
5 Police services

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

A profile of the police sector appears in section 5.1, followed by a brief discussion of recent policy developments in section 5.2. The general approach to performance measurement for police services is outlined in section 5.3. The overarching indicators of police performance are contained in section 5.4, and the specific performance measurement frameworks and data for each service delivery area are discussed in sections 5.5–5.9. Section 5.10 contains information on capital costs in police services and section 5.11 covers the future directions in performance reporting. The chapter concludes with information on sample data (section 5.12), jurisdictions’ comments (section 5.13) and definitions (section 5.14).

There were two key developments for the 2003 Report:

- for the first time the Report includes data on land transport hospitalisation rates and introduces the performance indicators hospitalisation rates/per registered vehicle and cost of road safety and transport service delivery area (SDA)/number of fatal or serious accidents; and
- the Australian Centre for Policing Research (ACPR) National Survey of Community Satisfaction with Policing (undertaken by AC Nielsen) replaces the Australian Bureau of Statistics (ABS) Population Survey Monitor (PSM) as the major source of information on client perceptions.

Terminology

It should be noted that the use of the term ‘offender’ in this chapter refers to a person committing an offence and is not the same as the definition used in the corrective services chapter (chapter 7) where the term ‘offender’ refers to a person who is undertaking a community corrections sentence.

Supporting tables

Supporting tables for chapter 5 are provided on the CD-ROM enclosed with the Report. The files are provided in Microsoft Excel 97 format as \Publications\Reports\2003\Attach5A.xls and in Adobe PDF format as \Publications\Reports\2003\Attach5A.pdf.

Supporting tables are identified in references throughout this chapter by an 'A' suffix (for example, table 5A.3 is table 3 in the electronic files). These files can be found on the Review web page (www.pc.gov.au/service/gsp). Users without Internet access can contact the Secretariat to obtain these tables (see details on the inside front cover of the Report).

5.1 Profile of police services

Service overview

The police services are the principal means through which State and Territory governments pursue the achievement of a safe and secure environment for the community, the investigation of offences and provision of services to the judicial process, and the provision of road safety and traffic management.

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

Roles and responsibilities

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

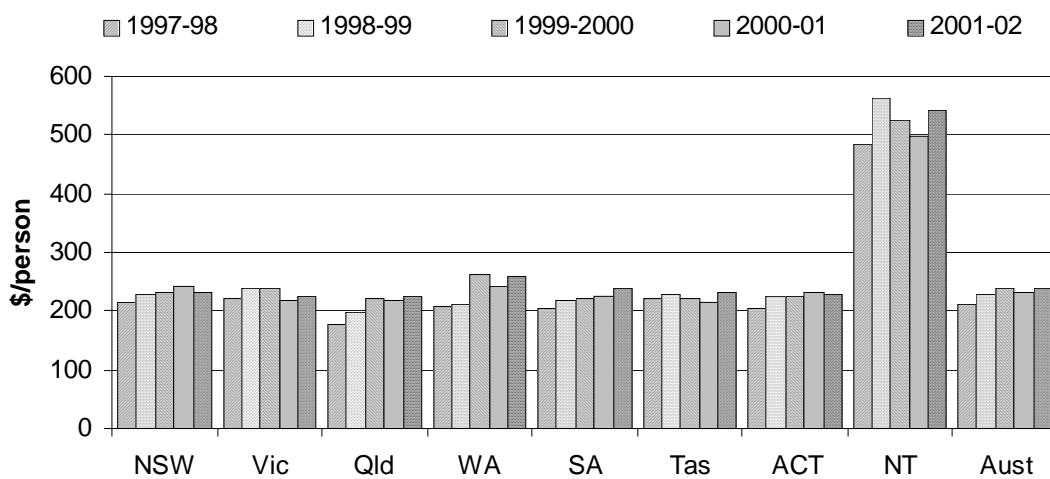
While each jurisdiction's police service is autonomous, there is significant cooperation across jurisdictions under the auspices of the Australasian Police Ministers' Council. There are also bilateral arrangements and common national

police services, such as the National Institute of Forensic Sciences and the Australasian Centre for Policing Research.

Expenditure

Funding for police services comes almost exclusively from State and Territory government budgets, with some limited specific-purpose Commonwealth grants. Real recurrent expenditure (less revenue from own sources) on police services across Australia was approximately \$4.6 billion (or \$240 per person) in 2001-02 (table 5A.11). Across jurisdictions, it varied from \$541 per person in the NT to \$225 per person in Victoria (figure 5.1). The average annual change in real recurrent expenditure (less revenue from own sources) between 1997-98 and 2001-02 ranged from a real increase of 6.6 per cent in Queensland to a real increase of 0.2 per cent in Victoria (table 5A.11).

Figure 5.1 Real recurrent expenditure (less revenue from own sources) per person on police services (2001-02 dollars)^{a, b, c, d, e, f}



a Revenue from own sources includes user charges and other types of revenue (for example, revenue from sale of stores and plant). It excludes fine revenue, money received as a result of warrant execution, and revenue from the issuing of firearm licences. **b** Excludes the user cost of capital. **c** Includes payroll tax for all jurisdictions, except WA and the ACT (which are exempt from payroll tax). If WA and the ACT were liable for paying payroll tax, it is estimated that real recurrent expenditure (less revenue from own sources) in 2001-02 would have increased by \$11 per person and \$12 per person respectively. **d** As a result of a comprehensive review of enabling costs applicable to ACT Policing in 2000-01, the formula previously applied to the calculation of staffing and expenditure data has been significantly revised. This methodological shift means that data relating to staffing and expenditure from 2000-01 onwards are not directly comparable to data prior to 2000-01. **e** For the NT, the inclusion of superannuation costs for the first time in 1998-99 accounted for two thirds of the increase in expenditure data from 1997-98 to 1998-99. **f** Real expenditure based on ABS GDP price deflator 2001-02 = 100 (table A.26).

Source: State and Territory governments (unpublished); table 5A.11; table A.2 and table A.26.

Variations in policies, socioeconomic factors and geographic/demographic characteristics impact on expenditure for police services in each jurisdiction. The scope of activities undertaken by police services also varies across jurisdictions. Tables 5A.1–5A.8 contain a breakdown of the expenditure and revenue from own sources (as well as staffing levels and asset values) of each jurisdiction's police service for 1997-98 to 2001-02.

