# 6 Police services

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| Attachment tables are identified in references throughout this chapter by a ‘6A’ prefix (for example, table 6A.1) and are available from the website www.pc.gov.au/research/ongoing/report-on-government-services. |
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This chapter reports on the performance of police services covering the operations of the police agencies of each State and Territory government.

Further information on the Report on Government Services including other reported
service areas, the glossary and list of abbreviations is available at https://www.pc.gov.au/research/ongoing/report-on-government-services.

## 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. Across jurisdictions, police activity can be grouped into four broad activity areas:

* *Community safety* – preserving public order and promoting a safer community
* *Crime* – investigating crime and identifying and apprehending offenders
* *Road safety* – targeted operations to reduce the incidence of traffic offences and through attendance at, and investigation of, road traffic collisions and incidents
* *Judicial services* – support to the judicial process including the provision of safe custody for alleged offenders.

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 issues.

### Roles and responsibilities

Police services are predominantly the responsibility of State and Territory government agencies. They include the ACT community policing function performed by the Australian Federal Police (AFP) under an arrangement between the ACT and the Commonwealth Minister for Justice.

The Australian Government is responsible for the AFP. Data for the national policing function of the AFP and other national non‑police law enforcement bodies (such as the Australian Criminal Intelligence Commission) are not included in this Report.

### Funding

Funding for police services comes almost exclusively from State and Territory governments, with some limited specific purpose Australian Government grants. Nationally in 2017‑18, total real recurrent expenditure (including user cost of capital, less revenue from own source and payroll tax) was $11.6 billion (table 6A.1).

### Size and scope of sector

#### Client groups

Broadly, the entire 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[[1]](#footnote-1)
* those reporting criminal incidents
* those involved in traffic‑related incidents
* third parties (such as witnesses to crime and people reporting traffic accidents)
* those requiring police services for non‑crime‑related matters.

#### Staffing

Police staff may be categorised in two different ways:

* by ‘sworn’ status — sworn 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.
* by operational status — an operational police staff member is any member (sworn or unsworn) 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).

Operational status is considered the better estimate for the number of police staff actively engaged in the delivery of police‑related services. Nationally in 2017‑18, 92.2 per cent of the 74 330 police staff were operational (an increase from 90.7 per cent in 2013-14). This equates to 277 per 100 000 people, but varies across jurisdictions, in part, due to differing operating environments (figure 6.1 and table 6A.3).

| Figure 6.1 Police staff per 100 000 people**a** |
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| Figure 6.1 Police staff per 100 000 people  More details can be found within the text surrounding this image. |
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| a See table 6A.3 for detailed footnotes and caveats. |
| *Source*: State and Territory governments (unpublished); table 6A.3; ABS (2018) *Australian Demographic Statistics, December 2017*, Cat. no. 3101.0; table 2A.2. |
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#### Responsiveness

The responsiveness of police to calls for assistance is critical to the effectiveness of police services. Although the Steering Committee considers nationally comparable response times reporting a priority for this Report, currently there is no consistent public reporting of response times across states and territories. Publicly available data are in box 6.1.

| Box 6.1 Police response times |
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| NSW, Qld, WA, SA and ACT police publish response times data in annual reports. Other jurisdictions do not report response times as part of their corporate reporting, and have advised they are unable to provide these data for this Report.NSW Police report the number of urgent (imminent threat to life or property) response calls and the percentage attended within a target time of 12 minutes. In 2017‑18, NSW Police responded to 125 572 urgent response calls, attending 78.9 per cent of urgent duty jobs within the 12 minute target time. Queensland Police report the percentage of code 1 and code 2 incidents attended within 12 minutes. Data includes geographic areas covered by the Queensland Computer Aided Dispatch (CAD) System. Code 1 and 2 incidents include very urgent matters when danger to human life is imminent and urgent matters involving injury or present threat of injury to person or property. In 2017-18, Queensland Police attended 84 per cent of urgent matters within the 12 minute target time. WA Police aim to respond to 80 per cent of priority 1 and 2 incidents – situations that require urgent attendance and include an imminent threat to life, serious offence or incident in progress – within 12 minutes in the Perth metropolitan area, and reported 83.3 per cent meeting this target in 2017-18. The target for priority 3 incidents – situations that require routine attendance and include an offence in progress/suspect at scene or the preservation of evidence – is 80 per cent within 60 minutes in the Perth metropolitan area (83.5 per cent achieved in 2017-18). SA Police reported that 91.1 per cent of Grade 1 taskings in the metropolitan area were responded to within 15 minutes in 2017-18. The target is 80 per cent or above.ACT Police report response time targets for three incident categories:* Priority One incidents (life threatening or critical situations) are 80 per cent or more of responses within 10 minutes (83.8 per cent achieved in 2017-18).
* Priority Two incidents (situations where the information provided indicates that time is important but not critical) are 80 per cent within 20 minutes (77.7 per cent achieved in 2017-18)
* Priority Three incidents (situations where there is no immediate danger to safety or property but police attendance or response is needed no later than 48 hours from the initial contact by the complainant or a time agreed with the complainant) is 90 per cent within 48 hours (99.0 per cent achieved in 2017-18).
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| *Source*: State and Territory government Annual Reports. |
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## 6.2 Framework of performance indicators

