6   Police services

This chapter reports on the performance of police services. Those services comprise the operations of the police agencies of each State and Territory Government and include the ACT community policing function performed by the Australian Federal Police under arrangements between the Commonwealth and ACT Governments. The national policing function of the Australian Federal Police and other national non-police law enforcement bodies such as the National Crime Authority are not included in the Report. More information on service coverage is contained in section 6.1.

The chapter includes data and commentary on the structure and funding of the police sector and on the objectives of police services — to protect, help and reassure the community; to prevent crime; and to enforce the law. A framework of performance indicators is outlined in section 6.2 and data are discussed in section 6.4.

Fully comparable outcome of investigations data are reported for the first time in this Report. Indigenous deaths in custody and indigenous police staffing levels are also reported for the first time, although the latter are not available for all jurisdictions. Section 6.2 contains further information about changes to reporting.

6.1   Profile of police services

Police services are the principal means through which State and Territory Governments pursue the following law enforcement objectives: to protect, help and reassure the community; to prevent crime; and to enforce the law.

Police also respond to a broad range of more general needs in the community. They assist emergency services, mediate family and neighbourhood disputes, direct traffic, deliver messages regarding death or serious illness, and advise the community on policing and crime issues (CJC 1996).

The factors influencing the current and future delivery of police services are outlined in box 6.1.

Box 6.1   **Context of police services**

The Australian policing environment will continue to be a dynamic one. It will be affected by a wide range of issues including community confidence in police services and individual officers and social changes such as multiculturalism, increased respect for the contribution and rights of women, minorities and vulnerable groups, changing family structures, urban living conditions and the impact of technology. These issues will also increasingly influence the community's expectation of its police services.

The dynamics and scope of economic, social and ecological changes impacting upon Australian communities and the limited resources available to jurisdictions will demand a well coordinated, cooperative, cohesive and community sensitive law enforcement and justice approach. Such an effort will be aimed, in a general sense, at addressing the needs of the community but, in more specific terms, at disrupting, dismantling and bringing to justice criminal entities wherever they may be based. To keep pace with the changing environment, police managers will need to be well versed in Australian and international trends and the best policing and management practices. It will also require that police be innovative in the strategies used and the activities undertaken to counter the changing conditions confronting them.

The emerging globalisation of communities and economies has presented police and the justice system as a whole with problems which have a scope and complexity not previously encountered. For example, the rapid growth and saturation of personal computers within the community, coupled with much higher computer literacy, will see the concept of the cashless society become a reality along with the almost invisible movement of money world wide. The impact of this will be the increased use of technology by criminals and the need for Australian governments and police to meet the challenges which will take the form of such things as electronic fraud, taxation avoidance, extortion and the general use of computers to hide the details of criminal activity.

Governments are committed to the principle of accountability, continual improvement and the application of best practice in policing throughout Australia. This can be demonstrated by strong support for the development of national effectiveness and efficiency indicators which are reported annually.

Within the broader context of community policing in a contemporary society it is particularly important that police organisations display a willingness to develop strategies which best maximise the community's sense of safety and security. For this to work effectively they must enjoy the confidence, trust, cooperation and active support of their community. It is therefore essential that, both as individuals and at an organisational level, there is an insistence upon the highest ethical standards and levels of integrity coupled with an active and overt attack upon corrupt practices, not only within the policing industry, but within the government service and wider industry as a whole.

Source: Australasian Police Ministers' Council (1997).

The Australian Bureau of Statistics compiles data, that are comparable across jurisdictions, on recorded victims of crime. These statistics relate to only those 'crimes against the person' and 'crimes against property' that are common across jurisdictions and do not reflect all crimes in these categories (box 6.2).

Box 6.2 **About recorded victims of crime**

Since 1993 the Australian Bureau of Statistics has produced a series of publications providing nationally comparable statistics on selected crimes recorded by State and Territory police services in Australia. *Recorded Crime, Australia, 1997* is the latest publication in this series.

The compilation of these statistics uses national standards and classifications, but caution should be exercised when directly comparing police jurisdictions because:

- data are based on recorded crimes only and reporting rates vary across States and Territories; and

- legal systems and reporting procedures also differ between States and Territories.

Care is also needed if attempting to directly compare these statistics and those statistics directly derived from each jurisdiction's information systems. The statistics in the above publication are *victim based* (that is, based on the number of victims per 'selected' offence category). The statistics from each jurisdiction may be either *offence or incident based* (that is, based on the total number of 'all' offences recorded). To illustrate the difference, multiple offences of the same national offence category committed against the same victim are included as only one count in the national crime statistics; the information systems in each jurisdiction may count each offence committed against the same victim.

Another valuable measure of crime is the Crime and Safety Survey conducted every five years by the Australian Bureau of Statistics. This is a direct survey of the population and therefore records both reported and unreported crime. The latest national survey was conducted in April 1998 and data from this survey will be reported in June 1999.

Crime prevention and law enforcement activities are generally divided into 'crimes against the person', 'crimes against property' and 'road safety'. There were 160 927 reported victims of crimes against the person (or 868 victims per 100 000 persons) in Australia in 1997. Reported victims per 100 000 persons varied across jurisdictions from 1549 in the NT to 483 in Victoria (figure 6.1). There were 1 077 596 victims of crimes against property or 5815 per 100 000 persons in Australia in the same year. The rate per 100 000 persons ranged from 8194 in WA to 4866 in Victoria (figure 6.1). Nationally, there were 23 082 road deaths and hospitalisations in Australia in 1997-98; this ranged from 7301 in NSW to 277 in the ACT (FORS 1998).

Figure 6.1   **Reported victims of recorded crimes, 1997[a]**

□ Crimes against property ▨ Crimes against the person

Victims/100 000 persons

| | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust |
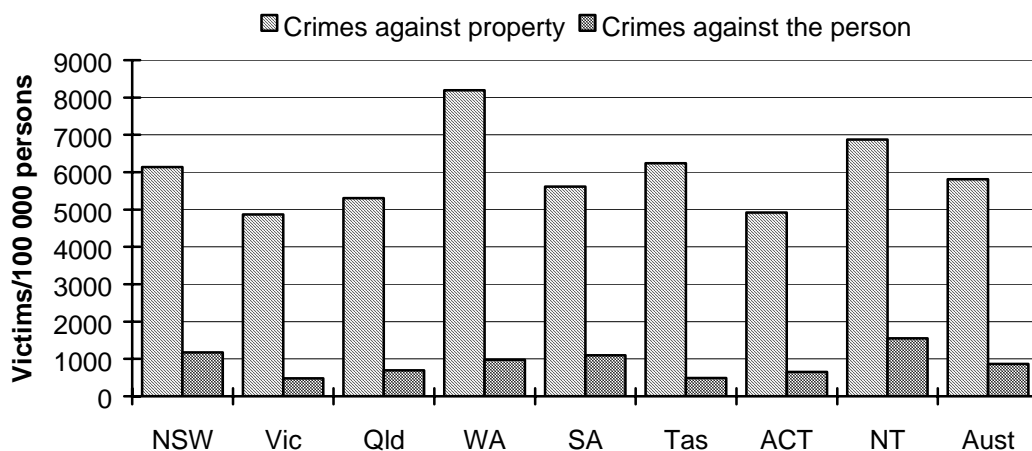
a Crimes against the person include: murder; attempted murder; manslaughter; assault; sexual assault; kidnapping/abduction; armed robbery; unarmed robbery; and blackmail/extortion. Crimes against property include: unlawful entry with intent; motor vehicle theft; and other theft. Data are based on crimes reported to police.

Data sources: tables 6A.31 and 6A.41.

Structure and funding

Policing services are predominantly the responsibility of State and Territory Government police agencies, with the Australian Federal Police providing a community policing service in the ACT on behalf of the ACT Government. The Commonwealth Government is responsible for the Australian Federal Police. Each jurisdiction's police service is autonomous, but there is significant cooperation between jurisdictions (for example, the Australasian Police Ministers' Council and the Commissioners' Conference).

Funding for police services comes almost exclusively from State and Territory Government budgets, with some specific purpose grants from the Commonwealth Government for State and Territory police services.

Recurrent expenditure on police services across Australia was $3.8 billion or $202 per person in 1997-98; it varied from $464 per person in the NT to $171 per person in Queensland. The general trend of rising police expenditure per person across Australia in recent years continued in 1997-98, although not consistently across jurisdictions. Between 1993-94 and 1997-98 the average annual change in expenditure was 5 per cent (in real terms) in the NT, whereas it was 1 per cent in the ACT (figure 6.2).

Some discrepancies in the data reflected differences in the treatment of payroll tax and superannuation. The NT and the ACT did not include depreciation in their expenditure data; Tasmania, SA and Queensland had depreciation information available for only 1996-97 and 1997-98; and NSW, Victoria and WA had depreciation information available for all years. The NT excludes superannuation from its expenditure data, while WA treats it on an emerging cost basis. The reported increases in Tasmanian expenditure may be overstated because that State was required to pick up superannuation/payroll tax funding for the first time in 1996-97 (SCRCSSP 1998).

Figure 6.2   **Police recurrent expenditure**
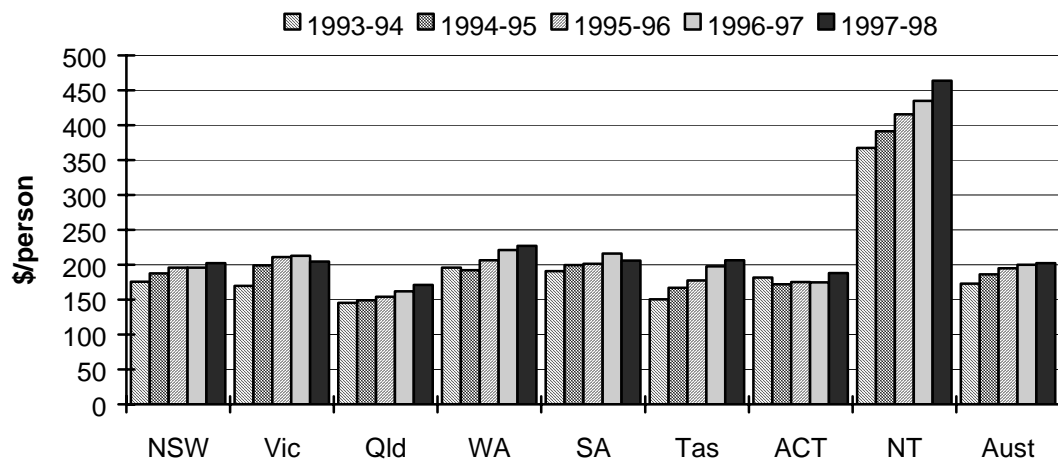
Data sources and notes: tables 6A.1 to 6A.8.

Most people directly involved in delivering police services are sworn police officers. Sworn police officers exercise police powers such as the power to arrest, summons, caution, detain, fingerprint and search. However, a trend towards 'civilianisation' of police services has occurred in recent years, with non-sworn officers or contracted external providers undertaking some non-core activities.

Total police services staffing in Australia was 55 082 or (295 per 100 000 persons) in 1997-98, with 233 sworn police officers and 62 civilian employees per 100 000 persons. This staffing level was 9 per cent higher than the 1993-94 level of 271 staff per 100 000 population, and ranged across jurisdictions from 570 per 100 000 in the NT to 236 per 100 000 in the ACT (figure 6.3).

