion of investigations finalised within 30 days of the offence becoming known to police
- the proportion of the investigations finalised within 30 days (as above) where proceedings were instituted against the offender.

Measures are reported for a range of offences against the person including homicide and armed robbery.

A high or increasing proportion of investigations finalised within 30 days of the offence becoming known to police is desirable. Similarly, a high or increasing proportion of finalised investigations where proceedings had started against the alleged offender within 30 days of the offence becoming known to police, is desirable.

Data reported for this indicator are not directly comparable. Outcomes of investigations — personal crimes data are not directly comparable across jurisdictions because of differences in the way data are compiled.

Data quality information for this indicator is under development.

Activities associated with 'outcomes of investigations — personal crimes' 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.

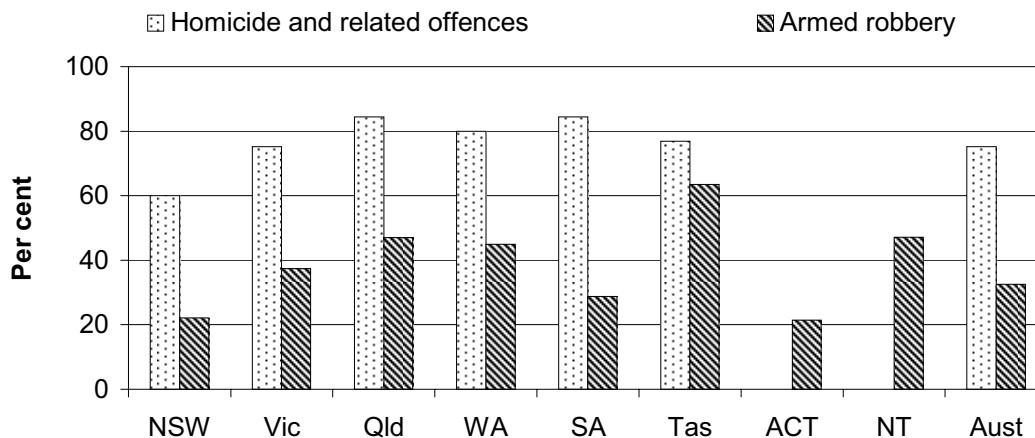
The ABS collects data on the 30 days status of investigations — that is, the stage that a police investigation has reached 30 days after the recording of the incident by the police.

Nationally, 75.2 per cent of investigations for homicide and related offences, and 32.5 per cent of armed robbery investigations were finalised within 30 days of the offence becoming known to police, in 2009 (figure 6.29a). For these finalised investigations, proceedings commenced against an alleged offender for 94.0 per cent of homicide and related offence investigations, and 89.9 per cent of armed robbery investigations (figure 6.29b).

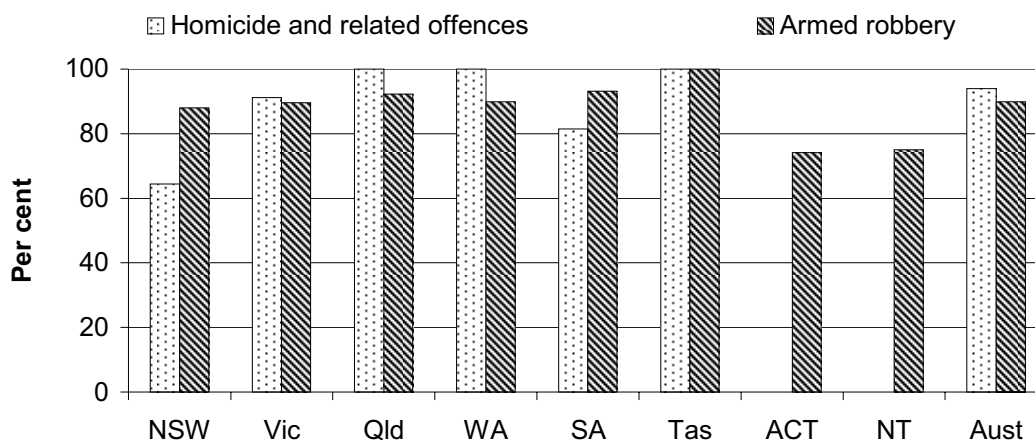
Figure 6.30a presents, for each jurisdiction in 2009, the proportion of recorded unarmed robbery investigations, kidnapping/abduction investigations and blackmail/extortion investigations that were finalised within 30 days of the offence becoming known to police. For these finalised investigations, figure 6.30b presents the proportion for which proceedings had started against an alleged offender.

Figure 6.29 Crimes against the person: outcomes of investigations, 30 day status, 2009^{a, b}

(a) Proportion of investigations finalised within 30 days of the offence becoming known to police



(b) Proportion of finalised investigations for which proceedings had begun within 30 days of the offence becoming known to police

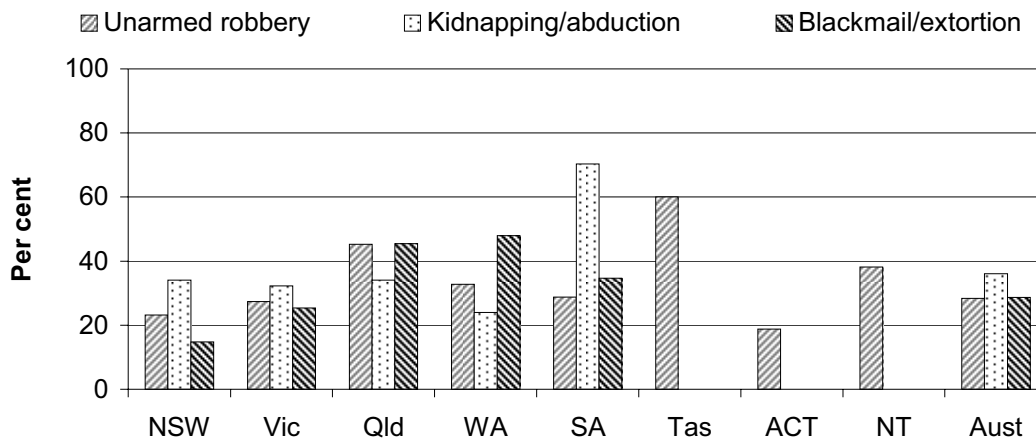


^a Homicides data on investigations finalised within 30 days of the offence becoming known to police and on proceedings commenced, are not published for the ACT and the NT due to small numbers and ABS confidentiality rules. These data are included in the Australian total. ^b Extreme caution should be used in making comparisons between states and territories. Investigation has found significant differences in business rules, procedures, systems, policies and recording practices of police agencies across Australia. Refer to the explanatory notes in ABS Cat. no. 4510.0, paragraphs 58 to 135 (ABS 2010).

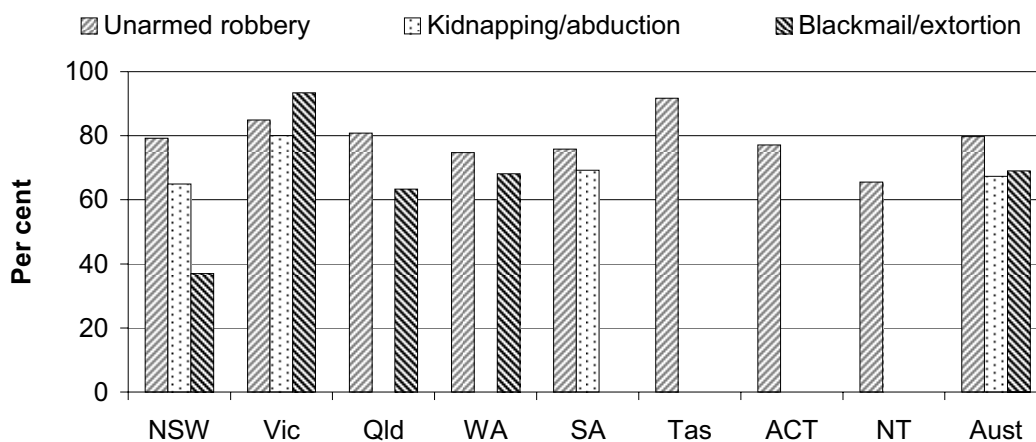
Source: ABS (2010) *Recorded Crime – Victims*, Cat. no. 4510.0; table 6A.37.

Figure 6.30 **Crimes against the person: outcomes of investigations, 30 day status, 2009^{a, b}**

(a) Proportion of investigations finalised within 30 days of the offence becoming known to police



(b) Proportion of finalised investigations for which proceedings had begun within 30 days of the offence becoming known to police



^a Kidnapping/abduction and blackmail/extortion data on investigations finalised within 30 days of the offence becoming known to police and on proceedings commenced are not published for Tasmania, the ACT and the NT due to small numbers and ABS confidentiality rules. These data are included in the Australian total. Proceedings commenced kidnapping/abduction data for Queensland and WA, and blackmail/extortion data for SA, are nil or rounded to zero. ^b Extreme caution should be used in making comparisons between states and territories. Investigation has found significant differences in business rules, procedures, systems, policies and recording practices of police agencies across Australia. Refer to the explanatory notes in ABS Cat. no. 4510.0, paragraphs 58 to 135 (ABS 2010).