Expenditure breakdown by key service delivery area

In this chapter, police outputs/programs are disaggregated into four SDAs. A fifth area ('other services') has been identified to account for expenditure by jurisdictions on unique functions that are not included in the SDAs. All jurisdictions except Queensland and Tasmania were able to provide expenditure by SDA for 2001-02.

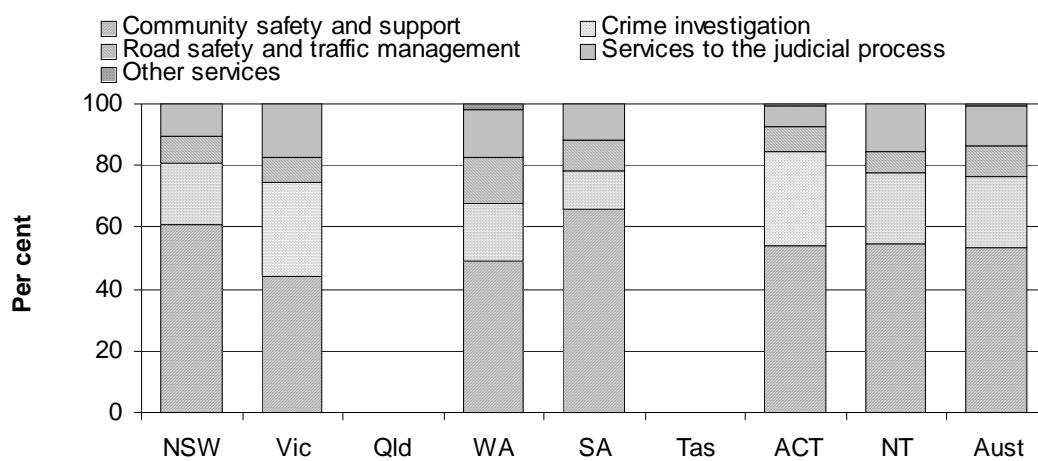
Care needs to be taken when comparing results across jurisdictions, as expenditure data on each SDA are not fully comparable. (Further information is included in section 5.3 and the outputs/programs undertaken within each SDA, by jurisdiction, are listed in table 5A.10.) Differences in counting rules exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common SDAs. As well, the activity survey data which provides the relative breakdown of expenditure is reliant on snapshot data for most jurisdictions and may not be truly reflective of peaks and troughs in expenditure throughout the year. The reliability and representativeness of survey data will continue to improve as more surveys are conducted.

Community safety and support was the largest component of expenditure in 2001-02, accounting for 53.6 per cent of expenditure for those jurisdictions that provided data. Across jurisdictions, expenditure on community safety and support was highest in SA (66.0 per cent) and lowest in Victoria (44.2 per cent) (figure 5.2).

Expenditure on crime investigation was the second largest component of expenditure in 2001-02, accounting for 22.9 per cent of expenditure nationally. Across jurisdictions, the proportion of expenditure accounted for by crime investigation was highest in the ACT (30.5 per cent) and lowest in SA (12.4 per cent) (figure 5.2).

More detail on expenditure by SDA is provided in tables 5A.12 and 5A.13.

Figure 5.2 Recurrent expenditure (less revenue from own sources) on police services, by service delivery area, 2001-02^{a, b, c}



^a Data have not been subject to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common SDAs. ^b Overheads (for example, infrastructure costs, such as rent on buildings and vehicle and equipment costs) have been apportioned to these SDAs on a pro rata basis. ^c For Queensland and Tasmania, data are only available for all key SDAs combined.

Source: State and Territory governments, (unpublished); table 5A.14.

Size and scope of sector

Client groups

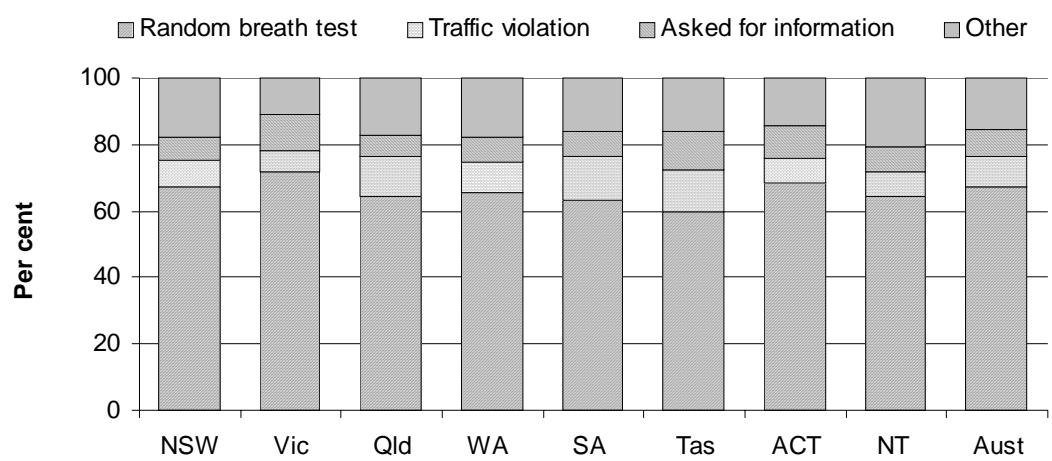
Broadly, the whole community is a ‘client’ of the police. All individuals are provided with protection, help and reassurance, and everyone is required to comply with the law. Some members of the community have more direct dealings with the police and can be considered a specific client group, for example:

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

Of all people in Australia aged 18 years and over, 50.9 per cent had some form of contact with police in 2001-02 (table 5A.24). Police initiated the most recent contact in 60.8 per cent of these cases (table 5A.24). The main reasons for police initiated contact were to undertake random breath testing (67.3 per cent of cases),

pursue traffic violations (9.0 per cent) and ask for information (8.2 per cent) (figure 5.3).