Figure 6.3   **Police staff**

Sworn

◨ 1993-94 ■ 1997-98

Non-sworn

◨ 1993-94 ■ 1997-98
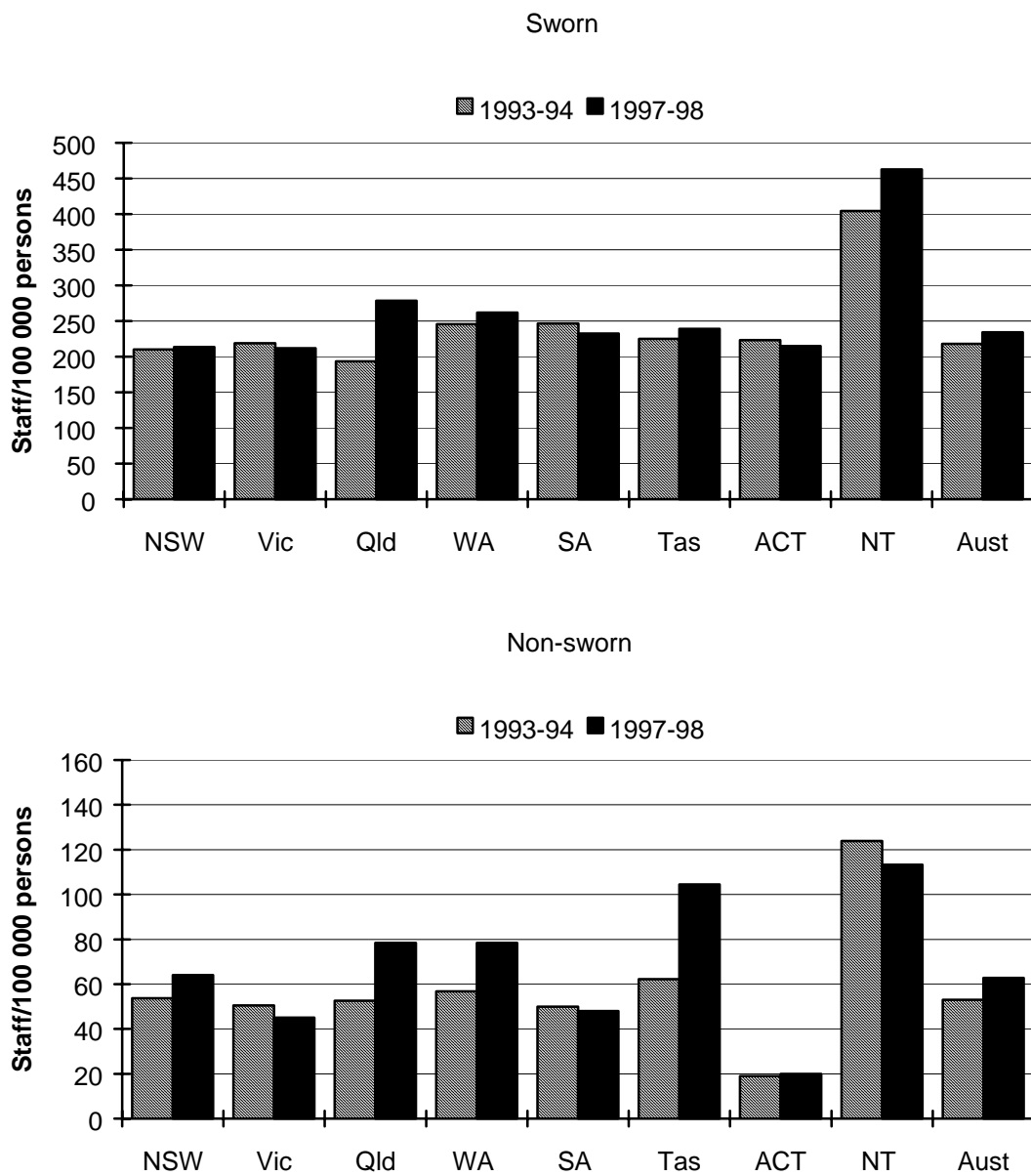
Data sources and notes: table 6A.1 to 6A.8.

An operational staff member is any person delivering a police or police related service to an external customer, and including: general duties officers, detectives, traffic officers, community policing and station counter staff. A non-operational staff member is any person who does not satisfy the operational staff criteria and includes operational support and functional support staff such as technical or finance staff. Nationally (excluding Queensland) 78 per cent of staff were operational and 22 per cent were non-operational in 1997-98. Across jurisdictions,

the proportion ranged from 85 per cent operational staff in NSW to 69 per cent operational staff in SA (figure 6.4).

Figure 6.4   **Police staff, by operational status, 1997-98a**
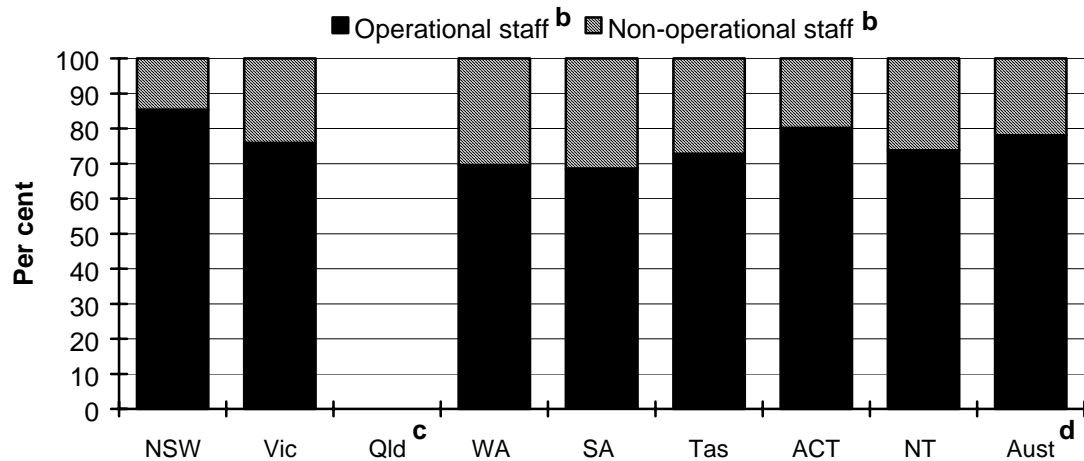
Client groups

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

- victims of crime;

- those suspected of committing offences;

- those involved in traffic related incidents; and

- 'third parties' (such as, witnesses to crime and people reporting accidents).

Nationally, 48 per cent of people surveyed had some form of contact with police in 1997-98. Police initiated the most recent contact in 57 per cent of these cases, mainly to undertake random breath testing (64 per cent of cases), pursue traffic violations (11 per cent) and request information (9 per cent). Most contact initiated by a member of the public was to report a crime (35 per cent), to ask for assistance (18 per cent) or to report a suspicion (12 per cent) (ABS 1998d).

Some people having contact with the police may have special needs. These needs may affect the nature of the service they require; for example, people from non-English speaking backgrounds may need interpreter services.

6.2   Framework of performance indicators

The police services framework of indicators (figure 6.5) is built around overarching objectives: to protect, help and reassure the community; to prevent crime; and to enforce the law. The indicators for the objectives of crime prevention and law enforcement (box 6.3) are divided into 'crimes against the person', 'crimes against property' and 'road safety'. Definitions of all indicators are provided in attachment 6A.

Box 6.3   Objectives for police services in Australia

- *To protect, help and reassure the community* — activities include formal and informal contact with the community (for example, responses to calls for assistance, community consultation and support).

- *To prevent crime* — activities include maintaining a visible police presence, providing community safety and education programs, cautioning and undertaking diversion schemes.

- *To enforce the law* — activities include investigating crime, identifying and apprehending alleged offenders, assisting the prosecution of alleged offenders, managing traffic and, in some jurisdictions, managing detainees.
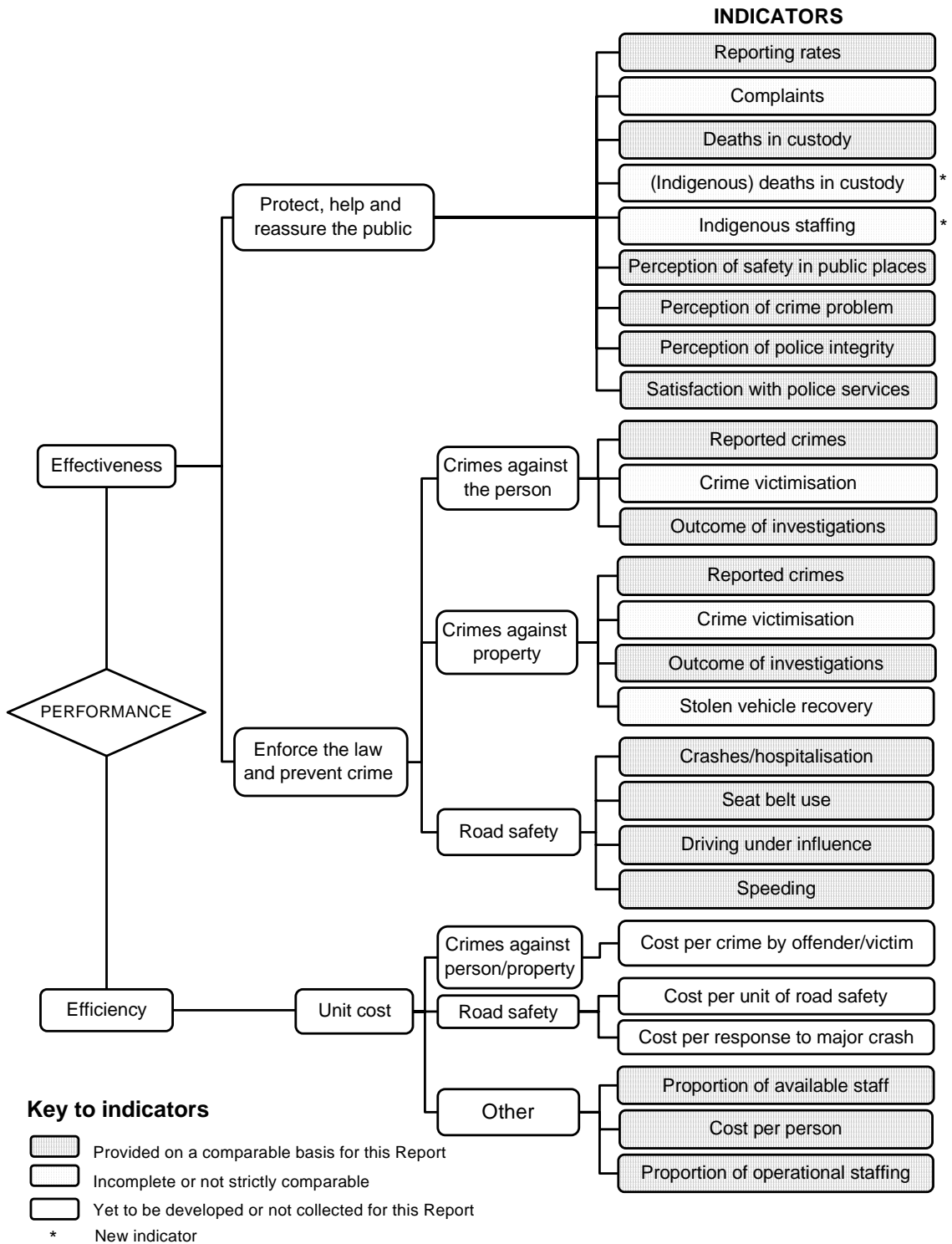

Recent changes in indicators

Indicators of access and equity for Aboriginal and Torres Strait Islander people are included in the Report for the first time. These indicators comprise numbers of indigenous deaths in custody and numbers of indigenous police staff. Access and equity indicators will be further developed during 1999.

New and better quality data

Comparable data are now reported for outcomes of investigations in January – December 1997 for both crimes against the person and crimes against property. Staffing by operational status is also now included in the Report (as shown below).

Figure 6.5 **Performance indicators for the police services sector**

INDICATORS

- Reporting rates
- Complaints
- Deaths in custody
- (Indigenous) deaths in custody *
- Indigenous staffing *
- Perception of safety in public places
- Perception of crime problem
- Perception of police integrity
- Satisfaction with police services

Effectiveness → **Protect, help and reassure the public**

PERFORMANCE

Enforce the law and prevent crime

Crimes against the person
- Reported crimes
- Crime victimisation
- Outcome of investigations

Crimes against property
- Reported crimes
- Crime victimisation
- Outcome of investigations
- Stolen vehicle recovery

Road safety
- Crashes/hospitalisation
- Seat belt use
- Driving under influence
- Speeding

Efficiency → **Unit cost**

Crimes against person/property
- Cost per crime by offender/victim

Road safety
- Cost per unit of road safety
- Cost per response to major crash

Other
- Proportion of available staff
- Cost per person
- Proportion of operational staffing

Key to indicators

- Provided on a comparable basis for this Report
- Incomplete or not strictly comparable
- Yet to be developed or not collected for this Report
- * New indicator

6.3 Future directions

A number of developments are proposed for both the indicators and the data collected for future reports.

Reporting outputs

'General duties' police officers undertake many different policing activities, so it is difficult to determine the specific resources directed to each activity and thus outputs. To help identify resource deployment, many jurisdictions have recently introduced some form of activity survey to collect information on how police officers and support staff use their time. Such data can significantly improve the quality of management information systems and comparative output cost reporting (box 6.4).

All jurisdictions are also exploring ways of establishing activity equivalencies across jurisdictions, which would allow comparable output cost information to be drawn from the various surveys (table 6.1).

Improving the treatment of superannuation

Next year's data collection will treat superannuation costs more consistently in line with the Steering Committee's recommendations in *Superannuation in the Costing of Government Services* (SCRCSSP 1998). This should improve the comparability and accuracy of unit cost information in future Reports.

Box 6.4   **Activity surveys in the Western Australia Police Service**

The Western Australia Police Service has now conducted two activity surveys (June 1997 and May 1998) across the State, allowing it to more clearly understand how its officers spend their time.