The framework of performance indicators is based on governments’ common objectives for police services (box 6.2).

| Box 6.2 Objectives for police services |
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| Police services aim to contribute to a safe and secure community that enables people to undertake their lawful pursuits confidently and safely. To achieve these aims, governments seek to provide police services that:* are accessible, and responsive to community needs, including disaster and emergency management
* support the judicial process to bring to justice those people responsible for committing an offence
* provide safe custodial services
* are delivered with integrity, honesty and fairness
* promote safer behaviour on roads.

Governments aim for police services to meet these objectives in an equitable and efficient manner. |
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The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of police services (figure 6.2).

The performance indicator framework shows which data are complete and comparable in the 2019 Report. For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability, data completeness and information on data quality from a Report‑wide perspective. In addition to section 6.3, the Report’s Statistical context chapter (chapter 2) contains data that may assist in interpreting the performance indicators presented in this chapter. Chapters 1 and 2 are available from the website at www.pc.gov.au/research/ongoing/report-on-government-services.

Improvements to performance reporting for police services are ongoing and include identifying data sources to fill gaps in reporting for performance indicators and measures, and improving the comparability and completeness of data.

| Figure 6.2 Police services performance indicator framework |
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| Figure 6.2 Police services performance indicator framework  More details can be found within the text surrounding this image. |
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## 6.3 Key performance indicator results

Different delivery contexts, locations and types of clients can affect the equity, effectiveness and efficiency of police services.

The comparability of performance indicator results are shaded in indicator interpretation boxes, figures and chapter and attachment tables as follows:

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|  |  |  | Data are comparable (subject to caveats) across jurisdictions and over time. |
|  |  |  | Data are either not comparable (subject to caveats) within jurisdictions over time or are not comparable across jurisdictions or both. |

The completeness of performance indicator results are shaded in indicator interpretation boxes, figures and chapter and attachment tables as follows:

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| --- | --- | --- | --- |
|  |  |  | Data are complete (subject to caveats) for the current reporting period. All required data are available for all jurisdictions. |
|  |  |  | Data are incomplete for the current reporting period. At least some data were not available. |

### 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). Output information is also critical for equitable, efficient and effective management of government services.

### Equity

#### Aboriginal and Torres Strait Islander staffing

‘Aboriginal and Torres Strait Islander staffing’ is an indicator of governments’ objective to provide police services in an equitable manner (box 6.3).

| Box 6.3 Aboriginal and Torres Strait Islander staffing |
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| ‘Aboriginal and Torres Strait Islander staffing’ is defined as the proportion of police staff (operational and non‑operational) from Aboriginal and Torres Strait Islander backgrounds compared with the proportion of the population aged 20–64 years who are from Aboriginal and Torres Strait Islander backgrounds.A proportion of police staff aged 20–64 years who are from Aboriginal and Torres Strait Islander backgrounds that is similar to the proportion of people aged 20–64 years who are from Aboriginal and Torres Strait Islander backgrounds is desirable.Aboriginal and Torres Strait Islander people might feel more comfortable in ‘accessing’ police services when they are able to deal with Aboriginal and Torres Strait Islander police staff. However, many factors influence the willingness of Aboriginal and Torres Strait Islander people to access police services, including familiarity with procedures for dealing with police.Care should be taken when interpreting data related to Aboriginal and Torres Strait Islander staffing due to coverage and completeness of data by Indigenous status across jurisdictions. Aboriginal and Torres Strait Islander staff numbers relate to those staff who self-identify as being of Aboriginal and/or Torres Strait Islander descent. Information on Aboriginal and Torres Strait Islander status is generally collected at the point of recruitment.Data reported for this indicator are: not comparable across jurisdictions or over time complete (subject to caveats) for the current reporting period. All required 2017-18 data are available for all jurisdictions.  |
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The proportion of Aboriginal and Torres Strait Islander police staff in 2017‑18 was below the representation of Aboriginal and Torres Strait Islander people in the population aged
20–64 years for all jurisdictions except NSW and the ACT (figure 6.3). Time series data for Aboriginal and Torres Strait Islander police staffing are reported in table 6A.3.

| Figure 6.3 Proportion of Aboriginal and Torres Strait Islander staff and Aboriginal and Torres Strait Islander people aged 20–64 years, 2017-18**a** |
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|  | Data are not comparable across jurisdictions. |
|  | Data are complete (subject to caveats) for the current reporting period. |