Figure 5.3 The most frequent reasons for police contacting respondent in most recent contact, 2001-02^a

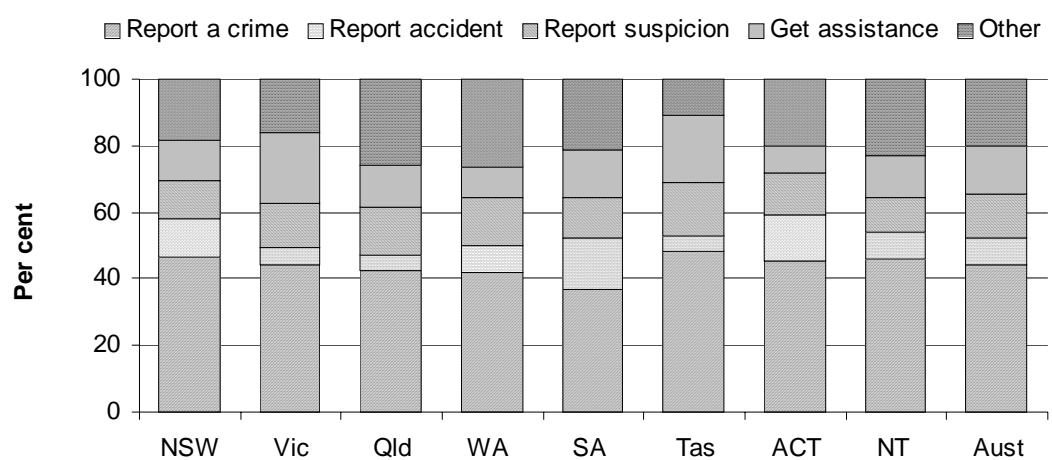


^a 'Other' includes: traffic accident; noise/disturbance; arrested; informal contact; no response (refused); other (not specified).

Source: ACPR *National Survey of Community Satisfaction with Policing* (unpublished); table 5A.27.

Nationally, the respondents to the survey initiated the most recent contact with police in 39.2 per cent of cases (table 5A.24). Respondent initiated contacts were mainly to report a crime (44.0 per cent), get assistance (14.6 per cent) or report a suspicion (12.9 per cent) (figure 5.4).

Figure 5.4 The most frequent reasons for respondent contacting police in most recent contact, 2001-02^a



^a 'Other' includes: report an accident; give other information; neighbourhood watch; lost/found property; no response (refused); other (not specified).

Source: ACPR *National Survey of Community Satisfaction with Policing* (unpublished); table 5A.26.

Recorded crime in Australia

Data on crimes against people and crimes against property understate the true level of crime in Australia because of the behaviour of victims and the limitations of the data itself. Data relate to reported crimes, however, not all offences are reported to, or become known by, police. The victim's confidence in the judicial process, the nature of the offence and the relationship between the victim and perpetrator are among the key factors that influence the propensity to report an offence.

Obtaining an indication of the true level of crime in Australia is also impacted by the scope of offences across jurisdictions. The ABS compiles comparable data on recorded victims of crimes against people and crimes against property.

- Crimes against people include: murder, attempted murder, manslaughter, assault, sexual assault, kidnapping/abduction, robbery and blackmail/extortion.
- Crimes against property include: unlawful entry with intent, motor vehicle theft and other theft.

The ABS data focuses on offences that are common across jurisdictions. Certain offences for which it is more difficult to develop comparable data (for example, fraud offences) (box 5.1) are excluded. Section 5.5 contains further information on crime rates and victims of specific offences.

Box 5.1 Victims of crime

Recorded crime statistics

Since 1993, the ABS has produced a series of publications providing crime statistics on victims of crime for a selected group of offence types, recorded by State and Territory police services in Australia. Victims can be people, organisations, premises or motor vehicles, depending on the type of offence. Some victims of attempted offences are included, that is, attempted assault is counted as part of assault, but attempted motor vehicle thefts are excluded. The ABS publication *Recorded Crime, Australia, 2001* is the latest in this series.

Comparing recorded crime statistics across jurisdictions

The compilation of recorded crime statistics uses national standards and classifications, but care needs to be taken when directly comparing these statistics across States and Territories because:

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

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Box 5.1 (Continued)

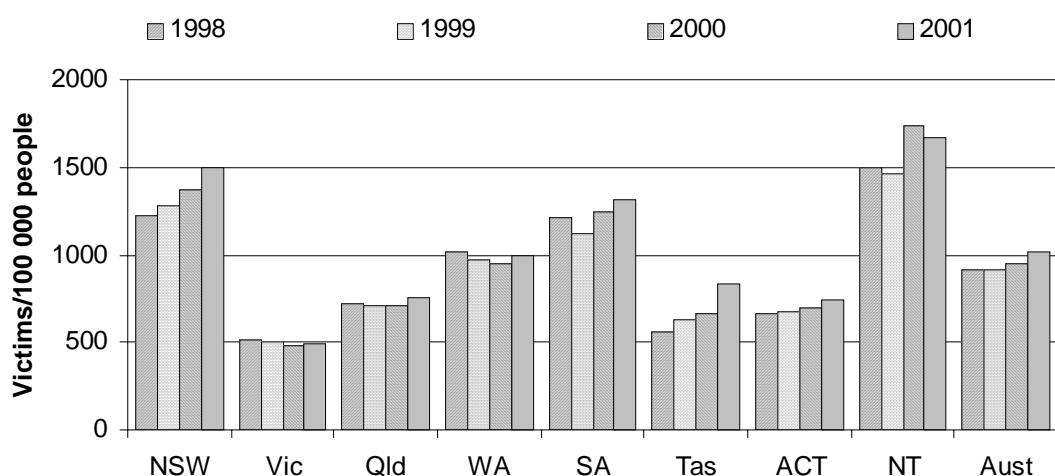
Comparing recorded crime statistics with jurisdiction-specific data

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

Crime and safety statistics

Another valuable measure of crime is the *ABS National Crime and Safety Survey*. The last published national survey was conducted in April 1998, and data from this survey were released in August 1999. This survey provides information on the levels of both reported and unreported victimisation in the Australian community for selected offences. In addition, the ABS undertook to repeat the survey in NSW, WA and SA in 2000. The latest national survey was conducted in April 2002 and data are expected to be available in 2003.