Both surveys have been administered in two phases. The first phase involved the direct survey of all officers working within a selected sample of police stations over a seven day period. The second phase involved all unit supervisors within the specialist Crime Operations and Traffic and Operations Support portfolios completing a similar survey for their officers for the previous 12 months.

The selected sample was made up of 49 police stations and contained at least three stations from each of the 15 police districts. Approximately 1650 officers (both sworn and unsworn) were required to record how they spent their time against a framework of predetermined activities over a seven day period.

Results from 1997-98 survey are shown below.

**Percentage of total resource effort
directed to major services (outputs)
1997-98**
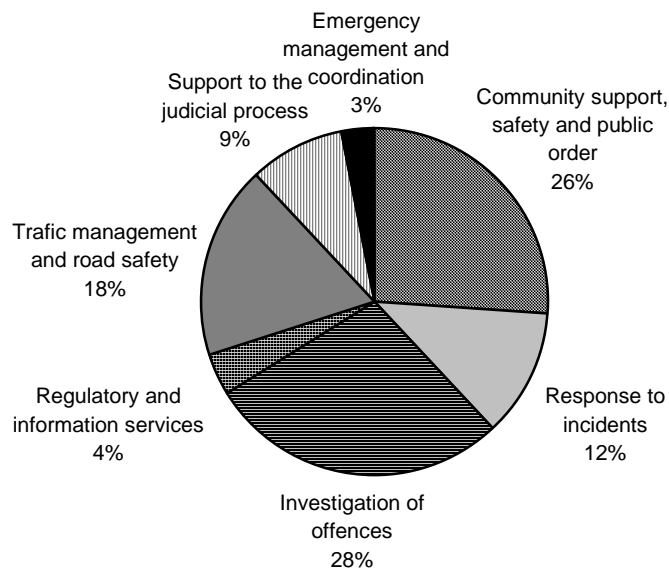
With output based management being an ongoing requirement, so it will be necessary to conduct activity surveys on a regular basis to accurately report on the services being delivered to the community and their associated costs. At this stage, it is proposed that the police service will conduct two surveys each year.

Source: Western Australia Police Service (1998).

Table 6.1   Methods of output reporting by jurisdiction

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*
Method	Roster/finance system link	Activity survey	Activity survey	Activity survey	Activity survey	Activity survey	Activity survey (proposed)	na
Frequency	Continuous	Twice yearly (under review)	Twice yearly	Twice yearly	Twice yearly proposed; (currently quarterly)	Once yearly	Twice yearly	na
Scope	All staff	All operational staff (sworn and non-sworn)	All staff	All operational staff (sworn and non-sworn)	All operational staff (sworn and non-sworn)	All operational staff (sworn and non-sworn)	All staff	na
Coverage	All areas	• District work centres • Specialist crime squads • Specialist traffic areas	• Regions • State Crime Operations Command	• Stations • Specialist district units • Crime support • Traffic and operations support	All operations staff up to and including senior sergeant and public servants who have contact with the public	• District based staff • Public servants who provide a direct service to the public • Operations support	All staff	na
Sample design	Census	Census	Census	Stratified sample of approximately 56 stations in the 15 districts	Currently 15–20 per cent of operational staff sampled each quarter; divisions sampled on rotational basis	Census	Census	na

(Continued on next page)

Table 6.1　(Continued)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Collection strategy	Direct coding of cost centres for centralised administrative functions; unloading of full roster system, including duty type and duty code.	All selected staff complete a survey form on daily activities for a seven day period.	Officers complete a form each day for seven day period. Form collects the total time directed towards a range of policing activities by officers and staff members.	All staff at selected stations complete a personal diary for each day of the week, noting effort against activities in 20 minute blocks. Effort is estimated against activities for units within crime support and traffic and operations support.	Officers complete a form over 14 days for each shift, noting effort against activities in 15 minute increments.	Officers complete a form over seven days, recording activities on a half hour basis.	One week (exclusive of school holidays, special events, etc).	na
Estimation process	..	Costs for all surveyed work centres are apportioned across outputs on the basis of survey totals.	..	Costs are apportioned on the basis of the activity survey for sampled stations in that district.	..	Corporate services are apportioned across outputs on basis of survey results.	..	na

na Not available **..** Not applicable.

6.4   Key performance indicator results

Protect, help and reassure the public

The Australian Bureau of Statistics conducts a quarterly Population Survey Monitor: Community Satisfaction with Police Services Survey. The combination of four quarters results (August 1997, November 1997, February 1998 and May 1998) produces estimates for the 1997-98 financial year. Selected results from this survey are presented in this chapter and the full results are presented in attachment 6A.

The precision of survey estimates depends on the survey sample size and the sample estimate. Larger sample sizes result in higher precision, as do larger sample estimates: for example, if 90 per cent of surveyed respondents chose an answer, there would be less uncertainty about the actual population's views than if 50 per cent of respondents had chosen it.

Consequently, caution should be used when interpreting small differences in results and sample estimates which are small. Information to facilitate calculation of confidence intervals is provided in attachment 6A (table 6A.61) (also refer to attachment A for a discussion of the sampling methodology).

The majority of Australians surveyed were satisfied with the services provided by police, with 68 per cent of people being 'satisfied' or 'very satisfied' with police services in 1997-98. Across jurisdictions, the satisfaction level varied from 72 per cent in Victoria and SA to 61 per cent in Tasmania (figure 6.6).

Figure 6.6   **Persons aged 18 years and over who were 'satisfied' or 'very satisfied' with police services[a]**
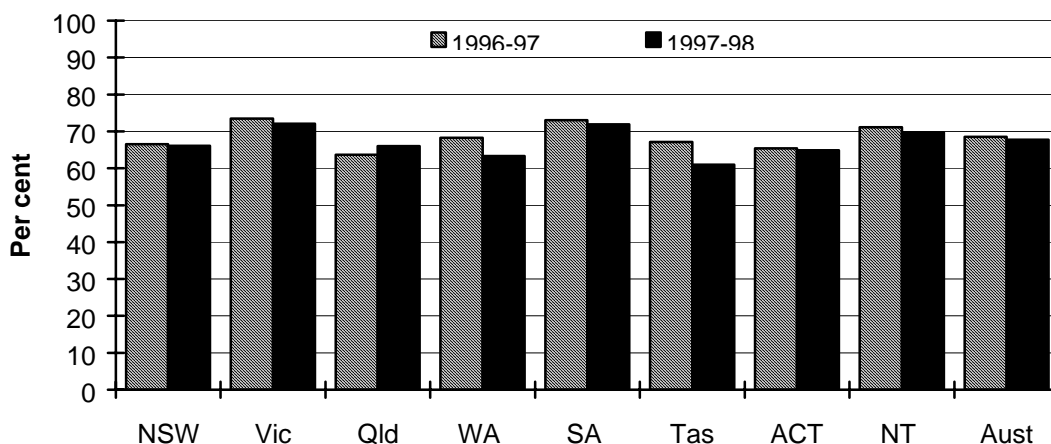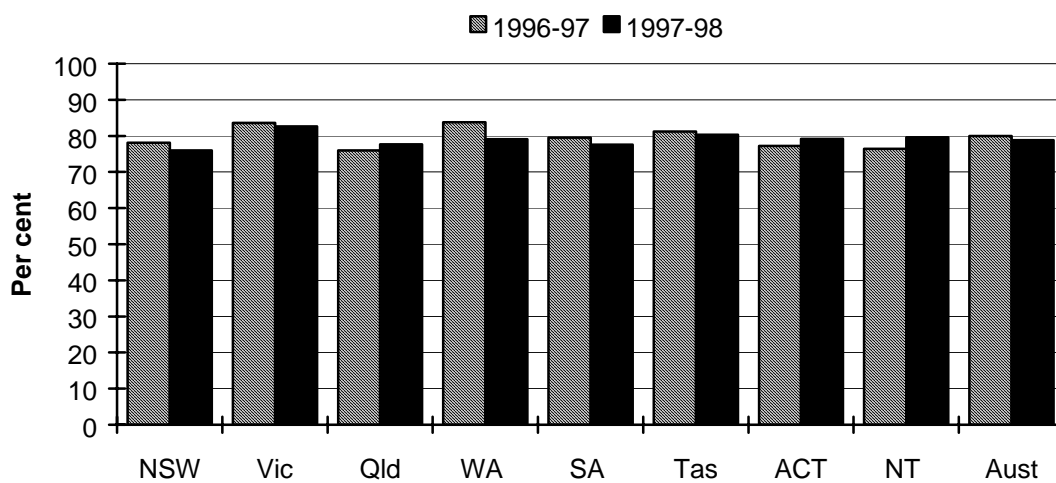

a Caution should be used where there are small differences in the results, which are affected by sample and estimate size, (table 6A.62).

Data source: table 6A.9.

Nationally, of all persons aged 18 years and over who had contact with police in 1997-98 (approximately half of all respondents), 79 per cent were 'satisfied' or 'very satisfied' with the service they received during their last contact. This proportion ranged from 83 per cent in Victoria to 76 per cent in NSW (figure 6.7).

Figure 6.7 **Persons aged 18 years and over who were 'satisfied' or 'very satisfied' with police in most recent contact[a]**

a Caution should be used where there are small differences in the results, which are affected by sample and estimate size (table 6A.62).

Data source: table 6A.21.

Nationally, the most common reason (given by 49 per cent of persons) for satisfaction with police services was that police were 'courteous'. This reason ranged from 53 per cent in Queensland, to 45 per cent in SA and the NT (table 6.2). 'Approachable/friendly' treatment from police was the second most common reason for satisfaction, given by 45 per cent of persons nationally; across jurisdictions, this proportion ranged from 50 per cent in Queensland to 40 per cent in Victoria. Police acting in a 'professional/fair manner' was the third most common reason for satisfaction, given by 35 per cent of persons; across jurisdictions, this proportion ranged from 45 per cent in the ACT to 31 per cent in Victoria (table 6.2). (Note that individuals were able to give more than one reason.)

Table 6.2   Reasons given for satisfaction with police services in most recent contact, 1997-98 (per cent)[a, b]

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Estimated population size ('000)	4532.0	3333.1	2425.7	1269.1	1071.5	335.5	216.2	90.6	13 273.6
Approachable/friendly	48	40	50	43	46	45	45	49	45
Helpful	35	24	30	25	29	26	30	31	29
Courteous	49	48	53	49	45	50	51	45	49
Professional/fair	38	31	37	32	35	33	45	37	35
Handled matter well	31	23	33	25	29	29	33	36	28
Took appropriate action	36	23	29	29	31	26	32	37	29
Efficient	22	22	21	22	22	25	27	28	22
Recovered property	2	3	3	1	2	4	3	4	3
Provided prompt service	28	28	23	26	30	24	29	30	27
Kept respondent informed	12	6	11	8	8	9	11	8	9
Communicated clearly	18	15	18	16	13	16	23	19	17
Other	1	1	1	1	0	1	1	2	1
Did not know	0	0	1	0	0	0	0	0	0

a Percentages sum to more than 100 per cent for each jurisdiction because respondents could choose more than one reason. **b** Caution should be used where there are small differences in the results, which are affected by sample and estimate size (table 6A.61).

Source: table 6A.22.

Nationally, the most common reason (given by 41 per cent of persons) for dissatisfaction with police services was that police 'took no action'. This reason ranged from 48 per cent in NSW to 26 per cent in the ACT.

'Unfriendly/impolite' treatment from police was the second most common reason for dissatisfaction nationally, given by 29 per cent of dissatisfied persons; across jurisdictions, this reason ranged from 38 per cent in SA to 13 per cent in Tasmania.

'Unprofessional/unfair' treatment from police services was the third most common reason for dissatisfaction, given by 28 per cent of dissatisfied persons nationally, 33 per cent in Victoria and 23 per cent in Tasmania (table 6.3). (Note that individuals were able to give more than one reason.)

Table 6.3   **Reasons given for dissatisfaction with police services in most recent contact, 1997-98 (per cent)[a, b]**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Estimated population size ('000)	4532.0	3333.1	2425.7	1269.1	1071.5	335.5	216.2	90.6	13 273.6
Took no action	48	45	36	30	29	38	26	38	41
Showed no interest	28	28	22	24	25	30	33	31	26
Kept respondent waiting	30	25	26	21	22	31	19	25	26
Unfriendly/impolite	28	29	32	23	38	13	30	29	29
Unhelpful	30	29	21	24	19	29	25	24	26
Unprofessional/unfair	26	33	27	26	26	23	29	25	28
Not kept informed	22	15	22	16	17	22	27	26	19
Made false accusation	12	10	19	14	14	4	9	8	13
Used unnecessary force	3	7	6	0	4	2	1	6	4
Used complex language	5	5	2	5	3	1	2	7	4
Other	13	8	7	16	13	13	10	9	11
Did not know	0	0	1	0	0	2	0	1	0

a Percentages sum to more than 100 per cent for each jurisdiction because respondents could choose more than one reason. **b** Caution should be used where there are small differences in the results, which are affected by sample and estimate size, (table 6A.61).