Source: Based on data from ABS (2010) *Recorded Crime – Victims*, Cat. no. 4510.0; table 6A.37.

Time series data for outcomes of investigations, personal crimes are reported for 2 years in table 6A.37.

Outcomes of investigations — property crimes

‘Outcomes of investigations — property crimes’ is a measure of the effectiveness of police investigations (box 6.18).

Box 6.18 Outcomes of investigations — property crimes

‘Outcomes of investigations — property crimes’ is defined by two separate measures:

- the proportion of investigations finalised within 30 days of the offence becoming known to police
- the proportion of the investigations finalised within 30 days (as above) where proceedings were instituted against the offender.

Outcomes of investigations measures are reported for three property offences: unlawful entry with intent, motor vehicle theft and other theft.

A high or increasing proportion of investigations finalised within 30 days of the offence becoming known to police is desirable. Similarly, a high or increasing proportion of finalised investigations where proceedings had started against the alleged offender within 30 days of the offence becoming known to police, is desirable.

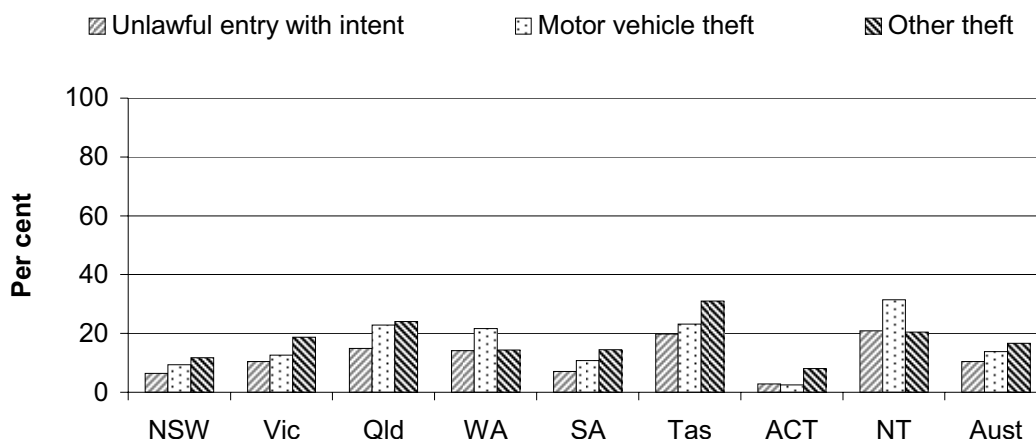
Data reported for this indicator are not directly comparable.

Data quality information for this indicator is under development.

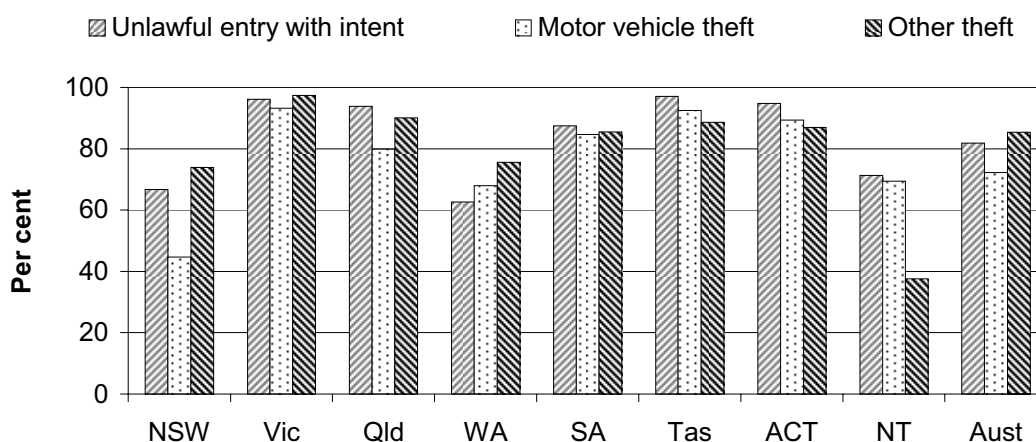
Figure 6.31a reports for each jurisdiction in 2009, the proportion of recorded unlawful entry with intent investigations, motor vehicle theft investigations and other theft investigations that were finalised within 30 days of the offence becoming known to police. For these finalised investigations, figure 6.31b presents the proportion for which proceedings had started against an alleged offender.

Figure 6.31 **Crimes against property: outcomes of investigations, 30 day status, 2009^a**

(a) Proportion of investigations finalised within 30 days of the offence becoming known to police



(b) Proportion of finalised investigations for which proceedings had begun within 30 days of the offence becoming known to police



^a Extreme caution should be used in making comparisons between states and territories. Investigation has found significant differences in business rules, procedures, systems, policies and recording practices of police agencies across Australia. Refer to the explanatory notes in ABS Cat. no. 4510.0, paragraphs 58 to 135 (ABS 2010).

Source: Based on data from ABS (2010) *Recorded Crime – Victims*, Cat. no. 4510.0; table 6A.38.

Time series data for outcomes of investigations, property crimes are reported for 2 years in table 6A.38.

6.6 Road safety

This section reviews 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 collisions and incidents.

Activities typically include:

- monitoring road user behaviour, including speed and alcohol-related traffic operations
- undertaking general traffic management functions
- attending and investigating road traffic collisions and incidents
- improving public education and awareness of traffic and road safety issues.

Police performance in undertaking road safety activities is measured using a suite of indicators that includes people's behaviour on the roads and the number of land transport hospitalisations and road fatalities. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

Key road safety indicator results

Outputs

Outputs are the services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5).

Equity — access

The Steering Committee has identified equity and access for road safety as an area for development in future reports.

Outcomes

Outcomes are the impact of services on the status of an individual or group (while outputs are the services delivered) (see chapter 1, section 1.5).

The objective of police road safety programs is to promote safer behaviour on roads and influence road user behaviour so as to reduce the incidence of road collisions

and the severity of road trauma. Many of these programs target the non-wearing of seat belts, excessive speed and drink driving.

This section reports data from the NSCSP about road use habits. Of those surveyed in 2009-10, 87.5 per cent stated that they had driven a motor vehicle in the past 6 months (ANZPAA unpublished).

Road safety

‘Road safety’ is an indicator of governments’ objective of promoting road safety (box 6.19).

Box 6.19 Road safety

‘Road safety’ is defined by three separate measures:

- use of seatbelts, defined as the proportion of people who had driven in the previous 6 months and, who indicated that in that time, they had driven without wearing a seatbelt
- driving under the influence, defined as the proportion of people who had driven in the previous 6 months and, who indicated that in that time, they had driven when possibly over the alcohol limit
- degree of speeding, defined as the proportion of people who had driven in the previous 6 months and, who indicated that in that time, they had driven 10 kilometres per hour or more above the speed limit.

A low or decreasing proportion of people who stated that they had driven without wearing a seatbelt, driven when possibly over the alcohol limit and/or driven 10 kilometres per hour or more above the speed limit is desirable.

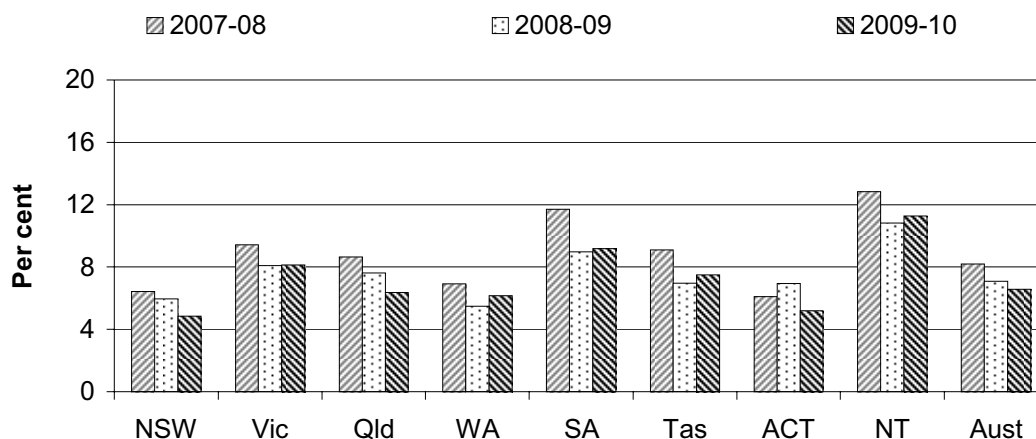
The use of seatbelts, the prevalence of driving under the influence of alcohol and speeding in the population is affected by a number of factors in addition to activities undertaken by police services, such as driver education and media campaigns.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

Nationally, in 2009-10, 6.6 per cent of people who had driven in the previous 6 months, said they had ‘rarely’ or more often (‘sometimes’, ‘most of the time’ or ‘always’) driven without wearing a seat belt (down from 7.1 per cent in 2008-09 and 8.2 per cent in 2007-08) (figure 6.32).