Figure 5.5 Victims of recorded crimes against people^{a, b}



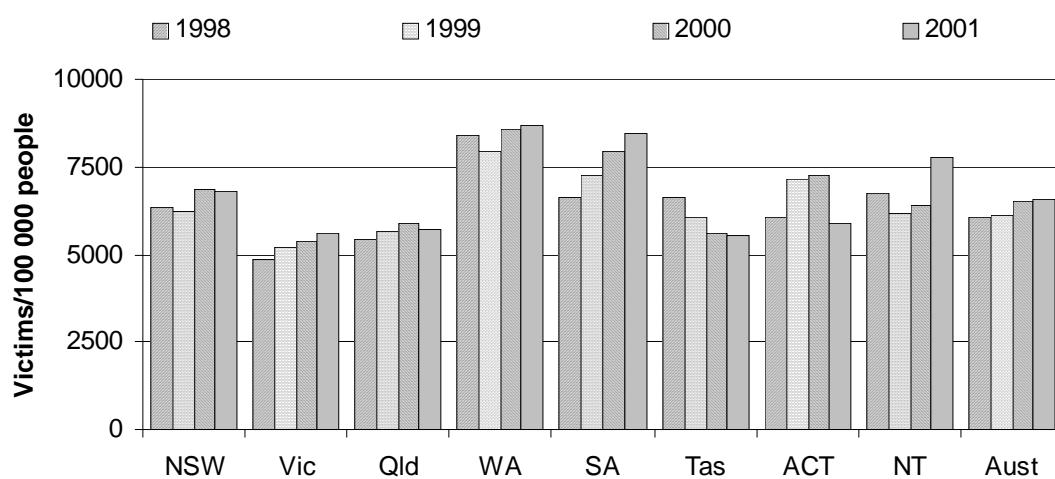
^a Excludes offences against Commonwealth laws processed under Commonwealth jurisdiction; conspiracy offences; aiding, abetting and accessory offences; and other offence types, such as drug and prostitution offences. ^b Includes murder; attempted murder; manslaughter; assault; sexual assault; kidnapping/abduction;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

Source: ABS *Recorded Crime Australia* (unpublished); table 5A.15.

There were 197 000 victims of crime against people recorded by police in Australia during 2001 (table 5A.15). Expressed as a proportion, there were 1016 victims of crime against the person, per 100 000 people. The number of crimes per 100 000 people in 2001 varied across jurisdictions, from 1664 in the NT to 491 in Victoria (figure 5.5).

There were 1.3 million victims of crimes against property (or 6577 per 100 000 people) in Australia (table 5A.15) in 2001. Across jurisdictions, the number per 100 000 people ranged from 8669 in WA to 5539 in Tasmania (figure 5.6).

Figure 5.6 Victims of recorded crimes against property^{a, b}



^a Excludes offences against Commonwealth laws processed under Commonwealth jurisdiction; conspiracy offences; aiding, abetting and accessory offences; and other offence types, such as drug and prostitution offences. ^b Includes unlawful entry with intent; motor vehicle theft; and other theft. Data are based on crimes reported to police. Includes a small proportion of person victims of other theft.

Source: ABS Recorded Crime Australia (unpublished); table 5A.15.

Staffing

Most people directly involved in delivering police services are sworn police officers. These officers exercise police powers, including the power to arrest, summons, caution, detain, fingerprint and search. A trend has developed in recent years to increase the participation of non-sworn officers (or contracted external providers) in some activities. ‘Civilianisation’ of police services has three key objectives:

- to reduce costs;
- to better manage the increasing need for specialist skills; and

- to reduce the involvement of sworn staff in duties that do not require police powers (for example, administrative work, crime scene analysis and intelligence analysis).

Total police staffing in Australia was 55 108 (or 281 staff per 100 000 people) in 2001-02 (table 5.1). Nationally, staffing comprised 218 sworn police officers and 63 unsworn employees per 100 000 people in 2001-02. Across jurisdictions, total staffing ranged from 580 staff per 100 000 people in the NT to 242 staff per 100 000 people in the ACT. Over the period of 1998-99 to 2001-02, the national level of sworn police staff rose by three staff members per 100 000 people and the national level of unsworn police staff rose by three staff members per 100 000 (table 5.1).

Table 5.1 Police staff by sworn/unsworn status (staff members per 100 000 people)^a

	NSW ^b	Vic	Qld	WA ^c	SA	Tas	ACT ^d	NT ^e	Aust
Sworn police staff									
1998-99	208	204	201	254	230	226	213	455	215
1999-2000	203	198	207	249	231	222	200	462	212
2000-01	207	198	215	250	237	229	185	478	216
2001-02	206	204	218	249	244	231	181	477	218
Unsworn police staff									
1998-99	57	44	80	74	57	72	21	93	60
1999-2000	57	44	na	66	63	76	28	95	45
2000-01	59	47	34	64	65	72	58	87	52
2001-02	61	46	87	61	64	76	61	103	63
Total									
1998-99	265	248	280	328	287	299	234	548	275
1999-2000	260	242	na	316	295	298	228	556	257
2000-01	266	245	249	314	302	301	243	564	268
2001-02	267	250	305	310	308	307	242	580	281

^a Comprises all full time equivalent (FTE) staff. ^b NSW data for 2001-02 are based on a headcount at 30 June 2002 and are not FTE data. ^c For 2001-02 WA sworn staff data exclude 130 recruits in training. Recruits in training were included in data for previous years. ^d In the ACT, civilianisation of support functions has occurred throughout 2000-01 with the 'communications centre' now being substantially staffed by non-sworn staff. In addition, as a result of a comprehensive review of enabling costs applicable to ACT Policing in 2000-01, the formula previously applied to the calculation of staffing and expenditure data has been significantly revised. This methodological shift means that data relating to staffing and expenditure from 2000-01 onwards are not directly comparable to data prior to 2000-01. ^e For the NT, sworn police officers include police auxiliaries and Aboriginal community police officers. na Not available.

Source: State and Territory governments (unpublished); table 5A.16.

The changes in composition varied depending on the jurisdiction; for example, the ACT increased its level of unsworn police staff per 100 000 people from 21 to 61, but decreased its sworn staff from 213 to 181 over the period 1998-99 to 2001-02 (table 5.1).

Police staff can also be categorised according to their operational status. An operational staff member is any person (sworn or unsworn) who delivers or supports a police or police-related service to an external customer directly (where an external customer refers to members of the public, other government departments, courts and the government). Operational staff members include:

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

A non-operational staff member is any person who does not satisfy the operational staff criteria, including functional support staff, such as finance staff and personnel services staff. Approximately 83.8 per cent of staff were operational in Australia in 2001-02. Across jurisdictions, the proportion ranged from 91.8 per cent in WA to 81.3 per cent in the NT (table 5.2).