Source: table 6A.23.

Important aspects of police services' performance are (a) the ability of various individuals and groups of individuals to access services, and (b) the service they receive. Nationally 53 per cent of persons aged 18 years and over 'agreed' or 'strongly agreed' that police treat people 'fairly and equally'. This proportion ranged from 58 per cent in SA to 48 per cent in WA (figure 6.8).

Figure 6.8   **Persons aged 18 years and over who 'agreed' or 'strongly agreed' that police treat people fairly and equally[a]**
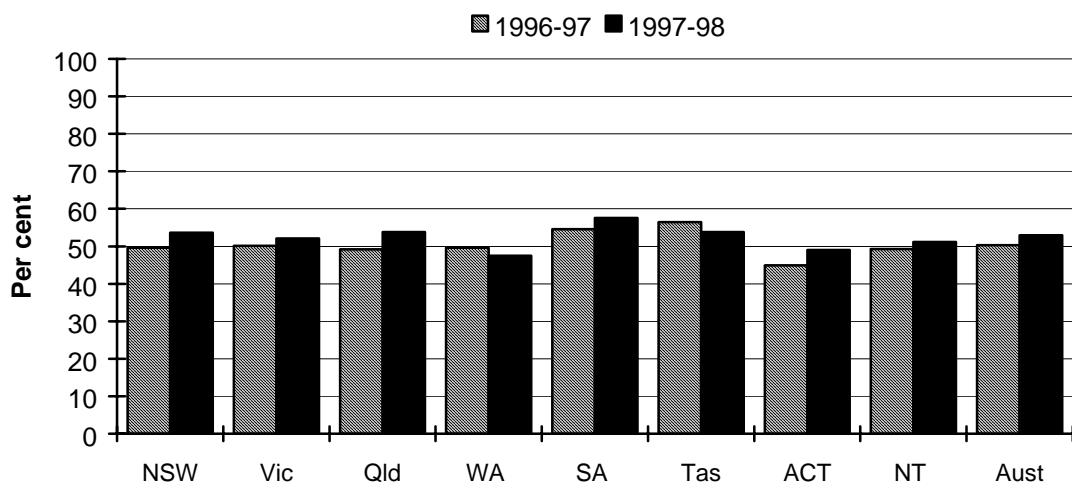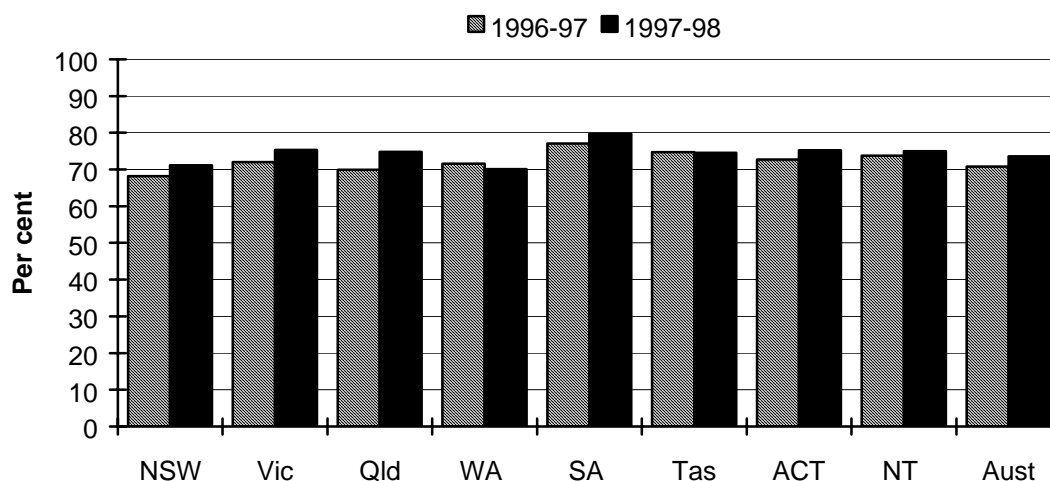

a Caution should be used where there are small differences in the results, which are affected by sample and estimate size, (table 6A.62).

Data source: table 6A.15.

Nationally 74 per cent of persons 'agreed' or 'strongly agreed' that police perform the job 'professionally' in 1997-98. This ranged from 80 per cent in SA to 70 per cent in WA (figure 6.9).

Figure 6.9   **Persons aged 18 years and over who 'agreed' or 'strongly agreed' that police perform the job professionally[a]**
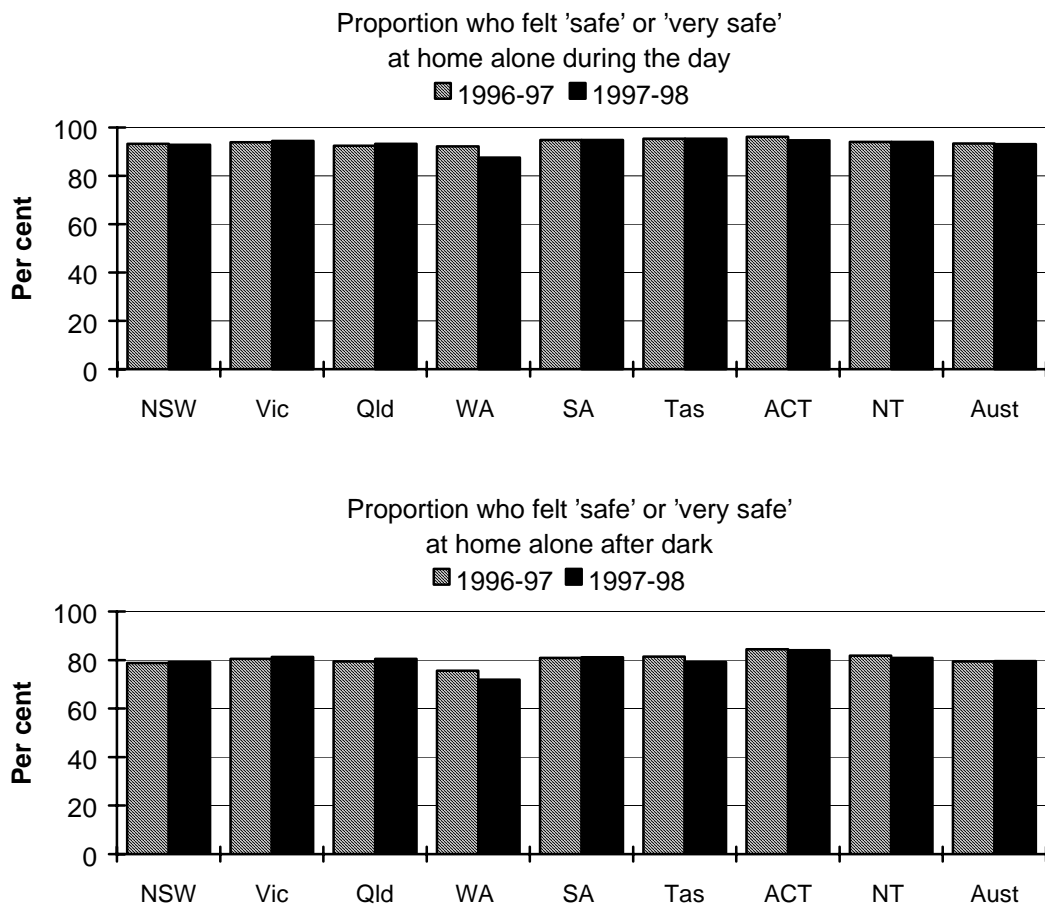

a Caution should be used where there are small differences in the results, which are affected by sample and estimate size, (table 6A.62).

Data source: table 6A.15.

An important objective of police services is to 'reassure the public', ensuring the community feels safe (within themselves and regarding their property) in public and private. Many factors affect perceptions (including media reporting), but it is interesting to compare perceptions of crime problems and reported crime, recognising that reported crime may understate actual crime, and underreporting may vary across jurisdictions. Nationally 93 per cent of persons felt 'safe' or 'very safe' at home alone during the day. This proportion ranged from 95 per cent in Victoria, SA, Tasmania and the ACT, to 88 per cent in WA (figure 6.10). Nationally 80 per cent of persons felt 'safe' or 'very safe' at home alone after dark. This proportion ranged from 84 per cent in the ACT to 72 per cent in WA (figure 6.10).

Figure 6.10　**Perception of safety in home[a]**

Proportion who felt 'safe' or 'very safe'
at home alone during the day
■ 1996-97　■ 1997-98

Proportion who felt 'safe' or 'very safe'
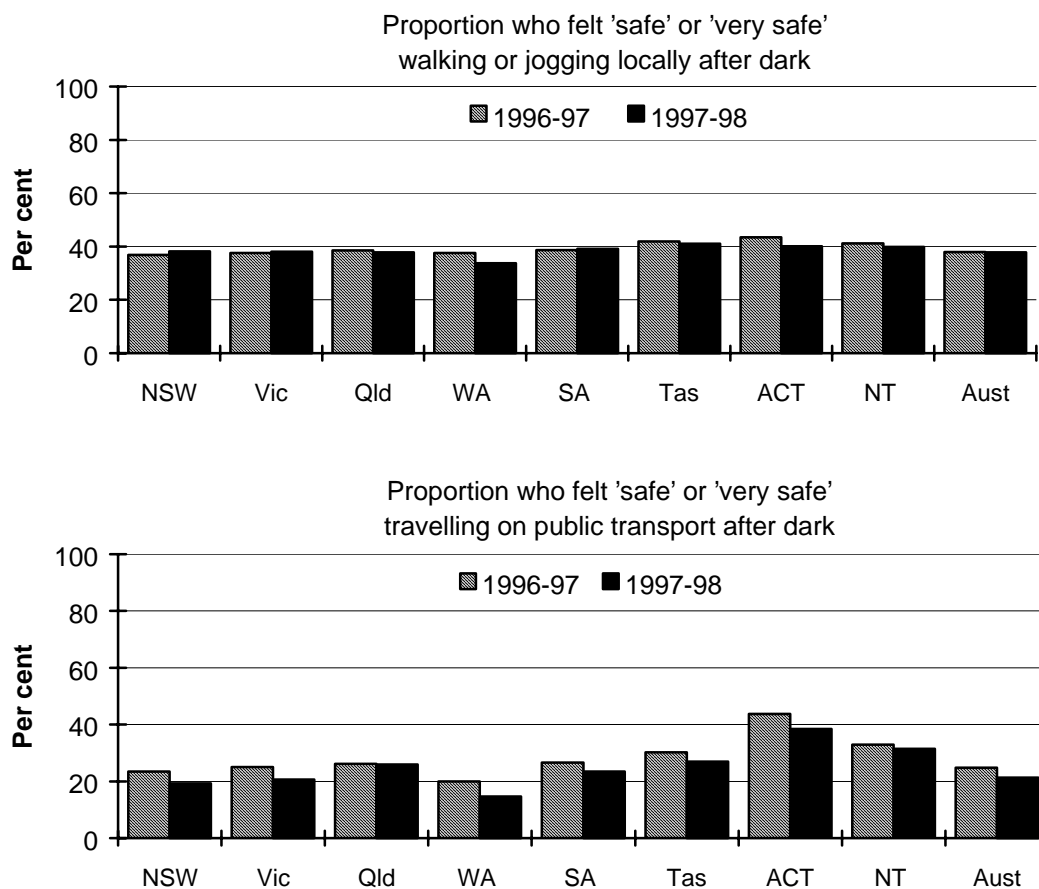at home alone after dark
■ 1996-97　■ 1997-98

a Caution should be used where there are small differences in the results, which are affected by sample and estimate size, (table 6A.62).

Data source: table 6A.28.

Nationally 38 per cent of persons aged 18 years and over felt 'safe' or 'very safe' when walking or jogging after dark. The proportion ranged from 41 per cent in Tasmania to 34 per cent in WA. Nationally 21 per cent of persons felt 'safe' or 'very safe' when travelling on public transport after dark. This perception of safety ranged from 39 per cent in the ACT to 15 per cent in WA. Over the period 1996-97 to 1997-98, there was a decline in the number of persons in Australia and in each State and Territory who felt 'safe' or 'very safe' travelling on public transport after dark (figure 6.11).