Figure 6.32 People who had driven in the previous 6 months without wearing a seat belt ‘rarely’ or more often^{a, b}

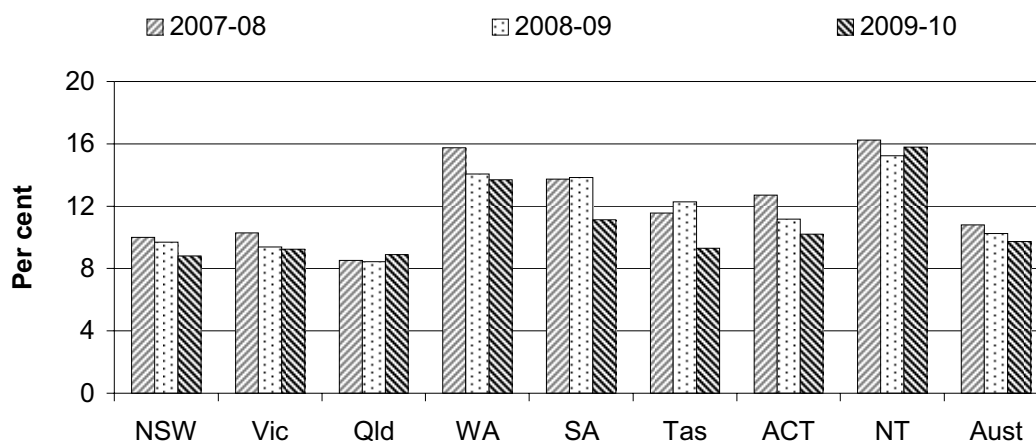


^a Data are for people aged 15 years or over. ^b Survey results are subject to sampling error. Refer to the Statistical appendix section A.5 for information to assist in the interpretation of these results.

Source: ANZPAA (unpublished); table 6A.39.

Nationally, in 2009-10, 9.7 per cent of people who had driven in the previous 6 months, indicated that they had ‘rarely’ or more often (‘sometimes’, ‘most of the time’ or ‘always’) driven when possibly over the blood alcohol limit (down from 10.2 per cent in 2008-09 and 10.8 per cent in 2007-08) (figure 6.33).

Figure 6.33 People who had driven in the previous 6 months when possibly over the alcohol limit ‘rarely’ or more often^{a, b}

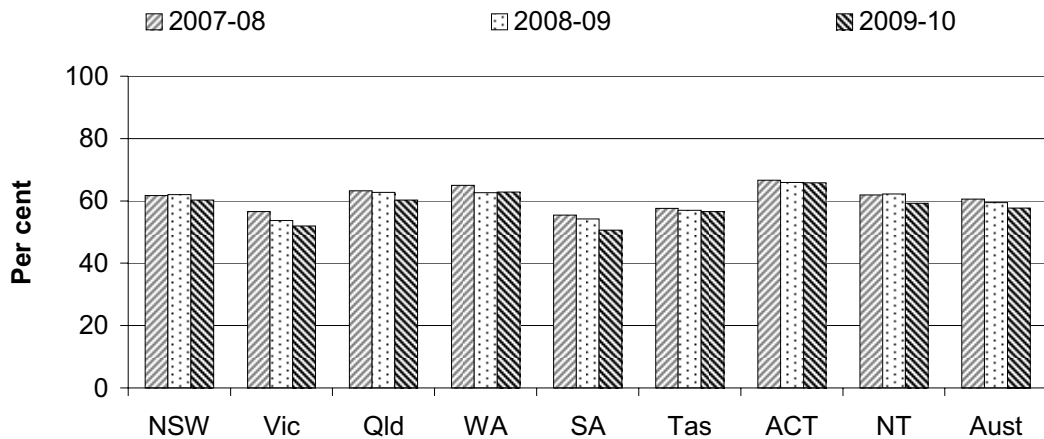


^a Data are for people aged 15 years or over. ^b Survey results are subject to sampling error. Refer to the Statistical appendix section A.5 for information to assist in the interpretation of these results.

Source: ANZPAA (unpublished); table 6A.40.

Nationally, in 2009-10, 57.7 per cent of people who had driven in the previous 6 months reported travelling 10 kilometres per hour or more above the speed limit 'rarely' or more often ('sometimes', 'most of the time' or 'always') (down from 59.5 per cent in 2008-09 and 60.6 per cent in 2007-08) (figure 6.34).

Figure 6.34 People who had driven in the previous 6 months 10 kilometres per hour or more above the speed limit 'rarely' or more often^{a, b}



^a Data are for people aged 15 years or over. ^b Survey results are subject to sampling error. Refer to the Statistical appendix section A.5 for information to assist in the interpretation of these results.

Source: ANZPAA (unpublished); table 6A.41.

Road deaths

'Road deaths' is an indicator of governments' objective of promoting road safety (box 6.20). One aim of policing is to contribute to a reduction in road crashes and related road deaths and hospitalisations.

Box 6.20 Road deaths

'Road deaths' is defined as the number of road deaths per 100 000 registered vehicles.

A low or decreasing rate of road deaths per 100 000 registered vehicles is desirable.

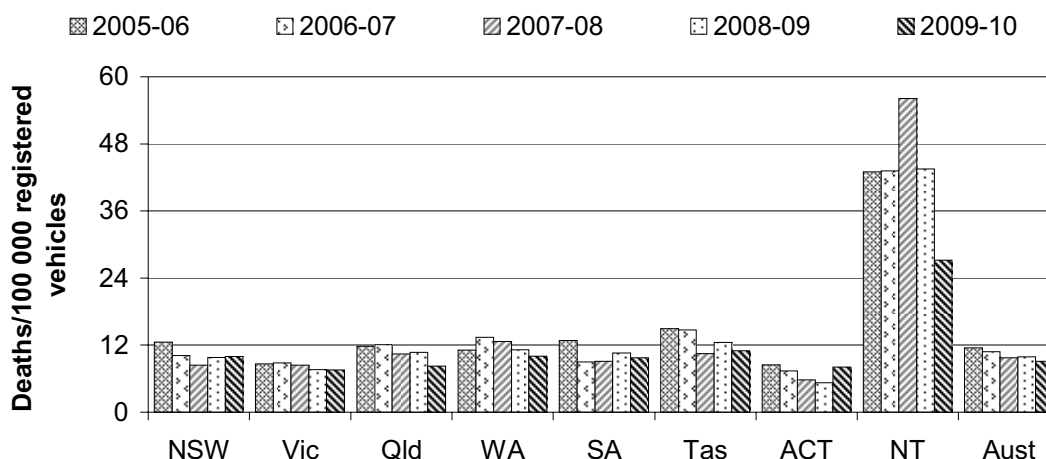
The rate of road deaths per 100 000 registered vehicles is affected by a number of factors in addition to activities undertaken by police services, such as the condition of roads, driver education and media campaigns.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

Nationally, there were 1426 road deaths in 2009-10 (down from 1556 in 2008-09). Road fatalities for all jurisdictions from 2000-01 to 2009-10 are reported in table 6A.42. There were 9.1 road deaths per 100 000 registered vehicles in Australia in 2009-10, (down from 9.9 in 2008-09) (figure 6.35).

Figure 6.35 Road deaths per 100 000 registered vehicles^a



^a Registered vehicles 2009 data have been used as the denominator for the current and the previous year as 2010 Motor Vehicle Census data were not available at the time of publication.

Source: Australian Road Fatality Statistics at www.infrastructure.gov.au/roads/safety/road_fatality_statistics/fatal_road_crash_database (data accessed on 14 September 2010); ABS *Motor Vehicle Census* (various years), Australia, Cat. no. 9309.0; table 6A.42.

Time series data for road deaths are reported for 10 years in table 6A.42.

Land transport hospitalisations per registered vehicle

‘Land transport hospitalisations per registered vehicle’ is an indicator of governments’ objective of promoting road safety (box 6.21).

Box 6.21 Land transport hospitalisations per registered vehicle

'Land transport hospitalisations per registered vehicle' is defined as the number of hospitalisations from traffic accidents per 100 000 registered vehicles.

A low or decreasing number of hospitalisations from traffic accidents per 100 000 registered vehicles is desirable.

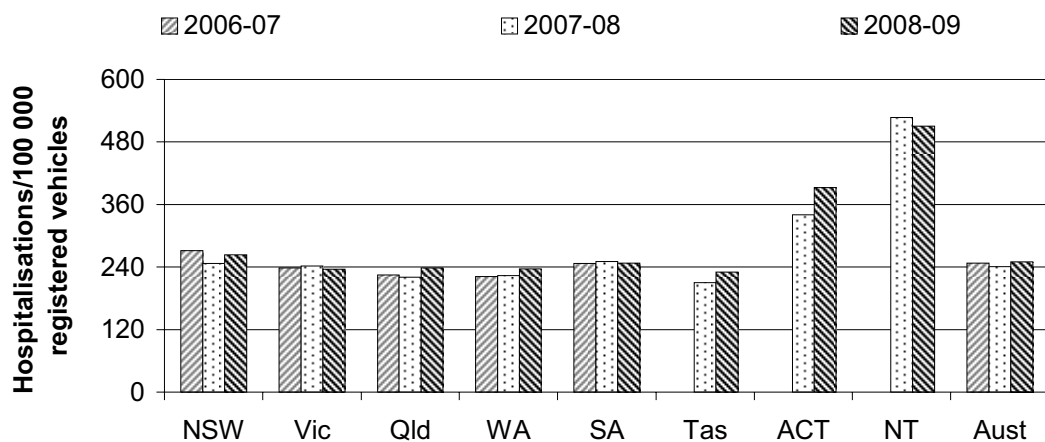
Hospitalisations from traffic accidents per 100 000 registered vehicles is affected by a number of factors in addition to activities undertaken by police services, such as the condition of roads, driver education and media campaigns.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

Nationally, there were 250 land transport hospitalisations per 100 000 registered vehicles in 2008-09 (figure 6.36).