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| Figure 6.3 Proportion of Aboriginal and Torres Strait Islander staff and Aboriginal and Torres Strait Islander people aged 20-64 years, 2017-18  More details can be found within the text surrounding this image. |

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| a See box 6.3 and table 6A.3 for detailed definitions, footnotes and caveats. |
| *Source*: State and Territory governments (unpublished); table 6A.3. |
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#### Staffing by gender

‘Staffing by gender’ is an indicator of governments’ objective to provide police services in an equitable manner (box 6.4).

| Box 6.4 Staffing by gender |
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| ‘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 similar to the proportion of females in the population is desirable. Women may 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.Data reported for this measure are: comparable (subject to caveats) across jurisdictions and over time. complete (subject to caveats) for the current reporting period. All required 2017-18 data are available for all jurisdictions. |
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Nationally, 33.6 per cent of police staff were female in 2017‑18, up from 32.2 per cent in
2013-14 (figure 6.4).

| Figure 6.4 Female police staff as a proportion of all staff**a** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions and over time. |

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|  |  | Data are complete (subject to caveats) for the current reporting period. |

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| Figure 6.4 Female police staff as a proportion of all staff  More details can be found within the text surrounding this image. |

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| a See box 6.4 and table 6A.3 for detailed definitions, footnotes and caveats. |
| *Source*: State and Territory governments (unpublished); table 6A.3.  |
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### Effectiveness

#### Road safety

‘Road safety’ is an indicator of governments’ objective to promote safer behaviour on roads (box 6.5).

| Box 6.5 Road safety |
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| ‘Road safety’ is defined by three 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
* the 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, driving under the influence of alcohol and speeding are affected by a number of factors in addition to police activities, such as driver education and media campaigns.Data reported for these measures are: comparable (subject to caveats) across jurisdictions and over time complete (subject to caveats) for the current reporting period. All required 2017-18 data are available for all jurisdictions. |
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Nationally in 2017-18, of those people who had driven in the previous six months:

* 4.4 per cent reported driving without wearing a seat belt (figure 6.5)
* 7.7 per cent of people said they had driven when possibly over the blood alcohol limit (figure 6.6)
* 60.0 per cent of people reported having travelled 10 kilometres per hour or more above the speed limit (figure 6.7).

| Figure 6.5 People who had driven in the previous six months without wearing a seat belt**a, b** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions and over time. |

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|  |  | Data are complete (subject to caveats) for the current reporting period. |

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| Figure 6.5 People who had driven in the previous six months without wearing a seat belt  More details can be found within the text surrounding this image. |

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| a Error bars represent the 95 per cent confidence interval associated with each point estimate. b See box 6.5 and table 6A.17 for detailed definitions, footnotes and caveats. |
| *Source*: ANZPAA (unpublished); table 6A.17.  |
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| Figure 6.6 People who had driven in the previous six months when possibly over the alcohol limit**a, b** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions and over time. |

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|  Figure 6.6 People who had driven in the previous six months when possibly over the alcohol limit  More details can be found within the text surrounding this image. |

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| a Error bars represent the 95 per cent confidence interval associated with each point estimate. b See box 6.5 and table 6A.17 for detailed definitions, footnotes and caveats. |
| *Source*: ANZPAA (unpublished); table 6A.17. |
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| Figure 6.7 People who had driven in the previous six months 10 kilometres per hour or more above the speed limit**a, b** |
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|  |  | Data are complete (subject to caveats) for the current reporting period. |

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| Figure 6.7 People who had driven in the previous six months 10 kilometres per hour or more above the speed limit  More details can be found within the text surrounding this image. |

 |
| a Error bars represent the 95 per cent confidence interval associated with each point estimate. b See box 6.5 and table 6A.17 for detailed definitions, footnotes and caveats. |
| *Source*: ANZPAA (unpublished); table 6A.17. |
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#### Deaths in police custody

‘Deaths in police custody’ is an indicator of governments’ objective of providing safe custodial services (box 6.6).

| Box 6.6 Deaths in police custody |
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| ‘Deaths in police custody’ is defined by two measures:* total deaths in police custody and custody related operations
* Aboriginal and Torres Strait Islander deaths in police custody and custody related operations.

Both measures refer to the 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.None or a decreasing number of deaths in custody and custody‑related operations is desirable.Data reported for these measures are: comparable (subject to caveats) across jurisdictions and over time complete (subject to caveats) for the current reporting period. All required 2016-17 data are available for all jurisdictions. |
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Nationally in 2016-17, there were 17 deaths in police custody (six out of the 17 were Aboriginal and Torres Strait Islander deaths). This number has reduced since 2007‑08, predominately due to the decrease in non‑Indigenous deaths (29 out of 34 deaths in 2007‑08) (table 6A.20).