Table 5.2 Police staff by operational status (per cent)^{a, b}

	NSW ^c	Vic	Qld ^d	WA ^e	SA	Tas ^f	ACT ^g	NT ^h	Aust
Operational staff									
1998-99	89.0	82.3	96.5	92.8	90.5	91.1	79.7	88.1	87.2
1999-2000	90.9	82.0	na	92.2	90.2	85.6	92.1	83.8	88.2
2000-01	82.4	81.3	65.5	91.4	91.0	83.3	86.9	83.2	80.6
2001-02	83.6	82.2	82.6	91.8	91.7	83.5	86.9	81.3	83.8
Non-operational staff									
1998-99	11.0	17.7	3.5	7.2	9.5	8.9	20.3	11.9	12.8
1999-2000	9.1	18.0	na	7.8	9.8	14.4	7.9	16.2	11.8
2000-01	17.6	18.7	34.5	8.6	9.0	16.7	13.1	16.8	19.4
2001-02	16.4	17.8	17.4	8.2	8.3	16.5	13.1	18.7	16.2

^a Comprises all FTE staff. ^b The definition of operational status is quite broad and may be interpreted differently across jurisdictions and over time. ^c For 2000-01, NSW operational/non-operational staffing figures are not comparable with previous years as information is derived based on location and position description, whereas earlier years it is based on location only. For 2001-02, NSW data are based on a headcount at 30 June 2002 and are not FTE data. ^d For Queensland, the definitions of operational and non-operational status does not align with the national data dictionary. Therefore care needs to be taken when comparing Queensland with other jurisdictions. ^e For WA, 2001-02 data excludes 130 recruits in training. Data for previous years included recruits in training. ^f The 1998-99 figure accidentally included operational marine and emergency staff. These are services unique to Tasmania and should not have been included. ^g In 2000-01, as a result of a comprehensive review of enabling costs applicable to ACT Policing, the formula previously applied to the calculation of staffing and expenditure data has been significantly revised. This methodological shift means that data relating to staffing and expenditure from 2000-01 onwards are not directly comparable to data prior to 2000-01. ^h For the NT, sworn police officers include Police Auxiliaries and Aboriginal Community Police Officers. na not available.

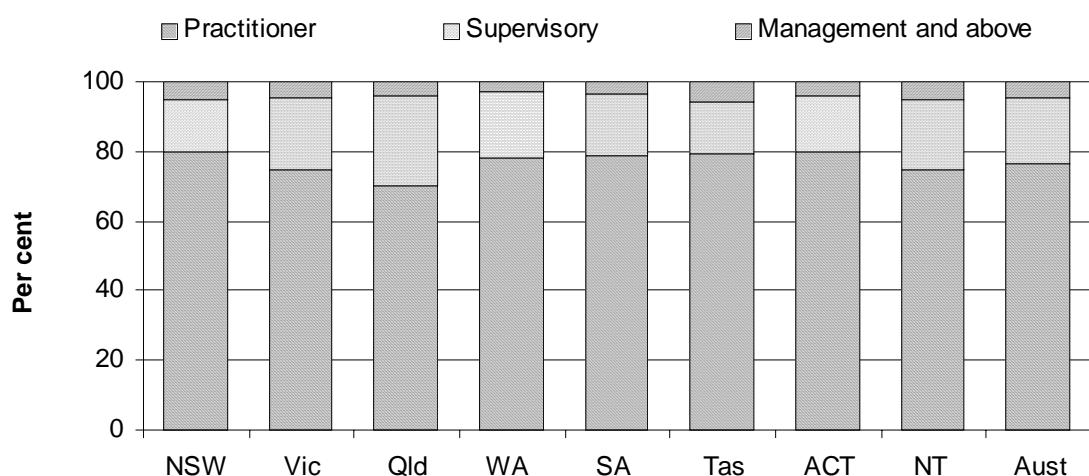
Source: State and Territory governments, (unpublished); table 5A.17.

Care needs to be taken when interpreting these results within and between jurisdictions, as the data for earlier years may not be strictly comparable as a result of changes in definitions or methods used to compile the data.

Police staff can also be categorised according to their classification level. Nationally, in 2001-02, the majority of police staff (76.4 per cent) were concentrated at the practitioner level (comprising civilian administration staff and sworn staff from constable to senior constable). While there was little difference between jurisdictions, NSW had the highest proportion of its staff at the practitioner level (79.8 per cent) (table 5A.21).

More staff were at a supervisory level in Queensland than anywhere else. Tasmania had the highest proportion of staff at management level or above (including executive or senior executive level staff). The lowest proportion of staff at management level or above was in WA (figure 5.7).

Figure 5.7 Police staff by classification, 2001-02^{a, b, c, d, e, f, g, h}



^a Comprises all FTE staff. ^b The practitioner category comprises civilian administration staff and sworn staff (from constable to senior constable). ^c The supervisory category comprises civilian team leaders and sworn staff (from sergeant to senior sergeant). ^d The management and above category comprises management level staff (civilian managers and sworn staff from inspectors to superintendents), executive level staff (civilian senior executive service and sworn staff from chief superintendent to assistant commissioner) and senior executive level staff (civilian top senior executive service and sworn staff, including commissioner, deputy commissioner and equivalent executives). ^e For NSW, students at Charles Sturt University are not included in the practitioner category. ^f For WA, the data excludes recruits in training. ^g As a result of a comprehensive review of enabling costs applicable to ACT Policing in 2000-01, the formula previously applied to the calculation of staffing and expenditure data has been significantly revised. This methodological shift means that data relating to staffing and expenditure from 2000-01 onwards are not directly comparable to data prior to 2000-01. ^h In the NT, small units and remote stations are staffed at sergeant level.

Source: State and Territory governments (unpublished); table 5A.21.

This is the fourth year in which these data have been published in the Report, and the results do not differ significantly from the classifications data published previously (tables 5A.18-5A.21). Additional staff efficiency indicators can be found in table 5A.69.

5.2 Policy developments in policing

The Prime Minister and State and Territory Premiers and Chief Ministers (the Leaders) agreed on 5 April 2002, that a new national framework was needed to meet the new challenges of combating terrorism and multi-jurisdictional crime. The attacks in the United States on 11 September 2001 indicated that previous assumptions about the nature and potential scale of terrorism are no longer valid. In addition, the Leaders noted that international and organised criminal groups did not respect state or national borders, and their activities could result in major harm to all Australians. They recognised the need for effective cooperation between the jurisdictions, and the need to build on arrangements that are currently in place in adding elements to national arrangements that will respond quickly and effectively to these challenges.

In relation to organised crime, the Leaders agreed to replace the NCA, the Australian Bureau of Criminal Intelligence, and the Office of Strategic Crime Assessments with an Australian Crime Commission (ACC) that would build on the important features of the existing facilities while removing current barriers to overall effectiveness. The ACC should commence operations on 1 January 2003.