Figure 6.36 Land transport hospitalisations per 100 000 registered vehicles^{a, b, c}



^a Land transport hospitalisations data for 2009-10 were not available for this Report. This data set lags most other data in the chapter by one year. ^b Data prior to 2007-08 on land transport hospitalisations are not published for some smaller jurisdictions (Tasmania, the ACT and the NT) due to small numbers and AIHW confidentiality rules. These data are included in the Australian total. ^c Calculations for 2007-08 and previous years have been recast to more closely match the reference periods of the numerator and denominator underlying the rates in this figure and will differ from those in the 2010 and previous reports.]

Source: AIHW (various years) *Australian Hospital Statistics* (unpublished); ABS (various years) *Motor Vehicle Census*, Cat. no. 9309.0; table 6A.43.

Time series data for land transport hospitalisations are reported for 4 years in table 6A.43.

Perceptions of road safety problems

'Perceptions of road safety problems' is an indicator of governments' objective of promoting road safety (box 6.22).

Box 6.22 Perceptions of road safety problems

'Perceptions of road safety problems' is defined as the proportion of people who thought speeding cars or dangerous, noisy driving to be a 'major problem' or 'somewhat of a problem' in their neighbourhood.

A low or decreasing proportion of people who thought that speeding cars or dangerous, noisy driving was a 'major problem' or 'somewhat of a problem', is desirable.

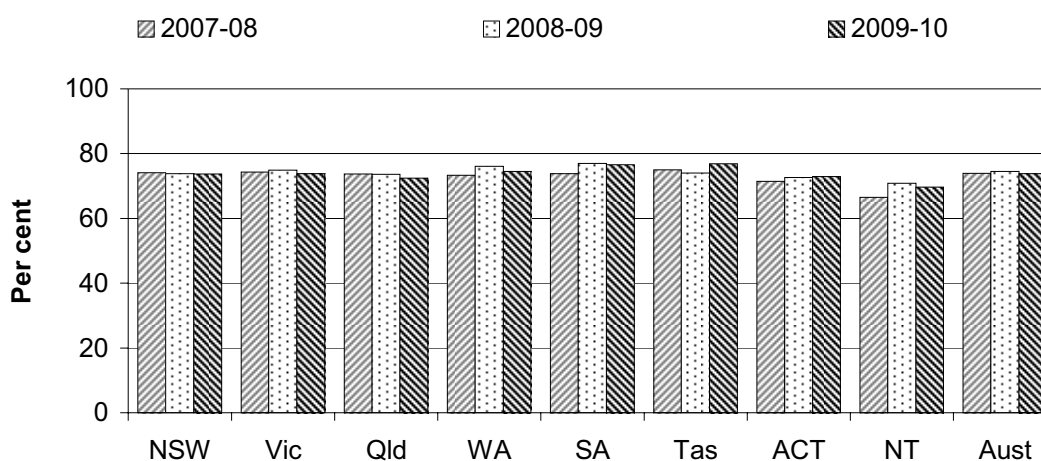
Perceptions of road safety might not reflect levels of road safety, and many factors (including individual experiences and media reporting) might influence people's perceptions of road safety.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

Nationally in 2009-10, 73.8 per cent of people thought speeding cars or dangerous, noisy driving to be a 'major problem' or 'somewhat of a problem' in their neighbourhood (down from 74.5 per cent in 2008-09 and little change from 73.9 per cent in 2007-08) (figure 6.37).

Figure 6.37 **Proportion of people who thought that speeding cars or dangerous, noisy driving was a ‘major problem’ or ‘somewhat of a problem’ in their neighbourhood^{a, b}**



^a Data are for people aged 15 years or over. ^b Survey results are subject to sampling error. Refer to the Statistical appendix section A.5 for information to assist in the interpretation of these results.

Source: ANZPAA (unpublished); table 6A.26.

Time series data for perceptions of road safety problems are reported for 4 years in table 6A.26.

6.7 Judicial services

This section reviews 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
- conducting court and prisoner security (although the role of police services in conducting court and prisoner security differs across jurisdictions).

Police performance in undertaking these activities is measured using a suite of indicators that include costs awarded against police in criminal actions, the proportion of defendants pleading guilty or being found guilty, and the effectiveness of police in diverting offenders from the criminal justice system. For data that are not considered directly comparable, the text includes relevant caveats and

supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

Key judicial services performance indicator results

Outputs

Outputs are the services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5).

Equity — access

The Steering Committee has identified equity and access for services to the judicial process as an area for development in future reports.

Efficiency

Costs awarded against police in criminal actions

‘Costs awarded against police in criminal actions’ is an indicator of governments’ objective to undertake police activities associated with the judicial process, efficiently (box 6.23).

Box 6.23 Costs awarded against police in criminal actions

‘Costs awarded against police in criminal actions’ is defined as the costs awarded against police in criminal actions, reported both as total dollars and per person in the jurisdiction.

Low or decreasing costs awarded against police in criminal actions are desirable.

Court costs are generally awarded when a criminal action against an offender has failed; in this respect, it represents at least some of the resources expended when a prosecution fails.

Data reported for this indicator are not directly comparable.

Data quality information for this indicator is under development.

The process by which costs are awarded differs between jurisdictions. Costs awarded against police in the five years to 2009-10 show trends over time for each

jurisdiction. Data are presented in real terms (that is, adjusted for inflation) for both total dollar amounts and costs per person (table 6.2).

Table 6.2 Real costs awarded against the police in criminal actions (2009-10 dollars)^{a, b, c}

	<i>Unit</i>	<i>NSW^d</i>	<i>Vic</i>	<i>Qld</i>	<i>WA^e</i>	<i>SA^f</i>	<i>Tas</i>	<i>ACT</i>	<i>NT^g</i>
Total costs									
2005-06	\$'000	1 106	2 579	169	2 415	831	24	160	na
2006-07	\$'000	959	2 059	140	3 246	919	37	158	na
2007-08	\$'000	1 126	1 701	261	3 294	1 285	17	76	23
2008-09	\$'000	1 613	1 923	166	3 408	1 680	15	150	98
2009-10	\$'000	1 085	2 017	236	4 809	2 954	29	246	45
Total costs per person ^h									
2005-06	\$	0.16	0.51	0.04	1.19	0.53	0.05	0.48	na
2006-07	\$	0.14	0.40	0.03	1.56	0.58	0.07	0.47	na
2007-08	\$	0.16	0.32	0.06	1.55	0.81	0.03	0.22	0.11
2008-09	\$	0.23	0.36	0.04	1.55	1.04	0.03	0.43	0.44
2009-10	\$	0.15	0.37	0.05	2.12	1.81	0.06	0.69	0.20

^a Data have been adjusted to 2009-10 dollars using the gross domestic product (GDP) price deflator (2009-10 = 100) (table AA.26). ^b Total costs awarded against the police resulting from summary offences and indictable offences tried summarily before a court of law, including ex gratia payments in some jurisdictions. ^c The process by which costs are awarded differs between jurisdictions. Therefore, 'costs awarded against police in criminal actions' data are not comparable across jurisdictions. ^d NSW data are based on reports by Area Prosecutor Coordinators. The 2008 and previous reports showed only costs awarded as per the Failed Prosecutions Report and may have understated total costs awarded against police. ^e WA data have been revised for all years during 2010 and will differ from those in earlier reports. Further, the costs awarded against police in criminal actions increased significantly in 2006-07 and in 2009-10. These increases are largely attributable to an increase in the rates of remuneration of legal practitioners in respect of an official prosecution in or for the purposes of proceedings before a Magistrates Court or an Appeal Court, as set out in the Legal Practitioners (Official Prosecutions) (Accused's Costs) Determination 2006 and 2009. The extent to which an increase in costs awarded against police is due to a significant increase in legal costs is not within the control of the police. Therefore, an increase in costs awarded against police should be interpreted with caution as it may not necessarily indicate a reduction in the efficiency with which police undertake activities associated with the judicial process due to the number of prosecutions against an offender that have failed. ^f SA data reflect an increase in the number of matters attracting costs against police which is reflective of a more litigious criminal justice system environment in all summary jurisdictions. Furthermore, there is no legislative framework in SA to limit Magistrates unfettered discretion in awarding costs against an unsuccessful litigant. It is often the case that defence counsel will apply for full indemnity costs against the prosecution in Summary Courts. ^g NT 2008-09 data have been revised for the 2011 Report, whereby costs had been previously understated at \$81 831 instead of \$96 701 (nominal dollars) so data for 2008-09 from the 2011 and future reports will differ from those in the 2010 Report. ^h Historical rates in this table may differ from those in previous reports, as historical population data have been revised using Final Rebased Estimated Resident Population (ERP) data following the 2006 Census of Population and Housing (for 31 December 2005). Population data relate to 31 December, so that ERP at 31 December 2009 is used as the denominator for 2009-10. **na** Not available.