#### Magistrates court defendants resulting in a guilty plea or finding

‘Magistrates court defendants resulting in a guilty plea or finding’ is an indicator of governments’ objective of supporting the judicial process to bring to justice those people responsible for committing an offence (box 6.7).

| Box 6.7 Magistrates court defendants resulting in a guilty plea or finding |
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| ‘Magistrates 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 magistrates court adjudicated defendants.A high or increasing proportion of magistrates court 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 court due to a number of factors.Data reported for this measure are: comparable (subject to caveats) across jurisdictions and over time complete (subject to caveats) for the current reporting period. All required 2016-17 data are available for all jurisdictions. |
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Nationally, the proportion of magistrates court adjudicated defendants who either submitted a guilty plea or were found guilty was 98.1 per cent in 2016‑17 (figure 6.8).

| Figure 6.8 Proportion of magistrates court adjudicated defendants resulting in a guilty plea or finding**a** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions and over time. |

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|  |  | Data are complete (subject to caveats) for the current reporting period. |

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| Figure 6.8 Proportion of magistrates court adjudicated defendants resulting in a guilty plea or finding  More details can be found within the text surrounding this image. |

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| a See box 6.7 and table 6A.22 for detailed definitions, footnotes and caveats. |
| *Source*: ABS (2018) *Criminal Courts, Australia* (various years), Cat. no. 4513.0; table 6A.22. |
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#### Satisfaction with police services

‘Satisfaction with police services’ is an indicator of governments’ objective of providing services that are accessible and responsive to community needs, including disasters and emergencies (box 6.8).

| Box 6.8 Satisfaction with police services |
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| ‘Satisfaction with police services’ is defined by three measures: the proportion of people aged18 years or over who were ‘satisfied’ or ‘very satisfied’ with police services:* in general (whether or not they had contact with police services)
* in their most recent contact
* in response to emergencies and disasters.

A high or increasing proportion of people who were ‘satisfied’ or ‘very satisfied’ is desirable.Data reported for these measures are: comparable (subject to caveats) across jurisdictions and over time. complete (subject to caveats) for the current reporting period. All required 2017-18 data are available for all jurisdictions. |
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Nationally, 79.9 per cent of the adult population were ‘satisfied’ or ‘very satisfied’ in general with the services provided by police in 2017‑18. The proportion was higher for those who had contact with police in the previous 12 months (83.4 per cent), and this was the case across most jurisdictions.

Nationally in 2017-18, 81.9 per cent of the adult population were ‘satisfied’ or ‘very satisfied’ with police service response to emergencies and disasters (figure 6.9 and table 6A.4).

| Figure 6.9 People who were ‘satisfied’ or ‘very satisfied’ with police services, 2017-18**a, b** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions. |

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|  |  | Data are complete (subject to caveats) for the current reporting period.  |

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| Figure 6.9 People who were 'satisfied' or 'very satisfied' with police services, 2017-18  More details can be found within the text surrounding this image. |

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| a Error bars represent the 95 per cent confidence interval associated with each point estimate. b See box 6.8 and table 6A.4 for detailed definitions, footnotes and caveats. |
| *Source*: ANZPAA (unpublished); table 6A.4. |
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#### Perceptions of police integrity

‘Perceptions of police integrity’ is an indicator of governments’ objective to provide services with integrity, honesty and fairness (box 6.9).

| Box 6.9 Perceptions of police integrity |
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| ‘Perceptions of police integrity’ refers to public perceptions and is defined by three measures — the proportion of people who ‘agreed’ or ‘strongly agreed’ that police: * treat people fairly and equally
* perform their job professionally
* 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 these measures are: comparable (subject to caveats) across jurisdictions and over time. complete (subject to caveats) for the current reporting period. All required 2017-18 data are available for all jurisdictions. |
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Nationally in 2017‑18:

* 74.4 per cent of people ‘agreed’ or ‘strongly agreed’ that police treat people ‘fairly and equally’ (figure 6.10)
* 87.1 per cent of people ‘agreed’ or ‘strongly agreed’ that police perform their job ‘professionally’
* 75.7 per cent of people ‘agreed’ or ‘strongly agreed’ that police are ‘honest’ (table 6A.7).

| Figure 6.10 People who ‘agreed’ or ‘strongly agreed’ that police treat people fairly and equally**a, b** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions and over time. |

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|  |  | Data are complete (subject to caveats) for the current reporting period. |

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| Figure 6.10 People who 'agreed' or 'strongly agreed' that police treat people fairly and equally  More details can be found within the text surrounding this image. |

 |
| a Error bars represent the 95 per cent confidence interval associated with each point estimate. b See box 6.9 and table 6A.7 for detailed definitions, footnotes and caveats. |
| *Source*: ANZPAA (unpublished); table 6A.7. |
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#### Complaints