Figure 6.11 **Perception of safety in public places**[a]

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

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

a Caution should be used where there are small differences in the results, which are affected by sample and estimate size, (table 6A.62).
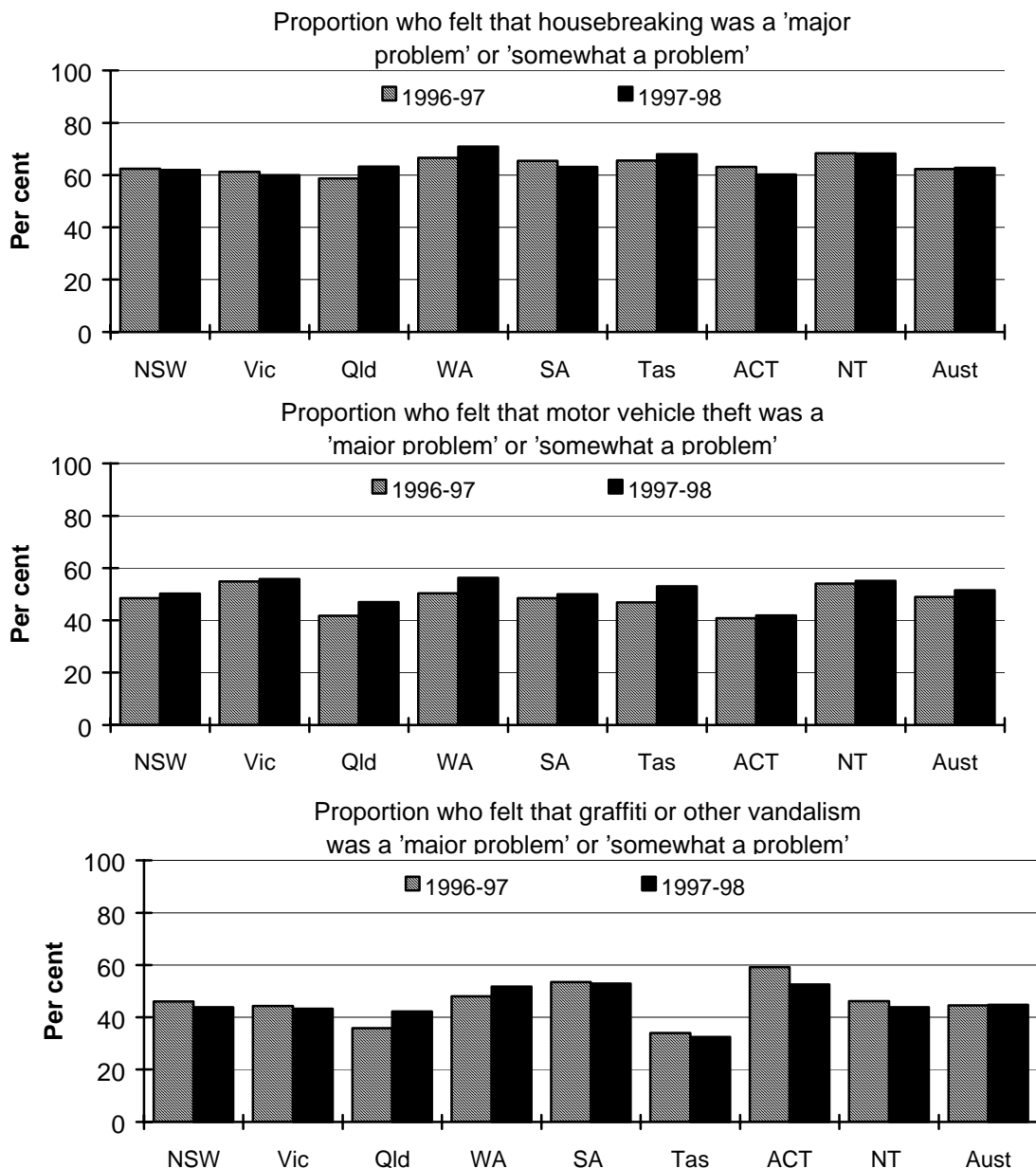
Data source: table 6A.28.

When people were asked about crime problems in their neighbourhood, nationally 89 per cent cited illegal drugs as a 'major problem' or 'somewhat of a problem', 82 per cent cited family violence, 80 per cent cited sexual assault, 84 per cent other physical assaults and 69 per cent cited speeding cars or dangerous and noisy driving. Data for each jurisdiction are presented in table 6A.29 of attachment 6A.

Nationally 63 per cent of persons aged 18 years and over believed housebreaking to be a 'major problem' or 'somewhat a problem' in 1997-98. This response ranged from 71 per cent in WA to 60 per cent in Victoria and the ACT (figure 6.12). There were 130 406 reported victims of motor vehicle theft in Australia in 1997 (ABS 1998b). Nationally 52 per cent of people believed that motor vehicle theft was a 'major problem' or 'somewhat a problem' in 1997-98. This perception varied from 56 per cent in Victoria and WA to 42 per cent in the ACT. There are significant

differences across jurisdictions between the ratings of perceptions of a problem and the actual incidence of these offences (figure 6.19).

Nationally 45 per cent of people believed graffiti and vandalism to be a 'major problem' or 'somewhat a problem'. This observation ranged from 53 per cent in SA and the ACT to 33 per cent in Tasmania (figure 6.12).

Figure 6.12 **Perception of problems in the neighbourhood[a]**

a Caution should be used where there are small differences in the results, which are affected by sample and estimate size, (table 6A.62).
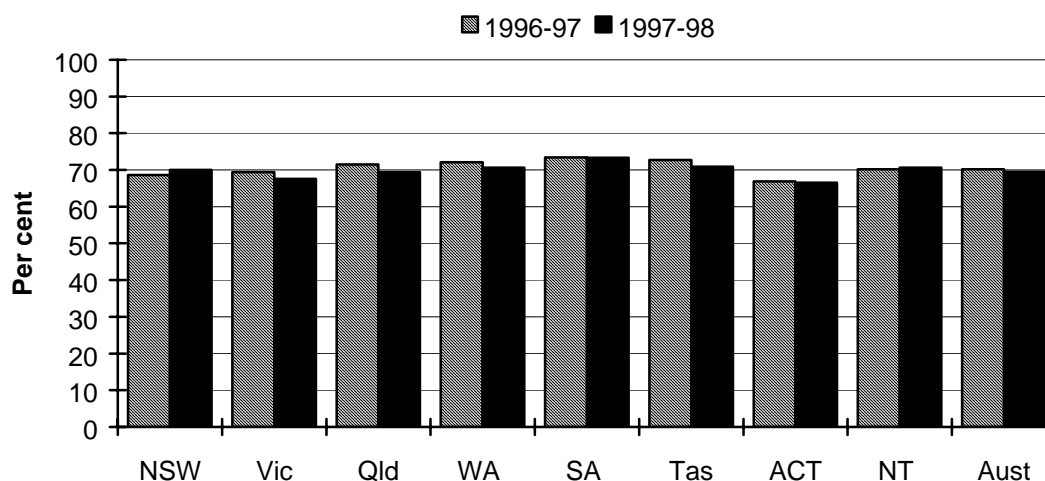
Data source: table 6A.29.

Another important influence on police services' performance is police integrity. The integrity of a police service can be judged to some extent by public perceptions of police honesty.

Nationally 70 per cent of persons aged 18 years and over 'agreed' or 'strongly agreed' that most police are honest. This ranged from 73 per cent in SA to 67 per cent in the ACT.

The perception of police honesty in Australia remained fairly constant between 1996-97 and 1997-98. There was a slight increase in NSW and slight decreases in Queensland, Victoria, Tasmania and WA (figure 6.13).

Figure 6.13 **Persons aged 18 years and over who 'agreed' or 'strongly agreed' that police are honest**[a]

a Caution should be used where there are small differences in the results, which are affected by sample and estimate size, (table 6A.62).

Data source: table 6A.30.

Nationally, there were 23 deaths in police custody and custody related operations in 1997-98. This ranged from 11 deaths in NSW to no deaths in SA, Tasmania and the ACT.

Nationally, there were five indigenous deaths: two deaths in both NSW and WA, one death in the NT and no deaths in Victoria, Queensland, SA, Tasmania and the ACT (table 6.4).

Table 6.4   **Number of deaths in police custody and custody related operations, 1997-98[a]**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Total deaths	11	7	1	2	0	0	0	2	23
Indigenous deaths	2	0	0	2	0	0	0	1	5

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).
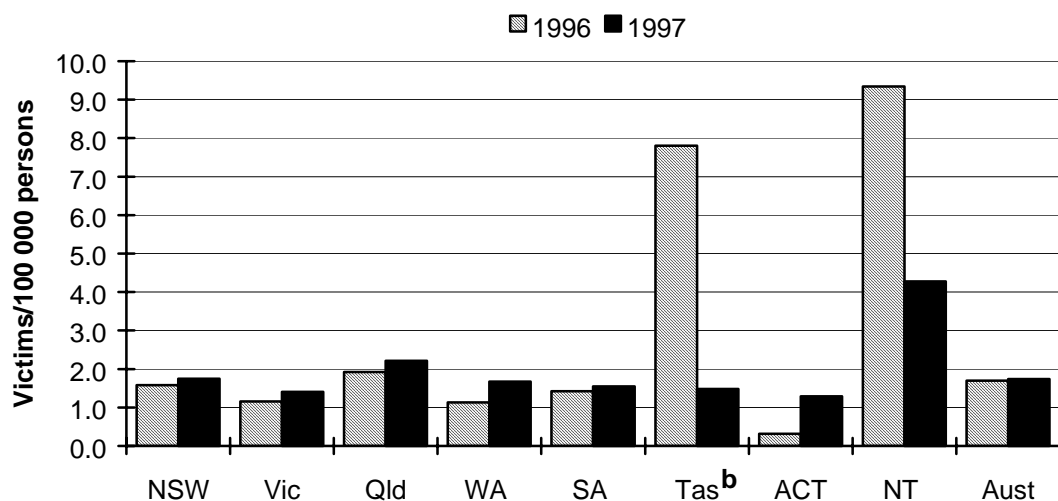
Sources: table 6A.26 and 6A.27.

Law enforcement and crime prevention

Crimes against the person

Nationally, there were 1.7 reported victims of murder per 100 000 persons in 1997. The victimisation rate ranged from 4.3 reported victims per 100 000 persons in the NT to 1.3 per 100 000 in the ACT (figure 6.14).

Figure 6.14   **Reported victims of murder[a]**

a Data are based on crimes reported to police. **b** The dramatic increase in reported victims of murder in 1996 was the result of the single incident multiple murders at Port Arthur.

Data source: table 6A. 31.

Nationally 78 per cent of investigations into reported murders were finalised within 90 days of the offence becoming known to police. The proportion varied from

100 per cent in Tasmania, the ACT and the NT to 63 per cent in WA (table 6.5). Nationally, proceedings against an alleged offender had begun within 90 days in 69 per cent of reported murder cases. This proportion ranged from 88 per cent in the NT to 43 per cent in Tasmania (table 6.5).

Table 6.5   **Murder — outcomes of investigations, 90 day status, 1 January to 31 December 1997 (per cent)[a]**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Investigation not finalised	28	26	11	37	17	0	0	0	22
Investigation finalised:									
• no offender proceeded against	8	11	11	0	0	57	25	13	9
• offender proceeded against	64	63	79	63	83	43	75	88	69
• total	72	74	90	63	83	100	100	100	78
Total	100	100	100	100	100	100	100	100	100

a Totals may not add as a result of rounding.

Source: table 6A.33.

Nationally, there were 1.7 reported victims of attempted murder per 100 000 persons in 1997. The ratio varied from 3.3 victims per 100 000 persons in Queensland to 0.2 victims per 100 000 persons in Tasmania (figure 6.15).

Figure 6.15   **Reported victims of attempted murder[a]**
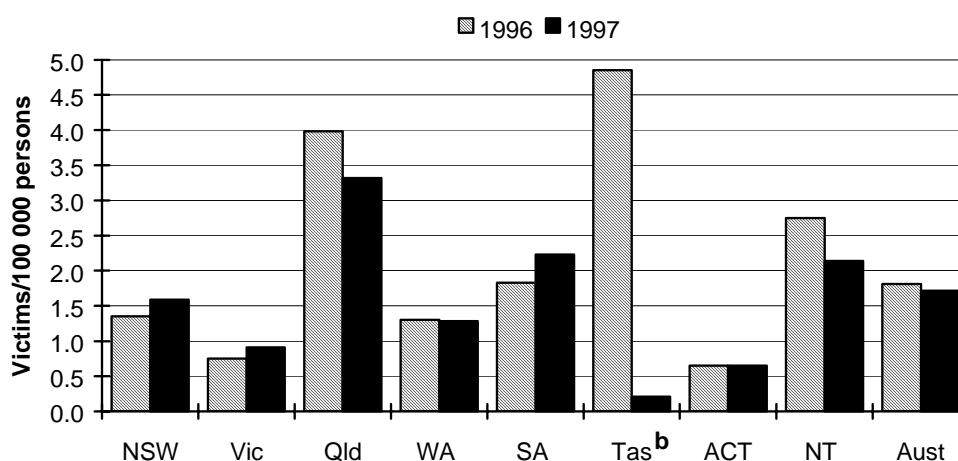
a Data are based on crimes reported to police. **b** The dramatic increase in reported victims of attempted murder in 1996 was the result of the single incident multiple murders at Port Arthur.