In relation to arrangements for dealing with multi-jurisdictional crime, the Leaders agreed:

- to reform laws relating to money laundering;
- to legislate for a national set of powers for cross-border investigations, and to develop administrative arrangements to allow investigations by the Australian Federal Police into State offences incidental to multi-jurisdictional crime;
- to modernise the criminal law in the priority areas of model forensic procedures, model computer offences, and model serious drug offences;
- to ensure adequate access to radio-frequency spectrum for an effective inter-operability between national security, police and emergency service agencies;
- to enhance capacity in each jurisdiction for the collection and processing of samples to create DNA profiles, and the uploading of profiles onto the national DNA database; and

- to ensure the elimination of administrative and legal barriers in the pursuit of criminals operating in more than one jurisdiction, and to undertake, as a matter of priority, work in the areas of:
 - control over the illegal importation of illicit drugs and firearms;
 - extradition between States;
 - recognition of expert evidence;
 - firearms trafficking;
 - identity fraud;
 - cyber crime;
 - vehicle rebirthing (stolen vehicles which are given new chassis numbers); and
 - gangs.

5.3 General approach to performance measurement for police services

Performance can be defined in terms of how well a service meets its objectives, given its operating environment. Performance indicators need to focus on outcomes and/or outputs aimed at meeting common, agreed objectives.

Box 5.2 Objectives for police services

The key objectives for police services (and associated SDAs) are:

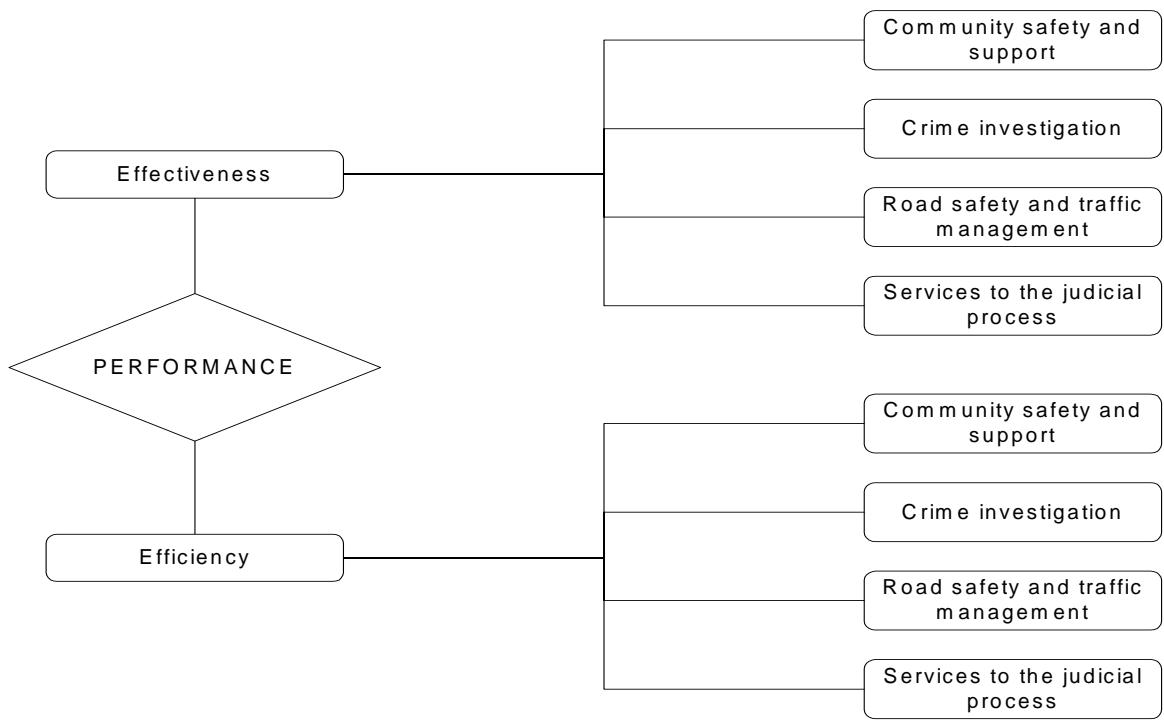
- to allow people to undertake their lawful pursuits confidently and safely (through activities associated with *community safety and support*);
- to bring to justice those people responsible for committing an offence (through activities associated with *crime investigation*);
- to promote safer behaviour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

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

Four objectives (and associated SDAs) have been identified by the Police Working Group for the purposes of this Report (box 5.2). The individual outputs/programs that are linked to the SDAs are contained in table 5A.10. For some jurisdictions, one output/program may be relevant for more than one SDA, and thus the jurisdiction may choose to disaggregate that output/program according to the data relevant to each SDA.

Figure 5.8 shows the general framework of performance indicators. The reported results should be considered in conjunction with the data on demographic and geographic differences reported in appendix A, and with other available information on jurisdiction-specific characteristics.

Figure 5.8 General performance framework for the police services sector



National Survey of Community Satisfaction with policing

Beginning with the 2003 Report, the ACPR National Survey of Community Satisfaction with Policing (NSCSP), conducted by AC Nielsen, replaces the ABS PSM as the primary source of nationally comparable data on public attitudes toward, and satisfaction with police and police services. The ACPR commissioned the NSCSP to provide an ongoing source of information on public satisfaction with

police in Australia when it was informed that the PSM would be discontinued in November 2000.

The NSCSP and the PSM are similar in objective and both attempt to collect information on community perceptions of police in terms of services provided and personal experiences of contact with the police. The NSCSP also aims to elicit public perceptions of personal safety, and problems in the community and neighbourhood. Notwithstanding the similarities between the NSCSP and the PSM, there were a number of changes to the survey method. The most notable of these changes are a significantly larger sample size; the move to a telephone-based survey (compared with the face-to-face approach of the PSM); and differences in the wording of some of the questions asked. As a result of these changes, the NSCSP and PSM data are not considered directly comparable.

Care needs to be taken in interpreting any survey data. The statistical reliability of survey data is highly dependent on the key elements of the survey method including the survey instrument, collection method and the sample size and design. Attitudinal data in particular may be influenced in the short term by rare, but significantly adverse or highly publicised events (such as a mass murder or a police corruption incident). Thus point-in-time responses may vary from people's true underlying (or longer-term) satisfaction with police and perceptions of safety and crime levels.