‘Complaints’ is an indicator of governments’ objective to provide services with integrity, honesty and fairness (box 6.10).

| Box 6.10 Complaints |
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| ‘Complaints’ is defined as the number of complaints made by the public against police per 100 000 people in the population, expressed in index form comparing values over time to a base period allocated a value of 100. A low or decreasing number of complaints per 100 000 people in the population (index score) is desirable.A high or increasing rate of complaints does not necessarily indicate a lack of confidence in police. It can indicate greater confidence in complaints resolution. It is desirable to monitor changes in the reported rate to identify reasons for the changes and use this information to improve the manner in which police services are delivered.Data reported for this measure are: not comparable across jurisdictions and not comparable within some jurisdictions over time (see caveats in attachment tables for specific jurisdictions) complete (subject to caveats) for the current reporting period. All required 2017-18 data are available for all jurisdictions. |
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Trends within jurisdictions have varied over time (figure 6.11). Table 6A.8 reports historical data and numbers per 100 sworn (operational) police staff.

| Figure 6.11 Trends in complaints**a** |
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|  | Data are not comparable across jurisdictions and not comparable within some jurisdictions over time. |
|  | Data are complete (subject to caveats) for the current reporting period. |

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| Figure 6.11 Trends in complaints  More details can be found within the text surrounding this image. |

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| a See box 6.10 and table 6A.8 for detailed definitions, footnotes and caveats. |
| *Source*: State and Territory governments (unpublished); table 6A.8. |
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#### Juvenile diversions

‘Juvenile diversions’ is an indicator of governments’ objective of supporting the judicial process to bring to justice those people responsible for committing an offence (box 6.11).

| Box 6.11 Juvenile diversions |
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| ‘Juvenile diversions’ is defined by two measures:* the total number of alleged young offenders 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 total number of alleged young Aboriginal and Torres Strait Islander offenders who would otherwise be proceeded against (that is, taken to court) but who are diverted by police, as a proportion of all juvenile Aboriginal and Torres Strait Islander offenders formally dealt with by police.

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 infringement notices), are not included.A high or increasing proportion of juvenile diversions as a proportion of juvenile offenders is desirable.When police apprehend offenders, they have a variety of options available. They can charge the offender (and proceed to court) 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). They are particularly useful mechanisms for dealing with juvenile offenders. This indicator does not provide information on the relative success or failure of diversionary mechanisms.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). Not all options are available or subject to police discretion in all jurisdictions. In addition, juvenile offenders who commit a serious offence or an offence specified in applicable legislation cannot be diverted. This limits the proportion of juvenile diversions that can be achieved.Care needs to be taken when interpreting data related to Aboriginal and Torres Strait Islander diversions due to coverage and completeness of data on Indigenous status across jurisdictions.Data reported for these measures are:  not comparable across jurisdictions because of differences in the legislative arrangements, procedures and data collection that underpin the application of, and eligibility for, diversionary programs in each jurisdiction’s juvenile justice system  incomplete for the current reporting period for the second measure. All required data were not available for Tasmania for Aboriginal and Torres Strait Islander diversions. |
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From 2016-17 to 2017-18, four of eight jurisdictions reported an increase in the proportion of alleged young offenders diverted from the justice system, and six of seven reporting jurisdictions reported an increase in alleged young Aboriginal and Torres Strait Islander offenders diverted (table 6A.21).

#### Outcomes of investigations

‘Outcomes of investigations’ is an indicator of governments’ objective of supporting the judicial process to bring to justice those people responsible for committing an offence
(box 6.12).

| Box 6.12 Outcomes of investigations |
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| ‘Outcomes of investigations’ is defined by two measures: * the number of investigations that were finalised within 30 days of the offence becoming known to police, as a proportion of all investigations
* the number of investigations finalised within 30 days of the offence becoming known to police, where proceedings were instituted against the offender, as a proportion of the total number of all finalised investigations

Measures are reported for a range of offences:* personal offences, including homicide, sexual assault and armed robbery
* property offences, including unlawful entry with intent, motor vehicle theft and other theft.

A high or increasing proportion of investigations that were finalised within 30 days of the offence becoming known to police and of investigations finalised within 30 days of the offence becoming known to police, where proceedings were instituted against the offender, is desirable.Data reported for these measures are: comparable (subject to caveats) across jurisdictions and over time complete (subject to caveats) for the current reporting period. All required 2017 data are available for all jurisdictions. |
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Figure 6.12(a) presents the proportion of investigations finalised and for which proceedings had begun within 30 days of the offence becoming known to police for a range of personal offences. Figure 6.12(b) presents the proportion of investigations finalised and for which proceedings had begun within 30 days of the offence becoming known to police for a range of property offences.