Data source: table 6A.31.

Nationally 85 per cent of investigations into reported attempted murder were finalised within 90 days of the offence becoming known to police. The proportion

ranged from 100 per cent in Tasmania and the ACT to 75 per cent in the NT. Nationally, proceedings against an alleged offender had begun within 90 days in 82 per cent of cases of attempted murder. This proportion ranged from 100 per cent in Tasmania and the ACT to 25 per cent of cases in the NT (table 6.6).

Table 6.6   **Attempted murder — outcomes of investigations, 90 day status, 1 January to 31 December 1997 (per cent)[a]**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Investigation not finalised	21	14	11	9	15	0	0	25	15
Investigation finalised:									
• no offender proceeded against	1	2	2	4	6	0	0	50	3
• offender proceeded against	78	83	88	87	79	100	100	25	82
• total	79	86	89	91	85	100	100	75	85
Total	100	100	100	100	100	100	100	100	100

a Totals may not add as a result of rounding.

Source: table 6A.34.

Nationally, there were 668.8 reported victims of assault per 100 000 persons in 1997. The ratio ranged from 1368.6 victims per 100 000 persons in the NT to 361.2 victims per 100 000 persons in Victoria (figure 6.16).

Figure 6.16   **Reported victims of assault[a]**
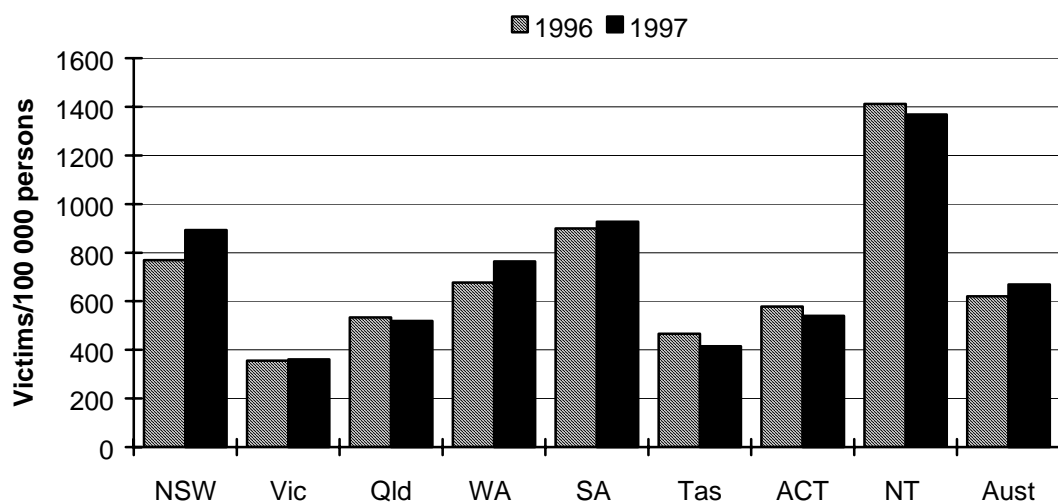
a Data are based on crimes reported to police.

Data source: table 6A.31.

Nationally 60 per cent of investigations into reported assaults were finalised within 90 days of the offence becoming known to police in 1997. The proportion ranged from 74 per cent in SA to 54 per cent in Tasmania. Proceedings against an alleged offender had begun within 90 days in 44 per cent of assault cases nationally. The proportion ranged from 55 per cent in Victoria and the NT to 40 per cent of cases in NSW and WA (table 6.7).

Table 6.7   **Assault — outcomes of investigations, 90 day status, 1 January to 31 December 1997 (per cent)[a]**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT[b]	Aust
Investigation not finalised	44	37	41	39	26	46	44	23	40
Investigation finalised:									
• no offender proceeded against	16	8	12	21	28	5	14	10	16
• offender proceeded against	40	55	47	40	45	49	42	55	44
• total	56	63	59	61	74	54	56	64	60
Total	100	100	100	100	100	100	100	88	100

a Totals may not add as a result of rounding. **b** The NT had some cases which could not be classified, so does not sum to 100 per cent.

Source: table 6A.35.

Nationally, there were 48.6 reported victims of armed robbery per 100 000 persons in 1997. The ratio ranged from 79.3 reported victims per 100 000 persons in NSW to 9.5 per 100 000 in Tasmania. Nationally, there has been an upward trend in reported victims of armed robbery per 100 000 persons over the period 1993–1997. The change has ranged across jurisdictions from an increase of 40.7 victims per 100 000 in NSW to a fall of 8.2 victims per 100 000 persons in SA (figure 6.17).

Figure 6.17   **Reported victims of armed robbery[a]**
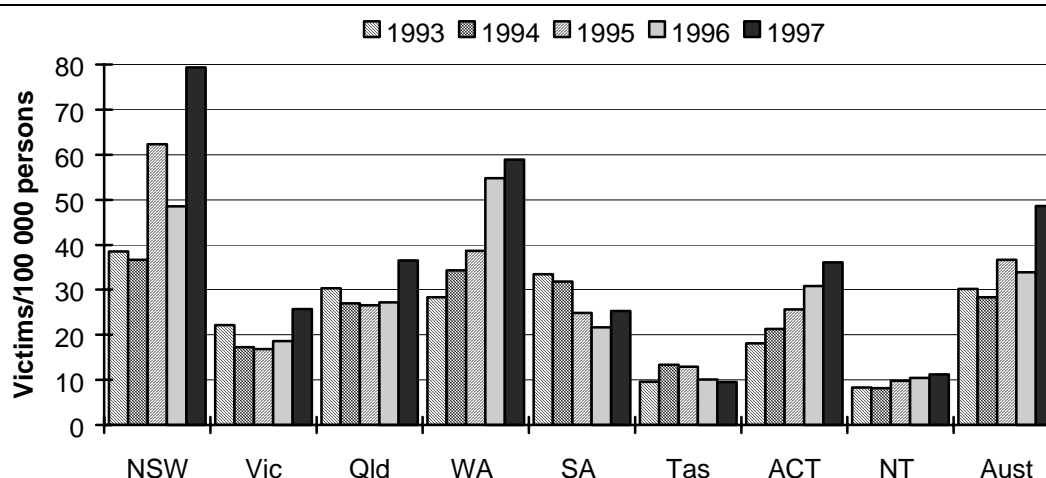
a Data are based on crimes reported to police.

Data source: table 6A.31.

Nationally 25 per cent of investigations into reported armed robbery were finalised within 90 days of the offence becoming known to police. This rate of finalisation of investigations ranged from 38 per cent in the NT to 17 per cent in NSW. Across Australia, proceedings against an alleged offender occurred within 90 days in 23 per cent of cases of armed robbery. This proportion ranged from 34 per cent in Queensland to 16 per cent in NSW (table 6.8).

Table 6.8 **Armed robbery — outcomes of investigations, 90 day status, 1 January to 31 December 1997 (per cent)[a]**

|	NSW	Vic	Qld	WA	SA	Tas	ACT	NT[b]	Aust
Investigation not finalised	83	64	64	69	67	73	67	48	75
Investigation finalised:									
• no offender proceeded against	2	5	2	2	2	0	0	14	2
• offender proceeded against	16	31	34	28	31	27	33	24	23
• total	17	36	36	30	33	27	33	38	25
Total	100	100	100	100	100	100	100	86	100

a Totals may not add as a result of rounding. **b** Some cases could not be classified, so does not sum to 100 per cent.

Source: table 6A.38.

Crimes against property

Nationally, there were 1774.6 reported victims of unlawful entry (with intent involving the taking of property) per 100 000 persons in 1997. The incidence varied from 2335.6 recorded victims per 100 000 persons in Tasmania to 1017.8 per 100 000 in the ACT. Nationally, there has been an upward trend from 1677.8 recorded victims per 100 000 persons in 1995 to 1774.6 recorded victims per 100 000 persons in 1997. The change ranged from an increase of 422 victims per 100 000 persons in Tasmania to a fall of 294 in WA (figure 6.18).

Figure 6.18 **Reported victims of unlawful entry with intent involving the taking of property[a]**
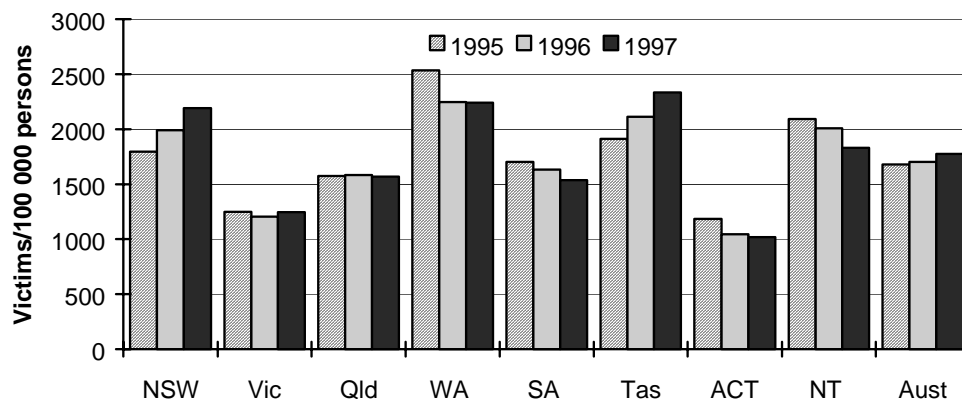
a Data are based on crimes reported to police.

Data source table 6A.41.

Nationally 8 per cent of investigations into reported unlawful entry (with intent involving the taking of property) were finalised within 90 days of the offence becoming known to police. This rate of finalisation of investigations varied from 14 per cent in the NT to 6 per cent in NSW. Nationally, proceedings against an alleged offender had commenced within 90 days in 7 per cent of cases. Proceedings commenced within 90 days in 13 per cent of investigations in the NT compared with 5 per cent of cases in NSW (table 6.9).

Table 6.9 **Unlawful entry with intent involving the taking of property — outcomes of investigations, 90 day status, 1 January to 31 December 1997 (per cent)[a]**

|	NSW	Vic	Qld	WA	SA	Tas	ACT	NT[b]	Aust
Investigation not finalised	94	90	89	91	91	93	93	78	92
Investigation finalised:									
• no offender proceeded against	1	1	1	1	1	0	1	1	1
• offender proceeded against	5	10	10	7	8	7	6	13	7
• total	6	11	11	8	9	7	7	14	8
Total	100	100	100	100	100	100	100	92	100

a Totals may not add as a result of rounding. **b** The NT had some cases which could not be classified, so does not sum to 100 per cent.

Source: table 6A.44.

Nationally, there were 703.7 recorded incidences of motor vehicle theft per 100 000 persons in 1997. The incidence of motor vehicle theft ranged from 872.0 recorded victims per 100 000 persons in NSW to 500.1 victims per 100 000 persons in Queensland (figure 6.19).

The recorded incidence of motor vehicle theft over the period 1993–97 increased in Australia — up from 637.6 to 703.7 victims per 100 000 persons. The largest decrease in recorded motor vehicle theft occurred in SA (where the rate fell from 703.5 to 544.7 victims per 100 000 persons over the same period) followed by WA (with a fall from 966.9 to 844.7). The largest increase occurred in Tasmania (where the rate climbed from 281.7 to 517.6, which was still below the national rate) (figure 6.19).