Source: State and Territory governments (unpublished); tables 6A.47 and AA.2.

Time series data for costs awarded against police in criminal actions are reported for 6 years in table 6A.47.

Effectiveness

Juvenile diversions

‘Juvenile diversions’ is an indicator of governments’ objective to divert juveniles from the criminal justice system where appropriate (box 6.24).

Box 6.24 Juvenile diversions

‘Juvenile diversions’ is defined as the number of juveniles who would otherwise be proceeded against (that is, taken to court) but who are diverted by police, as a proportion of all juvenile offenders formally dealt with by police.

A high or increasing proportion of juvenile diversions as a proportion of juvenile offenders represents a desirable outcome.

This indicator does not provide information on the relative success or failure of diversionary mechanisms.

When police apprehend offenders, they have a variety of options available. They can charge the offender (in which case criminal proceedings occur through the traditional court processes) or they can 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 beneficial 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. Not all options are available or subject to police discretion in all jurisdictions.

The term ‘diverted’ includes diversions of offenders away from the courts by way of community conference, diversionary conference, formal cautioning by police, family conferences, and other programs (for example, drug assessment/treatment). Excluded are offenders who would not normally be sent to court for the offence detected and who are treated by police in a less formal manner (for example, those issued with warnings or infringement notices).

Data reported for this indicator are not directly comparable.

Data quality information for this indicator is under development.

The proportion of juvenile offenders undergoing diversionary programs varied across jurisdictions in 2009-10. Within most jurisdictions, proportions of juvenile offenders undergoing diversionary programs were relatively consistent over time (table 6.3).

Table 6.3 Juvenile diversions as a proportion of juvenile offenders (per cent)^a

	NSW ^b	Vic ^c	Qld	WA ^d	SA	Tas	ACT ^e	NT
2005-06	55	35	47	50	55	64	36	38
2006-07	56	40	48	47	52	71	43	39
2007-08	55	41	49	47	49	67	49	42
2008-09	58	40	47	47	52	61	47	41
2009-10	52	39	47	47	52	58	45	42

^a Juvenile diversion is defined as juveniles who would otherwise be proceeded against (that is, taken to court) but who are diverted by police as a proportion of all juvenile offenders formally dealt with by police. The term diverted includes diversions of offenders away from the courts by way of: community conference; diversionary conference; formal cautioning by police; family conferences; and other diversionary programs (for example, to drug assessment/treatment). Offenders who would not normally be sent to court for the offence detected and are treated by police in a less formal manner (for example, issued warnings or infringement notices) are excluded. ^b NSW data include only juveniles diverted by way of Caution or Youth Conference as a proportion of all juveniles so diverted or sent to court. Excludes juveniles given a warning under the Young Offenders Act and those issued with infringement notices. The data extraction method for 2009-10 has been revised to exclude Cautions and Youth Conferences issued by Courts. This is equivalent to 1373 diversions (an approximate 2 percentage point reduction) in 2009-10. Recent data collection system enhancements allow for recording of warnings under the Young Offenders Act (these were inconsistently recorded in previous years). ^c Victorian data reflect only those instances where a juvenile is taken into police custody and subsequently issued with a formal caution. Instances where a juvenile is released into non-police care or involving a safe-custody application are not included. ^d WA juvenile diversions include formal cautions and referrals to Juvenile Justice Teams as a proportion of the total recorded number of juveniles diverted or arrested. ^e In the ACT, the proportion of juvenile diversions has been calculated on total recorded police contacts with juveniles comprising juvenile cautions, referrals to diversionary conferencing, juveniles taken into protective custody and charges pertaining to juveniles.

Source: State and Territory governments (unpublished); table 6A.46.

Time series data for juvenile diversions are reported for 6 years in table 6A.46.

Outcomes

Outcomes are the impact of services on the status of an individual or group (while outputs are the services delivered) (see chapter 1, section 1.5).

Deaths in police custody and Indigenous deaths in custody

‘Deaths in police custody’, and ‘Indigenous deaths in police custody’ are indicators of governments’ objective to provide safe custody for alleged offenders, and ensure fair and equitable treatment for both victims and alleged offenders (box 6.25).

Box 6.25 Deaths in police custody, and Indigenous deaths in police custody

‘Deaths in police custody’ and ‘Indigenous deaths in police custody’ are defined as the number of non-Indigenous and Indigenous deaths in police custody and custody-related operations.

A low or decreasing number of deaths in custody and custody-related operations is desirable.

Data reported for these indicators are comparable.

Data quality information for this indicator is under development.

Nationally, there were 15 deaths in police custody and custody-related operations in 2009 (down from 32 in 2008 and 29 in 2007). This total comprised 10 non-Indigenous deaths and 5 Indigenous deaths (table 6.4).

Table 6.4 Deaths in police custody and custody-related operations^{a, b}

	NSW ^c	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Non-Indigenous deaths									
2005	3	5	6	–	2	–	–	–	16
2006	8	3	2	2	2	–	1	–	18
2007	5	7	3	4	4	–	–	2	25
2008	4	6	4	10	2	–	–	2	28
2009	–	3	1	3	3	–	–	–	10
Indigenous deaths									
2005	1	–	1	6	–	–	–	–	8
2006	–	1	1	2	1	–	–	1	6
2007	–	–	2	–	2	–	–	–	4
2008	–	–	–	1	–	–	–	3	4
2009	–	–	1	–	2	–	–	2	5
Total Indigenous deaths 2005–09^c	1	1	5	9	5	–	–	6	27
Total deaths									
2005	4	5	7	6	2	–	–	–	24
2006	8	4	3	4	3	–	1	1	24
2007	5	7	5	4	6	–	–	2	29
2008	4	6	4	11	2	–	–	5	32
2009	–	3	2	3	5	–	–	2	15
Total deaths 2005–09	21	25	21	28	18	–	1	10	124

^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 The AIC deaths in police custody and custody-related operations data for 2009 are preliminary (unpublished) and final data in other publications might differ. Data for historic years were revised during 2010 by the AIC and might differ from those in earlier reports. ^c In 2006, two deaths occurred in NSW for which Indigenous status has not been determined. – Nil or rounded to zero.

Source: AIC (various years, unpublished) *Deaths in Custody*, Australia; table 6A.44.

Time series data for deaths in police custody and custody-related operations, and Indigenous deaths in custody and custody related operations are reported for 6 years in table 6A.44.

Court defendants resulting in a guilty plea or finding

The police assist the judicial process in a variety of ways, including collecting evidence and providing testimony in court. Police work in this area can be measured to some extent by the success in achieving a guilty plea or finding in court.

Lower court defendants resulting in a guilty plea or finding

‘Lower court defendants resulting in a guilty plea or finding’ is an indicator of governments’ objective for police to support the judicial process to achieve efficient and effective court case management for judicial processing (box 6.26).

Box 6.26 Lower court defendants resulting in a guilty plea or finding

‘Lower court defendants resulting in a guilty plea or finding’ is defined as the number of finalised adjudicated defendants in lower courts who either submitted a guilty plea or were found guilty, as a proportion of the total number of lower courts adjudicated defendants.

A high or increasing proportion of lower courts adjudicated defendants submitting a guilty plea or being the subject of a guilty finding is desirable.

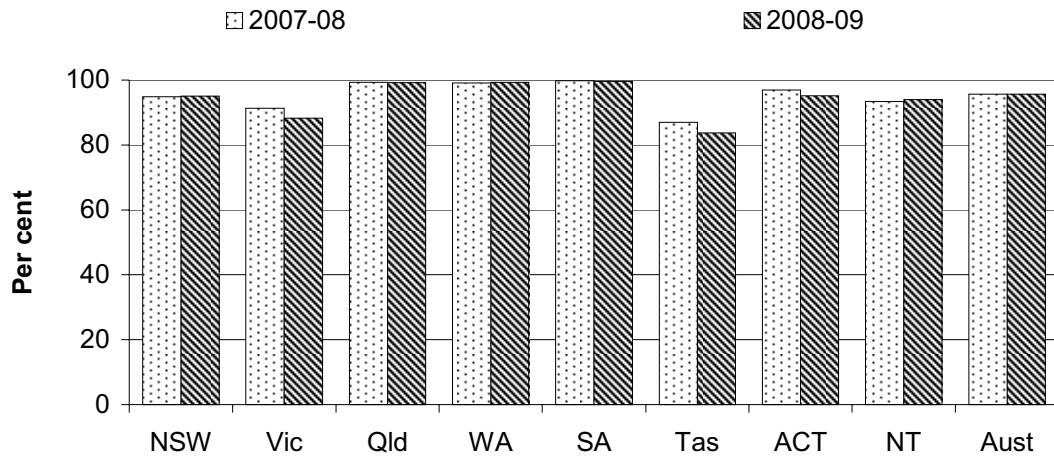
This indicator does not provide information on the number of cases where police have identified a likely offender but choose not to bring the likely offender to trial due to a number of factors.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

The proportion of lower court adjudicated defendants who either submitted a guilty plea or were found guilty was stable between 2007-08 and 2008-09 across most jurisdictions (figure 6.38).

Figure 6.38 **Proportion of lower court finalised adjudicated defendants resulting in a guilty plea or finding^a**



^a A defendant can be either a person or organisation against whom one or more criminal charges have been laid.