Data on the proportion of all investigations which were finalised within 30 days of the offence becoming known to police are presented in tables 6A.15 (personal offences) and 6A.16 (property offences).

| Figure 6.12 Investigations finalised and for which proceedings had begun within 30 days of the offence becoming known to police, 2017**a** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions. |

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|  |  | Data are complete (subject to caveats) for the current reporting period.  |

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| 1. **Selected personal offences**b

Figure 6.12 Investigations finalised and for which proceedings had begun within 30 days of the offence becoming known to police, 2017  (a) Selected personal offences  More details can be found within the text surrounding this image. |

1. **Selected property offences**

Figure 6.12 Investigations finalised and for which proceedings had begun within 30 days of the offence becoming known to police, 2017  (b) Selected property offences  More details can be found within the text surrounding this image. |
| a See box 6.12 and tables 6A.15-16 for detailed definitions, footnotes and caveats. b Data for ‘Investigation finalised - offender proceeded against’ for Homicide and related offences are not published for NSW, Victoria, SA, Tasmania and the ACT.  |
| *Source*: ABS (2018) *Recorded Crime – Victims 2017*, Cat. no. 4510.0; tables 6A.15-16. |
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### Efficiency

#### Expenditure per person

‘Expenditure per person’ is a proxy indicator of governments’ objective of providing police services in an efficient manner (box 6.13).

| Box 6.13 Expenditure per person |
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| ‘Expenditure per person’ is defined as real recurrent expenditure on policing per person in the population. All else being equal, a low or decreasing expenditure per person is desirable. However, efficiency data should be interpreted with care. High or increasing expenditure per person might reflect poor efficiency, but may also reflect changing aspects of the service or policing environment. Low expenditure per person may reflect more efficient outcomes or lower quality or less challenging crime and safety situations. The scope of activities undertaken by police services also varies across jurisdictions.Data reported for this measure are: comparable (subject to caveats) across jurisdictions and over time complete (subject to caveats) for the current reporting period. All required 2017-18 data are available for all jurisdictions. |
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Nationally in 2017-18, real recurrent expenditure on policing was $469.20 per person (figure 6.13).

This figure has been changed since an earlier version of the Report. See errata at http://www.pc.gov.au/ research/ongiong/report-on-government-services/2019/justice/police-services

| Figure 6.13 Real recurrent expenditure per person (including user cost of capital less revenue from own sources and payroll tax) (2017‑18 dollars)**a** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions and over time. |

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|  |  | Data are complete (subject to caveats) for the current reporting period. |

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| Figure 6.13 Real recurrent expenditure per person (including user cost of capital less revenue from own sources and payroll tax) (2017-18 dollars)  More details can be found within the text surrounding this image. |

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| a See box 6.13 and table 6A.1 for detailed definitions, footnotes and caveats. |
| *Source*: State and Territory governments (unpublished); table 6A.1. |
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Time series data for real recurrent expenditure by each jurisdiction are reported in table 6A.1.

Capital costs (including associated costs for the user cost of capital) for each jurisdiction are also contained in table 6A.1 (unadjusted for inflation), with associated information on treatment of assets by police agencies in table 6A.2.

### Outcomes

Outcomes are the impact of services on the status of an individual or group (see chapter 1).

#### Crime victimisation

‘Crime victimisation’ is an indicator of governments’ objective to contribute to a safe and secure community that enables people to undertake their lawful pursuits confidently and safely (box 6.14).

| Box 6.14 Crime victimisation |
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| ‘Crime victimisation’ is defined by six separate measures:* estimated victimisation rate for physical and threatened assault (face-to-face incidents only) 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
* estimated household victims of break‑ins per 100 000 households
* estimated household victims of attempted break‑ins 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.Data reported for these measures are: comparable (subject to caveats) across jurisdictions and over time complete (subject to caveats) for the current reporting period. All required 2016-17 data are available for all jurisdictions. |
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Nationally in 2016‑17 there were an estimated 2373 victims of physical assault, 2584 victims of  threatened assault (face-to-face incidents only), 438 victims of sexual assault and 377 victims of robbery per 100 000 people (figure 6.14 and table 6A.11).