Figure 6.19   **Reported victims of motor vehicle theft[a]**
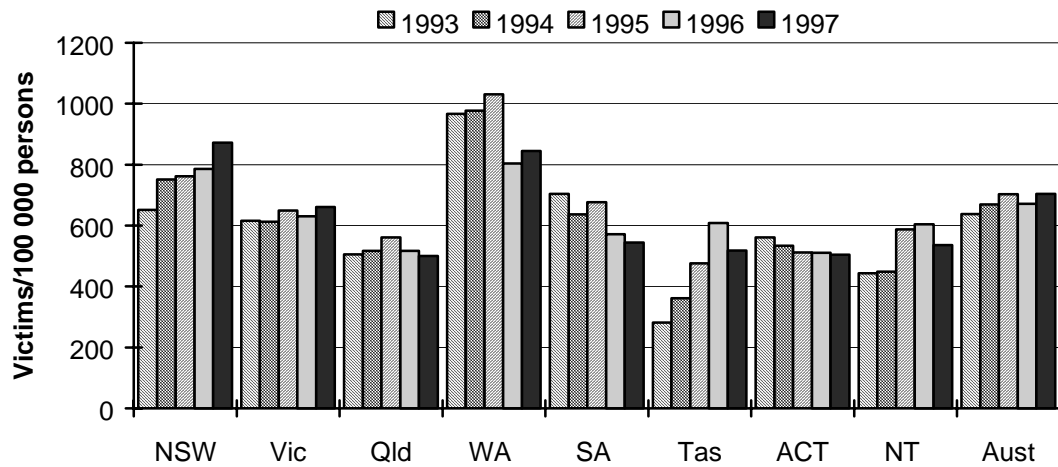
a Data are based on crimes reported to police.

Data source: table 6A.41.

Nationally 10 per cent of investigations into reported motor vehicle theft were finalised within 90 days of the offence becoming known to police. This rate of finalisation of investigations varied from 28 per cent in the NT to 3 per cent in Tasmania. Nationally, proceedings against an alleged offender occurred within 90 days in 8 per cent of cases of motor vehicle theft. This proportion ranged from 20 per cent in the NT to 3 per cent in Tasmania (table 6.10).

Table 6.10   **Motor vehicle theft — outcomes of investigations, 90 day status, 1 January to 31 December 1997 (per cent)[a]**

|	NSW	Vic	Qld	WA	SA	Tas	ACT	NT[b]	Aust
Investigation not finalised	95	89	80	87	88	97	88	65	90
Investigation finalised:									
• no offender proceeded against	1	2	5	5	2	0	3	8	2
• offender proceeded against	4	9	15	9	9	3	9	20	8
• total	5	11	20	14	11	3	12	28	10
Total	100	100	100	100	100	100	100	93	100

a Totals may not add as a result of rounding. **b** The NT had some cases which could not be classified, so does not sum to 100 per cent.

Source: table 6A.46.

Road safety

Policing is one of a number of government activities designed to reduce road crashes and related road deaths and hospitalisations. There were 206 road deaths and hospitalisations per 100 000 registered vehicles in Australia in 1997-98. This ranged from 526 deaths and hospitalisations per 100 000 registered vehicles in the NT to 128 in Tasmania. Over the period 1993-94 to 1997-98 the largest fall in deaths and hospitalisations occurred in Tasmania (68 per 100 000 registered vehicles) followed by the NT (59 per 100 000 registered vehicles). The largest increase over the period occurred in the ACT (41 per 100 000 registered vehicles) (figure 6.20).

Figure 6.20   **Road fatalities and hospitalisations**
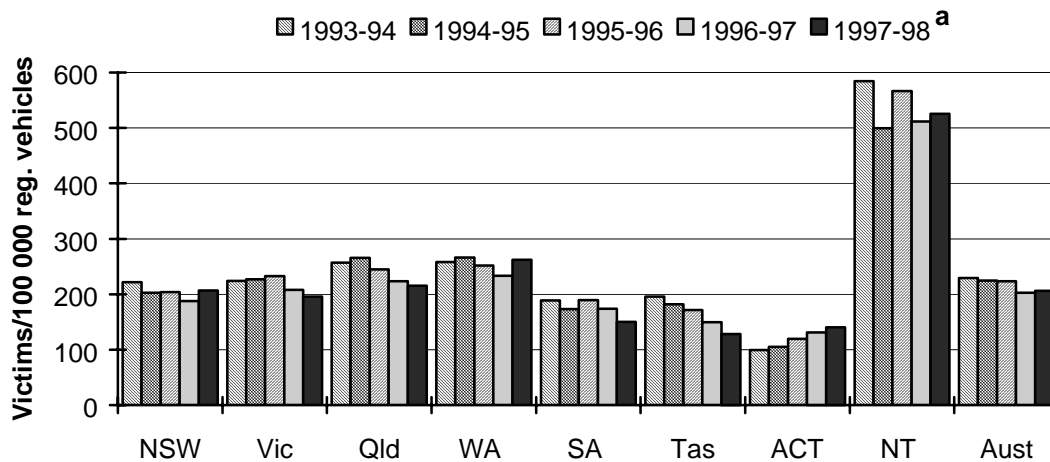
a Estimates of hospitalisations were based on data for the two quarters to December 1997.

Data source: table 6A.52.

It is difficult to establish the extent to which policing affects the level of road deaths and hospitalisations. One main aim of police road safety programs is to influence users' behaviour, such as to increase the use of seat belts to reduce the risk of injury from road crashes. This involves promoting the use of seat belts, speed reduction and sober driving.

Nationally, in 1997-98, 98 per cent of respondents who drive a car said they wear a seat belt 'most of the time' or 'always'. This proportion did not vary significantly across jurisdictions, with 99 per cent in WA saying they wear a seat belt compared to 94 per cent in the NT (figure 6.21).

Figure 6.21 **Persons who wear a seat belt 'most of the time' or 'always' of persons aged 18 years and over who drive a car[a]**
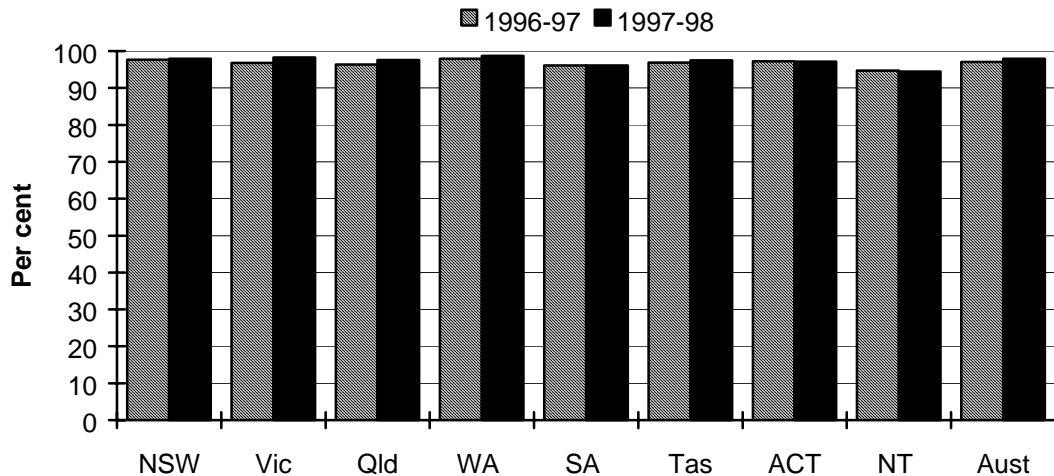
a Caution should be used where there are small differences in the results, which are affected by sample and estimate size, (table 6A.62).

Data source: table 6A.49.

Nationally 70 per cent of drivers surveyed reported travelling more than 10 kilometres per hour above the speed limit 'sometimes' or 'more'. The proportion ranged from 78 per cent in the NT to 64 per cent in Tasmania.

Ten per cent of drivers surveyed across Australia acknowledged driving when possibly over the 0.05 blood alcohol limit 'sometimes' or 'more'. This proportion ranged from 20 per cent in the NT to 8 per cent in NSW (figure 6.22).

Figure 6.22 **Acknowledged adverse road safety behaviour**[a]

Persons who indicated that they had
driven more than 10 km/h above the speed limit

Persons who indicated that they had driven while possibly over
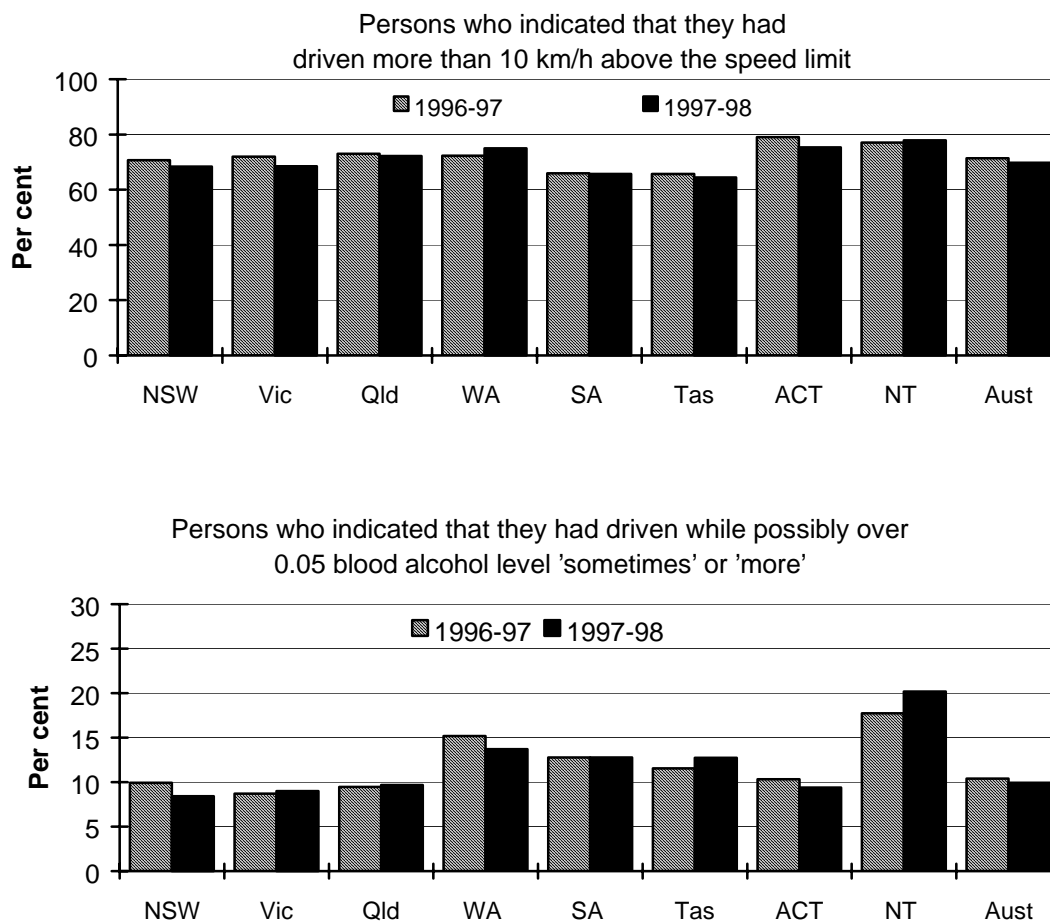0.05 blood alcohol level 'sometimes' or 'more'

a Caution should be used where there are small differences in the results, which are affected by sample and estimate size, (table 6A.62).

Data sources: tables 6A.50 and 6A.51.

6.5   Jurisdictions' comments

This section provides comments from each jurisdiction on the services covered in this chapter. Appendix A contains detailed statistics and short profiles on each State and Territory, which may assist in interpreting the performance indicators presented in this chapter. The information covers aspects such as age profile; geographic distribution of the population; income levels; education levels; tenure of dwellings; and cultural heritage (such as aboriginality and ethnicity).

New South Wales Government comments

"

The NSW Police Service's vision is to be recognised as a world class Police Service, providing excellent service to the community. We aim to provide appropriate and cost effective police services, most importantly — crime reduction.

To ensure we focus on the right issues and key performance measures we have established fortnightly Operations and Crime Review panels (OCRs). The OCRs use crime data and crime mapping to ensure our available resources are best directed at reducing crime. They also provide a forum for commanders and their management teams to share strategies with others. Furthermore, they provide an opportunity for the Executive to demonstrate its leadership.

Business planning has been introduced to help properly resource our front line policing and to ensure it aligns to our corporate direction and forms part of our overall strategic planning framework. Our first step in a three to five year program was introducing this process at local command level (the main point of service delivery to the public) for the 1998-99 budget.

We have appointed Community Safety Officers (CSOs) at each of the 80 local area commands. The CSOs, as part of our inter-agency approach to reducing crime, co-ordinate government, non-government and community agencies at the local level to develop strategies and solutions for the local causes of crime.

Recently, laws have been introduced to both reduce crime and protect people's rights. Crimes Act amendments allow police to detain arrested persons for a reasonable time to investigate their involvement in the offence, and ensure the detained persons rights are protected. The Young Offenders Act introduced a statutory scheme for dealing with child offenders. It created a hierarchy of options which police must follow; starting at a warning, then an official caution, then a youth justice conference with the last option being court action. The Police and Public Safety Act provides police with the power to search people for weapons (primarily knives) and to direct people who are causing or likely to cause 'fear' to move on.

These initiatives have been introduced in a period of great change for the Service and provide a strong foundation for our continued improvement.