Source: ABS Criminal Courts, Australia (various years) Cat. no. 4513.0; table 6A.45.

Time series data for lower court finalised adjudicated defendants resulting in a guilty plea or finding are reported for 3 years in table 6A.45.

Higher court defendants resulting in a guilty plea or finding

‘Higher court defendants resulting in a guilty plea or finding’ is another indicator of governments’ objective for police to support the judicial process to achieve efficient and effective court case management for judicial processing (box 6.27).

Box 6.27 Higher court defendants resulting in a guilty plea or finding

'Higher court defendants resulting in a guilty plea or finding' is defined as the number of higher courts finalised adjudicated defendants who either submitted a guilty plea or were found guilty, as a proportion of the total number of higher courts adjudicated defendants.

A high or increasing proportion of higher courts adjudicated defendants submitting a guilty plea or being the subject of a guilty finding is desirable.

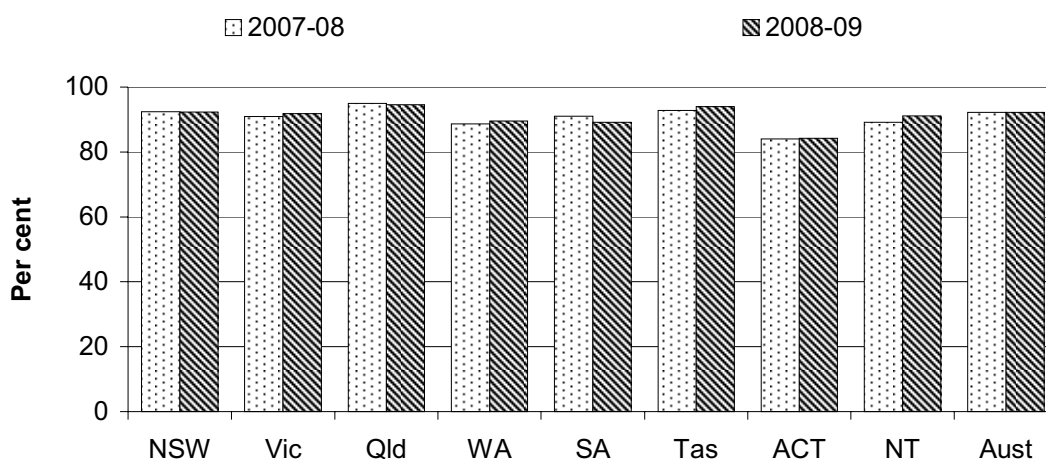
This indicator does not provide information on the number of defendants where police have identified a likely offender, but choose not bring the likely offender to trial due to a variety of factors nor to cases that have been finalised by a non-adjudicated method.

Data reported for this indicator are comparable.

Data quality information for this indicator is under development.

The proportion of higher court adjudicated defendants who either submitted a guilty plea or were found guilty was stable between 2007-08 and 2008-09 across most jurisdictions (figure 6.39).

Figure 6.39 Proportion of higher court finalised adjudicated defendants resulting in a guilty plea or finding^a



^a A defendant can be either a person or organisation against whom one or more criminal charges have been laid.

Source: ABS Criminal Courts, Australia (various years) Cat. no. 4513.0; table 6A.45.

Time series data for higher court finalised adjudicated defendants resulting in a guilty plea or finding are reported for 3 years in table 6A.45.

6.8 Future directions in performance reporting

The Review continues to examine alternative indicators of performance, consistent with the ongoing development of performance evaluation and reporting frameworks in individual jurisdictions. New data sets such as that recently released by the ABS on the characteristics of offenders will suggest future directions in reporting.

The development of efficiency indicators for police services is a challenging and complex process. There are significantly different costing methodologies in each jurisdiction that affect the availability of comparative data. Research is ongoing into efficiency indicators used by police services overseas and other areas of government service delivery.

Two particular directions currently present challenges to performance evaluation and reporting:

- Police are increasingly required to work in close partnership with other sectors of government, including health and community services, corrections, courts, other emergency service providers and transport. These partnerships address the need to deliver agreed whole-of-government outcomes at the State and Territory and national levels. Police services are also working more frequently with Australian Government agencies on crime data issues, to combat the threat and impact of terrorism, and to manage environmental issues such as the policing response to emergencies and natural disasters. Measuring the efficiency and effectiveness of police contributions to these outcomes is particularly challenging.
- Additionally, a number of police jurisdictions are moving towards using more locally focused service delivery models, recognising that communities and the people who live in them demand more direct participation in service delivery priorities and approaches. This accords with the now well established policing emphasis on performance planning, measurement and accountability for internal and external performance reporting purposes. However, the indicators used in this report, which generally represent state and territory and national results, are difficult to disaggregate for reflection on performance at the local community level.

Outcomes from review of Report on Government Services

COAG endorsed recommendations of a review of the Report in December 2009. Those recommendations implemented during 2010 are reflected in this Report.

Further recommendations will be reflected in future reports, including implementation of Independent Reference Group and Steering Committee recommendations arising from the ‘Review of the general performance indicator framework’ and the ‘Review of the performance indicators and their associated measures’. The 2012 Report and later editions will continue:

- lengthening time series data in attachment tables
- developing data quality information documents for performance indicators
- developing mini-case studies.

6.9 Jurisdictions’ comments

This section provides comments from each jurisdiction on the services covered in this chapter.

New South Wales Government comments

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2009-10 was a significant year of achievement for the NSW Police Force with crime in all major categories either falling or remaining stable. These results owe much to the efforts of all 19 516 of our staff.

It was a year in which we continued to build our capacity to respond to crime by investing in our people and in technology to meet current and future challenges. We did so responsibly under tight financial constraints, maintaining a high visibility presence on the streets and building on the customer service initiatives introduced over recent years.

The 15 633 police in place at the end of the reporting year was close to a record number, approximately 80 per cent of whom work in police stations in local communities across the State.

While technology brings new ways of investigating crime, it also creates new ways of committing it, and the NSW Police Force has responded by training officers in a growing range of technology-based specialisations. Electronic evidence gathering is now very much to the fore, with crimes such as identity theft, child exploitation and cyber bullying among the more unwelcome products of the internet age.

Crime, of course, will continue to evolve and police must evolve with it, anticipating its manifestations and having appropriate defences in place. More than ever this means police must forge partnerships beyond the world of law enforcement — and this is what we are doing. In 2009-10 the NSW Police Force continued to put in place cooperative arrangements with a large number of industry sectors, non-government bodies and public sector agencies to advance crime prevention and law enforcement.

Future challenges are also squarely in the sights of the Police Leadership Centre, which completed its first full year of operation this reporting year, equipping our senior officers with the skills required to lead a committed and capable workforce.

While looking to the future, we have not lost focus on the present. Criminals continue to commit traditional crimes, and the NSW Police Force has successfully maintained its high visibility, intelligence driven strategy of putting police in the places and at the times when crime is most likely.

Transport corridors, entertainment precincts and public events continue to be a focus of police deployment as we strive to ensure people feel safe when moving in their communities. In keeping with this approach, we have continued to develop and implement a range of prevention and enforcement initiatives to curb alcohol related violence.

NSW is a safer place than it was and, with the community supporting police in their efforts, we can build upon the work of 2009-10 to make it safer still.

”

Victorian Government comments

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In the last 12 months, Victoria Police's organisational governance model has been changed to ensure that lines of accountability are clear and unambiguous and that a direct, timely and effective response is able to be applied to current and emerging issues. A Victoria Police Executive has been created to support the Chief Commissioner in day to day management of Victoria Police, as well as providing advice on the more strategic issues. In addition, three new Executive Directors were appointed to lead and manage the Business Services; People; and Infrastructure and Information Technology portfolios.

During the year, Victoria Police has maintained its focus on delivering a safer Victoria. In the last 12 months, the total crime rate, measured as a rate per 100 000 population was reduced by a significant 6.4 per cent. Further falls were also achieved in those crime categories that affect the most Victorians — residential burglary, motor vehicle theft and theft from motor vehicles.

While assault offences have increased, a large part of that increase is due to increased action taken by police against the perpetrators of family violence. The greater degree of community willingness to seek police assistance when they are experiencing family violence is a positive response to Victoria Police's commitment to this issue. Alcohol-fuelled assaults in public places have continued to rise but their rate was slowing markedly at the year's end, reflecting the positive impact of proactive policing initiatives, including the work of the Safe Streets Taskforce and the newly established Operations Response Unit. Over the next 12 months Victoria Police will continue to target assaults and anti-social behaviour as it seeks to reduce violent crime and improve community safety.

During 2009-10, 300 Victorians were killed on the roads and another 6209 were seriously injured. The number of fatalities represents a very small decrease over the previous year (less than 1 per cent), although the number of serious injuries was reduced by just under 8 per cent. However, there are still too many people being killed and seriously injured on Victorian roads and Victoria Police will continue to target: poor driver behaviour; excessive speed; alcohol and drug impaired driving; and the use of mobile phones while driving.

The community is at the centre of everything we do and we rely heavily on the continued support of the community to deliver effective policing services. The independently conducted National Survey of Community Satisfaction with Policing tells us that around 82 per cent of Victorians report that they have confidence in their police force and that of those who have had direct contact with Victoria Police in the last 12 months almost 84 per cent were at least satisfied with the service they received from police. We will continue to work towards improving these results over the next 12 months.