5.4 Indicators relevant to all service delivery areas

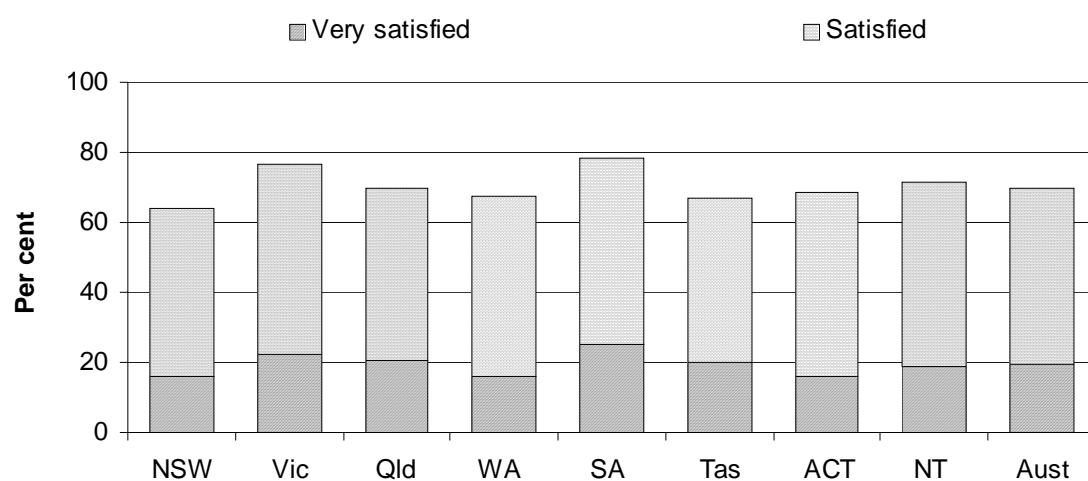
The four SDAs of the performance indicator framework identify the core areas of police work. Within this context, certain indicators of police performance are not specific to any one particular SDA, but are relevant for all SDAs. These indicators include satisfaction with police services, the integrity and professionalism with which police deliver their services, and access and equity considerations. This section provides information from the NSCSP and State and Territory governments on these overarching indicators of police performance.

Satisfaction with police services

The majority (69.9 per cent) of the people aged 18 years and over surveyed in 2001-02 were 'satisfied' or 'very satisfied' with the services provided by police. Across jurisdictions, this proportion varied from 78.2 per cent in SA to 64.2 per cent in NSW (figure 5.9). Also used for comparative purposes is the Likert Summation Index (LSI), which provides a statistical measure of centrality for assessing the general (or 'average') community perceptions. The method and limitations of the LSI are discussed in box 5.3.

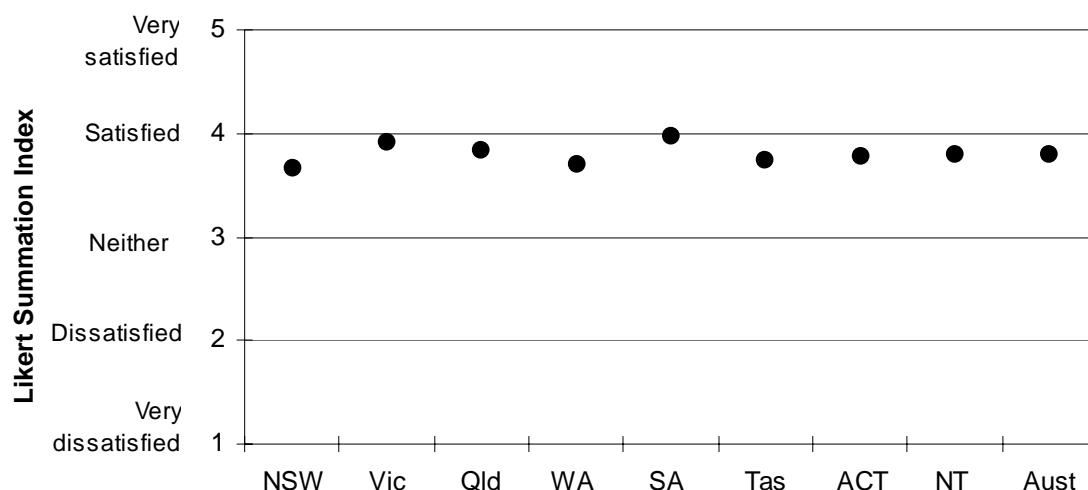
The national LSI for the responses to the question ‘how satisfied are you in general with the services provided by the police?’ was 3.80 on a scale of 1 to 5 (table 5A.22). An LSI of ‘5’ would indicate that all respondents were ‘very satisfied’, while an LSI of ‘1’ would indicate that all respondents were ‘very dissatisfied’. An LSI of 3.80 indicates that, on average, respondents were ‘satisfied’. Across jurisdictions, the LSI varied from 3.98 in SA to 3.66 in NSW (figure 5.10).

Figure 5.9 People aged 18 years and over who were ‘satisfied’ or ‘very satisfied’ with police services, 2001-02



Source: ACPR National Survey of Community Satisfaction with Policing (unpublished); table 5A.22.

Figure 5.10 People aged 18 years and over: general satisfaction with police services, 2001-02



Source: ACPR National Survey of Community Satisfaction with Policing (unpublished); table 5A.22.

Box 5.3 Likert Summation Index

The LSI is a method for aggregating responses to obtain one measure of the general (or ‘average’) perceptions of respondents to Likert type survey questions.

Example — General satisfaction with police services

On the following scale, how satisfied are you with services provided by the police?