"

Victorian Government comments

"During 1997-98 significant progress was made in implementing service delivery and business management reforms. These reforms are designed to ensure sustainability and capability in terms of Victoria Police remaining at the leading edge of policing excellence and professionalism; and in terms of responsiveness to the needs and expectations of the community.

An important aspect of these endeavours was recognised with Victoria Police receiving a highly recommended award at the 1998 Australian Human Resource Industry Awards for Leadership in strategic and customer focus.

Victoria continues to have one of the lowest major offences crime rate per 100,000 population; has the highest rate of finalisation of investigations into armed robbery of all states; and remains below the national average in 13 of the 14 categories of major crime. Significantly, Victoria also continues to be a world leader in road safety and road trauma reduction.

To underpin continuing service excellence, resources are constantly being assessed for their most efficient and effective use. Police visibility in the community is being matched with the operational needs of policing through the development of police facilities and the harnessing of technology to improve community police services. A standardised, statewide police computer network will vastly improve operational responsiveness; while new DNA technology will impact on crime investigation and resolution efficiencies. The Victorian Government has made a major commitment to the Strategic Facilities Development Plan through a significant capital investment in new or redeveloped police stations.

Victoria Police has aligned service improvement to the needs and expectations of government and the community. This commitment is demonstrated in the Local Priority Policing initiative which will deliver proactive and customised policing services in line with the Victorian Government's Safer Cities and Shires program. Vital partnerships with the community and local government agencies will be enhanced under Local Priority Policing through the implementation of Local Safety Committees.

Victoria Police recognises that continued public confidence in police is the cornerstone to a successful partnership approach to crime prevention and community safety. To this end, Victoria Police has implemented a number of ethics and integrity initiatives including: a new Code of Ethics and a Code of Conduct and the establishment of a Customer Assistance Unit for the community to seek advice and to report complaints and compliments. Making customers' needs and expectations more central to police operations is the focus of the Customer Service Strategy."

Queensland Government comments

"

The Queensland Police Service (QPS) has continued to pursue a program of continuous improvement, looking at policing strategies that will increase its effectiveness. During the last year the QPS has reiterated its commitment to problem-solving and partnership policing, acknowledging that traditional policing responses may not necessarily tackle the causes of crime, and that police cannot 'solve' crime independent of the community. A 'Guide to Problem-Oriented and Partnership Policing' has been developed, and is intended to assist officers to make problem solving central to the way in which they approach policing and to encourage them to look beyond individual crimes to patterns of recurrent incidents and the community problems associated with them. To support the problem-oriented approach outlined in the Guide, the Service also developed information and other systems to provide additional tools to assist police in problem solving.

The QPS is also establishing an Organisational Improvement Unit. The goal of this unit is to facilitate organisational development and support, involving change management and continuous organisational improvement in management and operations. The unit will encourage the development of continuous improvement programs at operational level, promote best practice in key areas of operational policing, and improve and maintain the job satisfaction, morale and commitment of operational police and support staff. It will also coordinate linkages with initiatives that have an impact on organisational change, including the move to output accrual budgeting, new technology and systems, identify, examine and address corporate issues impacting upon or arising from the change and continuous improvement process, and market the Service's vision and direction for organisational improvement including best practice approaches to service delivery.

The past year has seen other developments and enhancements to the Service's operating environment. The establishment of an *Ethical Standards Command* reflects the importance of ethical practice within the Service. Legislative changes have the potential to enhance policing effectiveness and efficiency, and during the year the *Police Powers and Responsibilities Act 1997* was enacted, providing police in Queensland with powers more appropriate for effective policing a contemporary society. Amendments to the *Criminal Code 1899* were also introduced, updating significant criminal law offences.

Quality of service provision continues to be a high priority for the Service, and a Crime Victim Survey of over 7000 victims of personal and property crimes was again conducted. Preliminary analysis indicates a continued high level of satisfaction with the services provided. Data from the survey provides information on where service provision can be enhanced, and results from this and other surveys of the community will be used to develop a set of *Client Service Standards* for the QPS in 1999.

"

Western Australian Government comments

" The mission statement of the Western Australia Police Service (WAPS) is:

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

The WAPS is responsible for the largest single police jurisdiction in the world, an area covering 2.5 million square kilometres. Policing services are provided through a regionalised structure comprising four regions, 15 districts and 163 police stations.

The WAPS's operational priorities are shaped by government policy, community needs, statewide crime trends and systematic monitoring and review of its ongoing performance in key areas of policing.

While policing can be primarily reactive in nature, the WAPS recognises that, by responding to the underlying causes of crime and anti-social behaviour, it can play a valuable preventative role. Working with other government agencies and the community to understand and prevent crime assists the WAPS in maintaining the right balance between reactive and proactive strategies.

In August 1998, the announcement of the Safer WA initiative introduced a more formal approach to consolidate and enhance co-ordination of the many community safety and security initiatives currently undertaken by a range of public sector agencies. The Safer WA Program will encourage greater interagency co-operation and commitment to law and order issues, paying particular attention to the underlying causal factors.

The WAPS is continuing a long-term program of service improvement under the Delta Program. The impact of the Delta Program is increasingly reflected in the WAPS's policing style and standards. This is particularly evident in the strong emphasis given to a local problem-solving approach to policing, where community needs are given high priority.

A major review of the WAPS's investigative practices was completed in late 1997. The implementation of the findings of the review will strengthen the capacity of regional and local service delivery by involving more officers in the investigation of local crimes and improving the quality of all aspects of investigative practices.

In recognition of the need for continuous improvement, the WAPS has identified a range of leadership and change management strategies which have been categorised under the four key areas of people, performance, professionalism and processes. These strategies reflect the WAPS's plan to move ahead over the next three years by providing responsive and effective policing services, by well-trained, motivated and professional officers, supported by improved management information and support systems. "

South Australian Government comments

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South Australia Police (SAPOL) has undertaken a series of activity surveys throughout the department. It is now possible therefore to supply quantitative data on the range of services that SAPOL provides to the community. The nature in which this data is collected and analysed will allow comparisons to be made with similar data collection efforts across other police jurisdictions. Assessments may then be made on how well each jurisdiction is meeting the needs of it's community and an estimated cost of providing such services can be established.

These activity surveys have also provided the basis by which SAPOL is able to successfully implement Output-based Budgeting and enable a link between the planning and budgetary processes. By virtue of the information gathered during these surveys, SAPOL is now in a clearer position to determine the relative amounts of effort it devotes to the provision of policing services. This will be used for reforming our budgetary processes to align them to strategic planning efforts.

In terms of organisational and cultural changes, SAPOL has undertaken significant initiatives. The most fundamental of these is the restructuring of the operational commands to incorporate Local Service Areas (LSA's).

Instead of two Commands controlling the policing operations throughout the state, there are now six and eight LSA's representing various metropolitan and country sub-divisions respectively. Each LSA has their own Tactical Co-ordination Group comprising six distinct sections covering Operations, Traffic, Administration Support, Intelligence, Investigation and Criminal Justice. Each LSA functions in a relatively autonomous, yet interdependent manner so that the local communities are better served in the provision of policing functions. This allows a closer liaison between stakeholders such as community groups and key decision-makers.

These initiatives have been undertaken with the view to increasing SAPOL's effectiveness in combating crime, addressing the needs of local communities in a sympathetic and responsive manner, improving the effectiveness and efficiency of resource utilisation, and improving employee satisfaction and motivation.

In addition to this major operational restructuring, and consistent with SAPOL's continuing efforts to better serve the community of South Australia, SAPOL has also recently launched its Indigenous Employment Strategy (IES). The IES has, as its primary aim, support for SAPOL to better serve the Aboriginal community of South Australia and has set a performance goal of increasing the number of Aboriginal employees within SAPOL to 2 per cent of its workforce by 2001.

The result of these and other changes, supports SAPOL in moving closer to its vision of being held in the highest regard as a modern, motivated and professional organisation which is responsive to the community's needs and expectations.

"

Tasmanian Government comments

" A number of major business process infrastructural developments that will benefit operational policing were substantially completed during the year, including:

- the Police Call Centre which allows operational police to report crime information from the field and uses a data entry centre with browser technology to record and transfer data;

- the replacement of the mobile radio network with a secure digital system; and

- the standardisation of a computer environment across all police stations allowing for greater flexibility in sharing information.

These initiatives will result in significant changes to the operational practices of police. To assist with this process, a change management framework was developed with local staff trained as change agents. To date this has proved to be a very successful strategy.

The need for a new strategic framework for the department was also identified. Consequently, human resource, asset, information resource and change management strategic plans were prepared. This led to a review of staffing and physical resource needs across commands, a detailed review of police station and accommodation needs together with a five year maintenance program, and the creation of an Information Management Board, reflecting a change in direction from information technology to the management of corporate information.

In relation to 1997 national recorded crime statistics, Tasmania performed favourably compared with other states in all offences except Unlawful Entry with Intent (Burglary). A number of approaches are being taken to correct this situation including implementation of an integrated crime reduction, which will involve local problem solving partnerships with the community, intelligence-driven policing and restorative justice.

The Crime Prevention and Community and Safety Council, which comprises government and community representatives, provided strategic direction and policy advice to government on crime prevention and community safety issues. Projects focused on developing a range of partnerships between government (state and local) and community based organisations and included fear of crime, repeat burglary victimisation, and regional crime and social factor analysis.

On 1 January 1999, Tasmania Police will celebrate one hundred years of service to the community. This occasion will be marked by a range of activities across the state, involving the community.

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Australian Capital Territory Government comments

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Community policing services in the ACT are provided by the Australian Federal Police (AFP) under an agreement between the Commonwealth and ACT Governments. The following comments are provided by the AFP.

The ACT remains one of the safest places in Australia to live and work. Of the 14 offence groups reported by the Australian Bureau of Statistics the ACT rates below the average in 13. The ACT defied the national trend of increasing crime rates of victimisation for the large property offences of break and enter, motor vehicle theft and other theft. Community feelings of safety by ACT residents are among some of the highest in the country with concerns in relation to housebreaking and motor vehicle theft being among some of the lowest.

The AFP is confident that its teams based approach to community policing, implemented in previous periods and built upon during this period, has allowed more flexible and hence more effective and efficient allocation of resources to be realised. This has been highlighted not only in the decreasing rates of some large volume offences but also in the level of satisfaction with the services provided by the AFP. The AFP intends to build on its success in disrupting the criminal environment and enhancing the community's feeling of safety through a number of new initiatives targeting:

- opportunistic crime;
- recidivist crime
- fear of crime; and,
- the impact of illicit drugs on the community.

During the year a Joint Commonwealth/ACT Government Review of the Policing Arrangement was commenced. While the results of the Review are not expected until the next reporting period, the work undertaken to date has provided the AFP and the ACT Government with a valuable insight into the actual services delivered by the AFP. It is anticipated that this information will prove beneficial to future deliberations on performance reporting, monitoring and evaluation.

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Northern Territory Government comments

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The Northern Territory Police, Fire and Emergency Services (NTPFES) is a tri-service organisation headed by the Commissioner of Police with the corporate mission **"*To Serve and Protect the Community.*"**

Approximately 84 per cent of all NTPFES staff are involved in delivering or supporting policing services. This component comprises sworn police officers, police auxiliaries and aboriginal community police officers, together with police civil employees. However, a significant number of these employees also provide or manage services for the whole of the tri-service organisation. It is therefore difficult to be precise in quantifying the actual commitment of agency resources to purely policing activity.

The expansion of police operational resources continues to be a priority with active recruitment initiatives aimed at meeting the authorised increase in police numbers and also the forecast attrition rate. In addition, productivity improvements have been negotiated which have minimised the potential impact of excess accrued recreation and long service leave entitlements, improving the availability of members for operational duty.

Considerable effort is being directed towards improving the levels of support provided to the operational members through the major upgrading and replacement of core-business computer information systems and a comprehensive review of corporate services functions.

"Back to Basics" street offence enforcement initiatives have been introduced to deal with offenders who disrupt social amenity through targeted tactical patrolling and a minimum tolerance approach to enforcement and apprehension. Weekly operational statistical review and tactical planning sessions involving senior operational managers have been introduced to support these initiatives.

Road safety is being given the highest priority for policing strategies for the coming year. Speed and red light cameras are being introduced in an attempt to change public attitudes to appropriate driver behaviour and bring about a reduction in the number of fatalities and serious injuries caused by road crashes. Significant efforts are also being directed towards increasing road safety awareness within the remote aboriginal communities through community based road safety education programs.

Greater emphasis is being placed on identifying meaningful performance indicators against which the effectiveness of policing services can be measured and assessed. However, statistical data arising from surveys currently conducted within the NT demands considerable caution in its interpretation due to the small sample sizes involved and the significant urban orientation of the sampling.

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