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Queensland Government comments

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A key indicator of the Queensland Police Service's (QPS) performance is the rate of reported crime. During the past year — for the tenth year in a row — the overall crime rate has continued to drop. Over the ten year period 2000-01 to 2009-10, there has been a 20 per cent decrease in offences against the person and a 48 per cent decrease in offences against property.

Queensland's road toll for 2009-10 was 6.04 deaths per 100 000 population — the lowest ever recorded in this State. A range of road safety initiatives such as the introduction of covert speed cameras and additional specialist traffic police have contributed to this outcome.

Alcohol fuelled violence is one of the most pressing social challenges of our time. The QPS has initiated targeted liquor related enforcement. Over the past summer the QPS conducted Operation Merit, a State-wide initiative focusing on activities relevant to each region's unique policing environment. The successful ten-week operation resulted in 1 759 people being arrested and charged with 2165 related offences. In December 2009 more than 1800 police across the State were involved in Operation Unite, a two-day national campaign which targeted alcohol-fuelled crime, violence and anti-social behaviour. Police laid 1140 charges with 939 people arrested or issued with Notices to Appear.

The QPS has also introduced a range of early intervention strategies aimed at minimising alcohol-fuelled violence and anti-social behaviour. These include the Queensland Early Intervention Program, which involves providing information and referral to a health service provider for at risk young people under 17 years.

Targeting serious and organised crime has also been a QPS priority and in August 2009 the QPS commenced telecommunications interception (TI) operations. Since its inception, TI has supported investigations and police operations throughout the State involving offences including murder, high level drug trafficking, armed robbery, major fraud and other serious offences.

To service the rapidly growing Queensland population, the QPS progressed a significant capital works program. This included the construction of new or replacement police stations at Carseldine, Crestmead, Holland Park, Mareeba, Robina, Sippy Downs and Springfield, and a replacement police station and watchhouse at Ipswich.

The Service's new Policelink facility, with a 6-star green rating, was launched in August 2010. Policelink provides a 24-hour, seven day a week, non-urgent police contact facility for community and QPS members. This multi-channel contact centre will result in significant benefits to operational police, and improved client service to the Queensland community.

The delivery of high quality policing services remains a priority for the Queensland Government. Ongoing investment in police staff and infrastructure, together with the development of effective law and order policy, will ensure Queensland remains a safe and secure place to live, visit and do business.

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Western Australian Government comments

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In the six years since the implementation of the Frontline First strategy, WA Police has been successful in delivering a more effective, timely and responsive service, meeting the majority of the set performance targets.

There have been significant decreases in reported offences against the person and in particular offences against property. Volume crime offences including burglary, motor vehicle theft and theft experienced the greatest decreases, and part of this can be attributed to WA Police's effort to target prolific and priority offenders.

WA Police is consistently challenged by alcohol-related anti-social behaviour, and has developed methods to respond to this issue. This was highlighted in the year with the zero-tolerance approach to public drinking and anti-social behaviour at the Australia Day Skyworks event on the Perth foreshore. This event was the most family friendly in recent years, with anti-social behaviour and hospital admissions significantly reduced.

WA Police also joined other Australasian police jurisdictions in Operation Unite — a two-day nationwide blitz on alcohol-fuelled crime and anti-social behaviour. In WA, intelligence was used to mobilise large frontline teams targeting trouble spots across the State. The aim of the operation was to send a message that binge drinking habits are unacceptable, to change attitudes towards drinking in public places, and encourage responsibility for one's own conduct while under the influence of alcohol. The operation was a resounding success and will continue in 2010-11.

In April 2010, new investigative practices came into effect and have become the agency-wide standard, providing clear direction on how investigations and interviews are to be conducted. WA Police is now better able to perform its role in the criminal justice process, by utilising quality, proven, accountable and measurable investigation methods.

WA Police has continued to divest activities that take police officers away from their core policing duties. Examples include transferring the administrative functions for suspending and cancelling motor driver's licenses to the Department of Transport, and inducting the first intake of Police Auxiliary Officers. The primary roles of these officers are custodial duties, handling evidence and seized items, and providing support during serious incidents.

After extensive internal consultation and development, the 2010–2013 Strategic Plan was launched in July 2010. To support the main areas of focus in this strategy (People, Resources, Standards, Partnerships and Community Engagement), WA Police was provided with a 7 per cent increase in funding for the 2010-11 financial year. Part of this increase will be used to fund initiatives such as recruitment of additional personnel, capital works projects (including fixed speed and red-light cameras), the new Perth Police Complex and the new helicopter, forensic services, and the Tough on Graffiti initiative.

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South Australian Government comments

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Reducing crime, working towards improving road safety and delivering highly professional policing services that satisfy the community's needs and expectations, continued to be the priorities for South Australia Police (SAPOL) in 2009-10.

While a sustained effort at reducing crime over time has resulted in a significant decrease of -35.4 per cent in victim reported crime since 2000-01, there are a number of crime related issues such as the ongoing misuse of alcohol and illicit drugs, serious and organised crime, and Indigenous offending and victimisation linked to social disadvantage that remain a challenge for police and the broader community.

In 2009-10, by preventing and detecting traffic offences in a partnership approach with local communities and other agencies, SAPOL maintained a lower tolerance of any high risk road use behaviour. The increase in road fatalities in 2009 and an increasing trend in serious injuries in 2010 is very concerning and a timely reminder that unfavourable outcomes can occur despite the concerted efforts of police and many responsible road users.

Educating drivers and pedestrians to be responsible for their own and others safety on the roads, and early intervention strategies for vulnerable groups such as young drivers and the elderly, will continue to be part of SAPOL's multi-faceted approach in seeking better road use outcomes for all South Australians.

Service delivery, professional capability and science and technology will be highlighted as important dimensions in focusing SAPOL's operations in a continuous improvement approach to serving the community over the next three years.

Confidence and trust in police is an important part of public reassurance. In 2009-10, SAPOL continued to survey the community to promote a high level of organisational awareness and assessment of the level of satisfaction with policing services throughout the State.

The good results for general community satisfaction with the delivery of policing services of just over 70 per cent and community confidence in police of just over 85 per cent achieved in 2009-10 is particularly pleasing, reflecting as it does the personal accountability accepted by all SAPOL staff for the highest standards of service delivery at all times.

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Tasmanian Government comments

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Crime in Tasmania is at its lowest for 13 years. The 2009-10 year has seen excellent results from Tasmania Police as crime continues to trend downward, clearance rates remain at a similar level to previous years, and Tasmanians continue to value their Police Service. Contributing to this 5 per cent reduction in crime was a decrease of 5 per cent in property offences and 6 per cent in offences against the person. The number of assaults, including sexual assaults, decreased, and there were reductions in injure/destroy property, stealing, and burglary of motor vehicles. There were some increases in a few categories, including robbery, burglary of buildings and motor vehicle stealing. The national crime statistics also indicate that Tasmania's victimisation rate in 2009 was still below the national rate for the vast majority of offence categories.

An important milestone was reached in the reporting period. Ten years ago, the community called for a significant reduction in crime and Tasmania Police set an ambitious goal to cut the level of crime in half by 2020. The Department has met the crime reduction target in just 10 years.

Tasmanians continue to feel safer than people in other states and territories with 96.1 per cent feeling safe at home alone during the day, and 87.7 per cent after dark. Tasmanians surveyed also feel safe walking or jogging locally in their neighbourhood: 92.6 per cent during the day, and 65.1 per cent after dark.

Tasmanians continue to rate Tasmania Police and its services higher than the national average. The *National Survey of Community Satisfaction with Policing* 2009-10 indicates that Tasmanians continue to have a high level of confidence in their police and also believe their Police Service is fair, honest and professional. This satisfaction is also reflected in the lowest number of complaints against police since 1994, when recording commenced.

In 2009-10 there was a decrease in fatal and serious injury crashes compared with 2008-09. This reduction occurred despite the tragedy of nine people being killed on our roads in July 2009 in three separate fatal crashes. New vehicle clamping and confiscation laws were enacted to deter people from using their vehicles in an irresponsible and dangerous manner on Tasmanian roads. The new rules target excessive speed, disqualified driving, and risky and dangerous driving behaviour.

The Department continues to review systems, processes and expenditure to deliver the most effective possible service to the public of Tasmania. In 2009-10, an Information Technology Reform Program (IT15) commenced, with the aim of modernising and integrating the infrastructure and applications used by Tasmania Police.

The Government's commitment to front-line policing saw sworn numbers maintained at their highest level ever.

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Australian Capital Territory Government comments

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During 2009–2010, ACT Policing developed a multi-tiered property crime strategy, aimed at reducing property crime in the ACT. This strategy included: increased resources to a dedicated property crime team with intelligence officers; a renewed focus on forensic technology, including the use of DNA (deoxyribonucleic acid) and fingerprints to identify and apprehend offenders; and the implementation of improved procedures in conjunction with the Department of Public Prosecutions (DPP) to oppose bail applications and/or to impose more stringent bail conditions.