Nationally, for every 100 000 households in 2016-17, an estimated 2504 experienced a break-in, 2098 an attempted break-in and 599 experienced motor vehicle theft (figure 6.15 and table 6A.12).

| Figure 6.14 Estimated victims of personal offences, per 100 000 people, 2016-17**a, b** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions. |

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| Figure 6.14 Estimated victims of personal offences, per 100 000 people, 2016-17  More details can be found within the text surrounding this image. |

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| a Error bars represent the 95 per cent confidence interval associated with each point estimate. b See box 6.14 and table 6A.11 for detailed definitions, footnotes and caveats. |
| *Source*: Derived from ABS (2018) *Crime Victimisation, Australia 2016‑17*, Cat. no. 4530.0; table 6A.11. |
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| Figure 6.15 Estimated victims of property offences, per 100 000 people, 2016‑17**a, b** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions. |

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|  |  | Data are complete (subject to caveats) for the current reporting period.  |

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| Figure 6.15 Estimated victims of property offences, per 100 000 people, 2016-17  More details can be found within the text surrounding this image. |

 |
| a Error bars represent the 95 per cent confidence interval associated with each point estimate. b See box 6.14 and table 6A.12 for detailed definitions, footnotes and caveats. |
| *Source*: Derived from ABS (2018) *Crime Victimisation, Australia* *2016‑17*, Cat. no. 4530.0; table 6A.12. |
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#### Perceptions of safety

‘Perceptions of safety’ is an indicator of governments’ objective to contribute to a safe and secure community that enables people to undertake their lawful pursuits confidently and safely (box 6.15).

| Box 6.15 Perceptions of safety |
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| ‘Perceptions of safety’ is defined by two measures:* the proportion of people who felt ‘safe’ or ‘very safe’ at home during the night
* the proportion of people who felt ‘safe’ or ‘very safe’ in public places, including ‘walking locally’ and travelling on public transport during the day and at night.

A high or increasing proportion of people who felt ‘safe’ or ‘very safe’ is desirable. Perceptions of safety may not reflect reported crime, which might understate actual crime, and many factors might affect public perceptions of crime levels and safety. Data reported for these measures are: comparable (subject to caveats) across jurisdictions and over time complete (subject to caveats) for the current reporting period. All required 2017-18 data are available for all jurisdictions. |
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Nationally in 2017‑18, 88.4 per cent of people felt ‘safe’ or ‘very safe’ at home alone during the night (figure 6.16 and table 6A.5) and 53.1 per cent of people felt safe or very safe when walking locally during the night (figure 6.17(a)). This proportion dropped to 32.1 per cent when travelling on public transport during the night (figure 6.17(b)).

| Figure 6.16 People who felt ‘safe’ or ‘very safe’ at home alone during the night**a, b** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions and over time. |

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|  |  | Data are complete (subject to caveats) for the current reporting period.  |

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| Figure 6.16 People who felt 'safe' or 'very safe' at home alone during the night  More details can be found within the text surrounding this image. |

 |
| a Error bars represent the 95 per cent confidence interval associated with each point estimate. b See box 6.15 and table 6A.5 for detailed definitions, footnotes and caveats. |
| *Source*: ANZPAA (unpublished); table 6A.5. |
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| Figure 6.17 People who felt ‘safe’ or ‘very safe’ in public places during the night**a, b** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions and over time. |

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|  |  | Data are complete (subject to caveats) for the current reporting period.  |

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| 1. **Proportion who felt ‘safe’ or ‘very safe’ walking locally**

Figure 6.17 People who felt 'safe' or 'very safe' in public places during the night  (a) Proportion who felt 'safe' or 'very safe' walking locally  More details can be found within the text surrounding this image. |
| 1. **Proportion who felt ‘safe’ or ‘very safe’ travelling on public transport**

Figure 6.17 People who felt 'safe' or 'very safe' in public places during the night  (b) Proportion who felt 'safe' or 'very safe' travelling on public transport  More details can be found within the text surrounding this image. |

 |
| a Error bars represent the 95 per cent confidence interval associated with each point estimate. b See box 6.15 and table 6A.5 for detailed definitions, footnotes and caveats. |
| *Source*: ANZPAA (unpublished); tables 6A.5. |
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#### Perception of crime problems

‘Perceptions of crime problems’ is an indicator of governments’ objective to contribute to a safe and secure community that enables people to undertake their lawful pursuits confidently and safely (box 6.16).

| Box 6.16 Perceptions of crime problems |
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| ‘Perceptions of crime problems’ is measured by 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, and highlight the importance of considering the full suite of performance indicators rather than assessing performance on specific measures in isolation.Data reported for this measure are: comparable (subject to caveats) across jurisdictions and over time complete (subject to caveats) for the current reporting period. All required 2017-18 data are available for all jurisdictions. |
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Nationally in 2017‑18, people identified the following issues as a ‘major problem’ or ‘somewhat of a problem’ in their neighbourhoods:

* 49.6 per cent of people thought illegal drugs to be a problem (figure 6.18(a))
* 67.4 per cent of people thought ‘speeding cars, dangerous or noisy driving’ to be a problem (figure 6.18(b)).

| Figure 6.18 People who considered ‘illegal drugs’ and ‘speeding cars, dangerous or noisy driving’ to be either a ‘major problem’ or ‘somewhat of a problem’ in their neighbourhood**a, b** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions and over time. |