ACT Policing continues to establish a clear strategic direction for policing licensed premises and alcohol-related harmful behaviour. During 2009–2010, ACT Policing designed an operational/strategic model to enable intelligence gathering, analysis practices and systems that identify problematic licensed premises and to assist with the evaluation of police responses. By collaborating with key stakeholders, including the Office of Regulatory Services (ORS), other local government departments, licensees and health agencies, ACT Policing began to develop integrated responses that will assist to reduce alcohol-related incidents and harmful behaviour.

ACT Policing continues to ensure that the Canberra community is appropriately educated about the causes, precursors and treatments relating to road safety in the ACT region. A high-visibility campaign targeting speeding during morning peak hours was ongoing throughout 2009–2010. The Recognition and Analysis of Plates Identified (RAPID) system now has a dedicated full-time team to target unlicensed drivers and unregistered vehicles. These ‘drive without entitlement’ offenders are heavily over-represented in figures for motor vehicle collisions resulting in serious injury. Targeting these offences removes offenders from the roads pre-emptively, before they can become involved in collisions causing injury or death.

In May 2010, ACT Policing launched a new website providing the ACT community with access to information on crime statistics and important community safety information. A key feature of the new website includes access to crime statistics on offences reported or becoming known in patrol regions and sectors across the ACT. The statistics are issued monthly and are presented through an interactive map of Canberra, giving community members a clear understanding of crime in their area.

ACT Policing has participated in a lengthy process with local government agencies to develop the Aboriginal and Torres Strait Islander Justice Agreement. This framework directly aligns with the ACT Policing-led Indigenous task force designed to provide assistance to the Territory’s disengaged Indigenous communities. The task force, led by ACT Policing, consists of several government-based service providers which deliver specific services to these communities. It relies on a holistic service delivery system provided through multiple agencies working in partnership to address individual circumstances.

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Northern Territory Government comments

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The 2009-10 financial year has been a busy period for the Northern Territory Police, Fire and Emergency Services (NTPFES) responding to a number of significant incidents including the Territory Insurance Office (TIO) explosion in Darwin on 3 February 2010 and the aftermath of Tropical Cyclone Paul, when the Chief Minister of the Northern Territory declared an emergency situation on 31 March 2010. Tri-Service personnel and other stakeholders worked tirelessly to ensure that food and medical supplies were provided to affected communities.

The commitment to boosting community safety continued with the opening in September 2009 of the new Casuarina Police Station in Darwin. The new station complements the Police Beat Office which opened in December 2008 in the Casuarina Shopping Centre in Darwin.

The Police Beat initiative increases the police presence in shopping centres and provides a sense of confidence and safety for locals, shoppers and retailers and has resulted in a reduction in crime and anti-social behaviour in and around the shopping precincts.

During the reporting period, four additional Police Beat Offices were opened in Palmerston, Nightcliff, Alice Springs and Katherine. Establishment of the Katherine office was a community effort involving 36 local businesses and individuals who have contributed approximately \$100 000.

The significant increase in police presence in remote communities as part of Task Force Themis continues with 18 stations and four overnight facilities now operational. The additional police numbers has seen an increase in reported crime and increased community safety. A new NT Police Training College building was opened in the reporting period, focusing on training officers in remote policing and community engagement activities.

Alcohol abuse in the NT is a significant issue with a large portion of police time spent dealing with alcohol related incidents.

The first Alcohol Policing Strategy was developed and introduced in 2010, demonstrating a strong commitment to keeping people safe and minimising alcohol related crime and harm to the community.

In December 2009, the NT took part in the national 'Operation Unite' tackling alcohol fuelled violence in and around licensed premises. This operation highlighted the fact that these issues are not unique to the Territory, but shared nationally and internationally.

The NTPFES is committed to 'keeping people safe'. We are focused on providing the highest standard of customer service and a service delivery model that builds a culture of outstanding customer service for all Territorians and recognises the importance of establishing and nurturing community partnerships.

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6.10 Definitions of key terms and indicators

Adjudicated defendant	A defendant is a person or organisation against whom one or more criminal charges have been laid and which are heard by a court level. An adjudicated finalisation is a method of finalisation based on a judgement or decision by the court as to whether or not the defendant is guilty of the charge(s) laid against them.
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• 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, bottle/glass, 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.
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.
Blackmail and extortion	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.
Cautioning	A formal method of dealing with young offenders without taking court proceedings. Police officers may caution young offenders instead of charging them if the offence or the circumstance of the offence is not serious.
Civilian staff	Unsworn staff, including specialists (civilian training and teaching medical and other specialists) and civilian administrative and management staff.
Complaints	Number of statements of complaint by members of the public regarding police conduct.
Death in police custody and custody-related incident	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; or death of a person who was fatally injured when escaping or attempting to escape from police custody.
Depreciation	Where possible, based on current asset valuation.
Executive staff	Number of sworn and unsworn staff at the rank of chief superintendent or equivalent grade to assistant commissioner grade.

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 a full time equivalent of one, while a part time staff member is greater than zero but less than one.
Higher court defendants resulting in a guilty plea or finding	<p>Total number of higher courts finalised defendants resulting in a guilty plea or finding, as a proportion of the total number of higher courts finalised defendants. A defendant can be either a person or organisation against whom one or more criminal charges have been laid.</p> <p>A higher court is either:</p> <ul style="list-style-type: none"> • an intermediate court (known either as the district court or county court) that has legal powers between those of a court of summary jurisdiction (lower level courts) and a supreme court, and that deals with the majority of cases involving serious criminal charges • 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). <p>Guilty finding is an outcome of a trial in which a court determines that the criminal charge against a defendant has been proven.</p>
Indigenous staff	Number of staff who are identified as being of Aboriginal or Torres Strait Islander descent.
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).
Land transport hospitalisations	Hospitalisations due to traffic accidents that are likely to have required police attendance; these may include accidents involving trains, bicycles and so on.
Lower court defendants resulting in guilty plea or finding	<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>A lower court is a court of summary jurisdiction (commonly referred to as magistrates' court, local court or court of petty sessions) that 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.</p> <p>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. For 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 • 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.
Management full time equivalent staff	Number of management full time equivalent staff, including civilian (managers) and sworn (inspector to superintendent) staff.

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.
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 operational or operational support 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).
Offender	In the Police Services chapter, the term 'offender' refers to a person who is alleged to have committed an offence. This definition is not the same as the definition used in chapter 8 (Corrective services).
Operational staff	<p>An operational police staff member (sworn or unsworn) is any member of the police force whose primary duty is the delivery of police or police related services to an external customer (where an external customer predominately refers to members of the public but may also include law enforcement outputs delivered to other government departments).</p> <p>Operational staff include: general duties officers, investigators, traffic operatives, tactical officers, station counter staff, communication officers, crime scene staff, disaster victim identification, and prosecution and judicial support officers.</p>
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 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.
Outcome of investigations	The stage reached by a police investigation after a period of 30 days has elapsed since the recording of the incident.
Practitioner staff	Number of practitioner staff, including civilian (administration) and sworn (constable to senior constable) staff.
Property crimes	<p>Total recorded crimes against property, including:</p> <ul style="list-style-type: none"> • unlawful entry with intent • motor vehicle theft • other theft.
Real expenditure	Actual expenditure adjusted for changes in prices, using the GDP price deflator, and expressed in terms of final year prices.
Recorded crime	Crimes reported to (or detected) and recorded by police.
Registered vehicles	Total registered motor vehicles, including motorcycles.
Reporting rate	The proportion of crime victims who told police about the last crime incident of which they were the victim, as measured by a crime victimisation survey.

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).
Road deaths	Fatal road injury accidents as defined by the Australian Transport Safety Bureau.
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.
Salaries and payments in the nature of salary	Includes: <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 flyer benefits, overtime meals provided and any other components that are not part of a salary package) • payroll tax.
Senior executive staff	Number of senior executive staff, including civilian (top senior executive service) and sworn (commissioner, deputy commissioner and equivalent civilian executives) staff.
Sexual assault	Physical contact of a sexual nature directed towards 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.
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 • depreciation • less revenue from own sources.
Unarmed robbery	Robbery conducted without the use (actual or implied) of a weapon
Unavailable full time equivalent staff	Any full time equivalent category where the individual is on paid leave or absent from duty (including secondment and training), as measured using the average staffing level for the whole reporting period.
Unlawful entry with intent — involving the taking of property	The unlawful entry of a structure (whether forced or unforced) with intent to commit an offence, resulting in the taking of property from the structure. Includes burglary and break-in offences. Excludes trespass or lawful entry with intent.
Unlawful entry with intent — other	The unlawful entry of a structure (whether forced or unforced) with intent to commit an offence, but which does not result in the taking of property from the structure. Excludes trespass or lawful entry with intent.
User cost of capital	The opportunity cost of funds tied up in the capital used to deliver services. Calculated as 8 per cent of the current value of non-current physical assets (excluding land).
Value of physical assets — buildings and fittings	The value of buildings and fittings under the direct control of police.
Value of physical assets — land	The value of land under the 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.

6.11 List of attachment tables

Attachment tables are identified in references throughout this chapter by an '6A' suffix (for example, table 6A.3 is table 3). Attachment tables are provided on the Review website (www.pc.gov.au/gsp). Users without access to the website can contact the Secretariat to obtain the attachment tables (see contact details on the inside front cover of the Report).

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