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|  |  | Data are complete (subject to caveats) for the current reporting period.  |

 |
| 1. **Illegal drugs**

Figure 6.18 People who considered 'illegal drugs' and 'speeding cars, dangerous or noisy driving' to be either a 'major problem' or 'somewhat of a problem' in their neighbourhood  (a) Illegal drugs  More details can be found within the text surrounding this image. |
| 1. **Speeding cars, dangerous or noisy driving**

Figure 6.18 People who considered 'illegal drugs' and 'speeding cars, dangerous or noisy driving' to be either a 'major problem' or 'somewhat of a problem' in their neighbourhood  (b) Speeding cars, dangerous or noisy driving  More details can be found within the text surrounding this image. |

 |
| a Error bars represent the 95 per cent confidence interval associated with each point estimate. b See box 6.16 and table 6A.6 for detailed definitions, footnotes and caveats. |
| *Source*: ANZPAA (unpublished); table 6A.6. |
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#### Road deaths

‘Road deaths’ is an indicator of governments’ objective to contribute to a safe and secure community that enables people to undertake their lawful pursuits confidently and safely
(box 6.17).

| Box 6.17 Road deaths |
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| ‘Road deaths’ is defined as the number of road deaths per 100 000 registered vehicles.No deaths or a decreasing rate of road deaths per 100 000 registered vehicles is desirable. The rate of road deaths 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 measure are: comparable (subject to caveats) for the current reporting period complete (subject to caveats) for the current reporting period. All required 2017-18 data are available for all jurisdictions. |
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Nationally in 2017-18, there were 6.4 road deaths per 100 000 registered vehicles (figure 6.19). These results should be considered in conjunction with data on traffic accident hospitalisations (table 6A.19).

| Figure 6.19 Road deaths per 100 000 registered vehicles**a** |
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|  |  | Data are comparable (subject to caveats) across jurisdictions and over time. |

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|  |  | Data are complete (subject to caveats) for the current reporting period.  |

 |
| Figure 6.19 Road deaths per 100 000 registered vehicles  More details can be found within the text surrounding this image. |

 |
| a See box 6.17 and table 6A.18 for detailed definitions, footnotes and caveats. |
| *Source*: Australian Road Fatality Statistics, www.bitre.gov.au; ABS (2018) *Motor Vehicle Census* (various years), Australia, Cat. no. 9309.0; table 6A.18. |
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## 6.4 Definitions of key terms

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| **Aboriginal and Torres Strait Islander staff** | Number of staff who are self–identified as being of Aboriginal or Torres Strait Islander descent. |
| **Adjudicated defendant** | A defendant is a person or organisation against whom one or more criminal charges have been laid and which are heard together as one unit of work by a court level. An adjudicated finalisation is a method of finalisation based on a judgment 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:* firearms — pistol, revolver, rifle, automatic/semiautomatic 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. |
| **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. |
| **Depreciation** | Where possible, based on current asset valuation. |
| **Estimated resident population (ERP)** | The official Australian Bureau of Statistics estimate of the Australian population. The ERP is derived from the 5-yearly Census counts, and is updated quarterly between censuses. It is based on the usual residence of the person. |
| **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. |
| **Juvenile diversion** | 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. |
| **Magistrates court defendants resulting in guilty plea or finding** | Defendants who had their case(s) (excluding committal hearings) adjudicated by the Magistrates’ Courts where these resulted in a guilty plea or finding.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’. |

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|  | Further, these definitions:* 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.
 |
| **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 Aboriginal and Torres Strait Islander 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 this chapter, the term ‘offender’ refers to a person who is alleged to have committed an offence. |
| **Operational staff** | An operational police staff member (sworn or unsworn) is any member of the police force whose primarily 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). 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. |
| **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. |
| **Property crimes** | Total recorded crimes against property, including:* unlawful entry with intent
* motor vehicle theft
* other theft.
 |
| **Real expenditure** | Actual expenditure is adjusted for changes in prices. Time series financial data are adjusted to 2017‑18 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2017‑18 = 100). See table 2A.50 and chapter 2 for more details. |
| **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:* 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.
 |
| **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. |
| **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: * salaries and payments in the nature of salary
* other recurrent expenditure
* depreciation
* less revenue from own sources.
 |
| **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. |

## 6.5 References

NSW Police 2018, Annual Report 2017‑18.

Queensland Police Service 2018, Annual report 2017‑18.

WA Police 2018, Annual Report 2017‑18.

SA Police 2018, Annual Report 2017‑18.

ACT Policing 2018, Annual report 2017‑18.

1. The use of the term ‘offender’ in this chapter refers to a person who is alleged to have committed an offence. It differs from 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. [↑](#footnote-ref-1)