Very satisfied = 5; Satisfied = 4; Neither = 3; Dissatisfied = 2; Very dissatisfied = 1

The responses are summarised below:

Category	Weight (A)	Responses	
		Actual (B)	Weighted (AX B)
Very Satisfied	5	950	4 750
Satisfied	4	2 500	10 000
Neither	3	1 250	3 750
Dissatisfied	2	400	800
Very Dissatisfied	1	250	250
Total		5 350	19 550

Each response category is allocated a weight between 1 and 5 (A). The actual responses (B) are multiplied by this weight to provide weighted responses (AX B). For example, five time 950 equals 4750. The sum of the weighted responses is divided by the sum of the actual responses:

$$L = \frac{\sum_{i=1}^n w_i R_i}{\sum_{i=1}^n R_i} = \frac{(5 \times 950) + (4 \times 2500) + (3 \times 1250) + (2 \times 400) + (1 \times 250)}{950 + 2500 + 1250 + 400 + 250} = \frac{19 550}{5350} = 3.65$$

where: L = Likert Summation Index
R_i = the responses for answer category i

w_i = the score for answer category i
n = the number of response categories

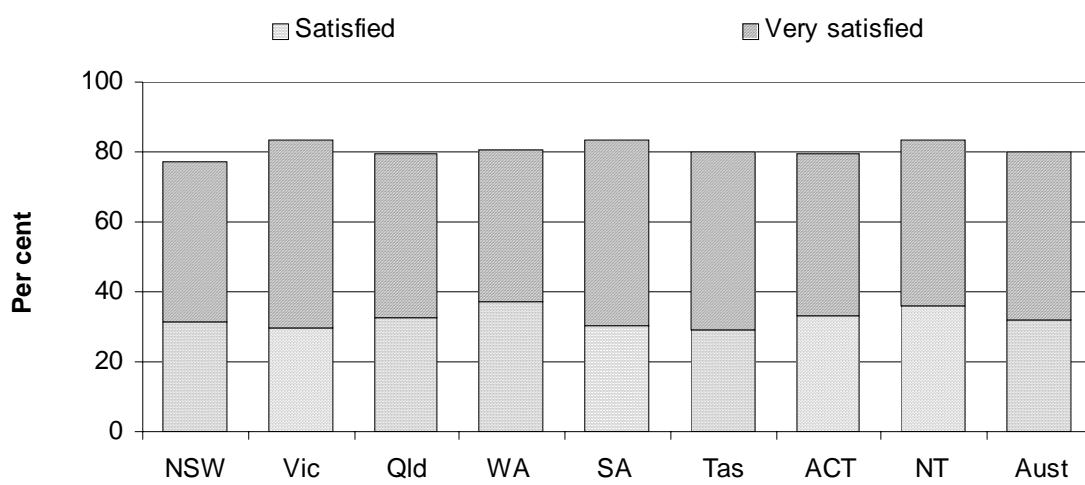
Care needs to be taken in interpreting the LSI because although it provides a useful tool for making inferences about aggregate population attitudes/perceptions, it is based on a number of simplifying assumptions. Likert scale questions such as that used in the example above provide ordinal data. The LSI method assumes that the underlying data are inherently ‘interval’ in nature. This assumption — which is not universally accepted in the literature — is closely linked to design and implementation of the survey instrument.

Further, the LSI is a measure of centrality and does not explicitly highlight outliers — for example, those very dissatisfied with police services — who may be an important focus of police policy. For these reasons, the LSI should be interpreted in conjunction with related frequency data.

Nationally, of those respondents aged 18 years and over who had contact with police in 2001-02, 80.2 per cent were ‘satisfied’ or ‘very satisfied’ with the service they received during their most recent contact. This proportion ranged from

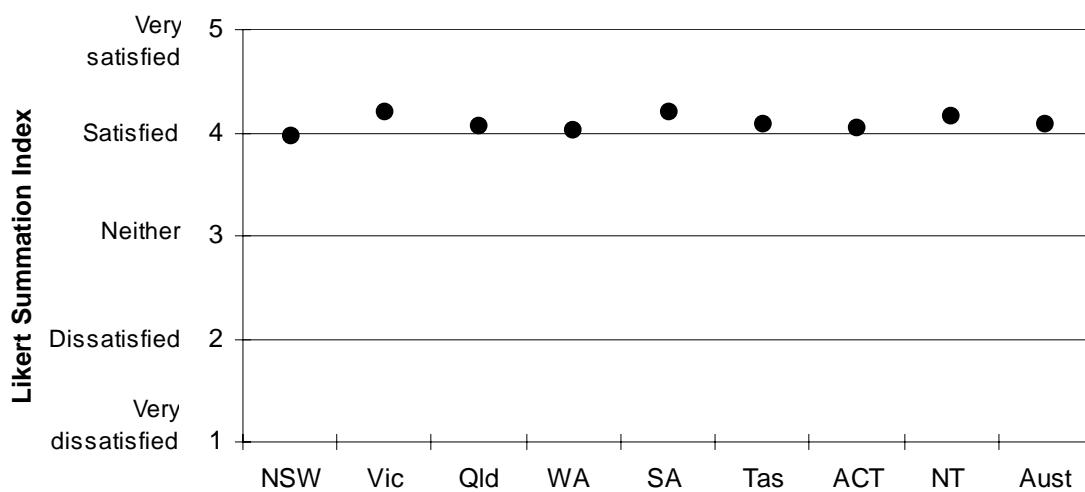
83.4 per cent in Victoria to 76.9 per cent in NSW (figure 5.11). The national LSI for the responses to the question ‘how satisfied were you with the service you received during your most recent contact with police?’ was 4.08 on a scale of 1 to 5 (table 5A.28). An LSI of 4.08 indicates that, on average, respondents were ‘satisfied’. Across jurisdictions, the LSI varied from 4.20 in both Victoria and SA to 3.97 in NSW (figure 5.12).

Figure 5.11 People aged 18 years and over who were ‘satisfied’ or ‘very satisfied’ with police in their most recent contact, 2001-02



Source: ACPR *National Survey of Community Satisfaction with Policing* (unpublished); table 5A.28.

Figure 5.12 People aged 18 years and over: general satisfaction with police in most recent contact, 2001-02



Source: ACPR *National Survey of Community Satisfaction with Policing* (unpublished); table 5A.28.

Nationally, the most common three reasons for satisfaction with their most recent police contact for people aged 18 years and over in 2001-02 were that police:

- ‘were prompt’, ‘were approachable/friendly’, and ‘were helpful and courteous’ (37.4 per cent of people who had contact with police);
- ‘handled the matter well’, ‘took appropriate action’ and ‘were efficient’ (24.5 per cent of people who had contact with police); and
- ‘were professional/fair’ (12.2 per cent of people who had contact with police) (table 5A.29).

Nationally, the most common three reasons for dissatisfaction with their most recent police contact for people aged 18 years and over in 2001-02 were that police:

- ‘took no action’, ‘did not keep the respondent informed’, ‘made a false accusation’, ‘communicated poorly’ or ‘showed no interest’ (6.5 per cent of people who had contact with police);
- ‘left respondent waiting’, ‘were unfriendly/impolite’, ‘were unhelpful’ (4.0 per cent of people who had contact with police); and
- ‘were unprofessional/unfair’ (1.7 per cent of people who had contact with police) (table 5A.29).

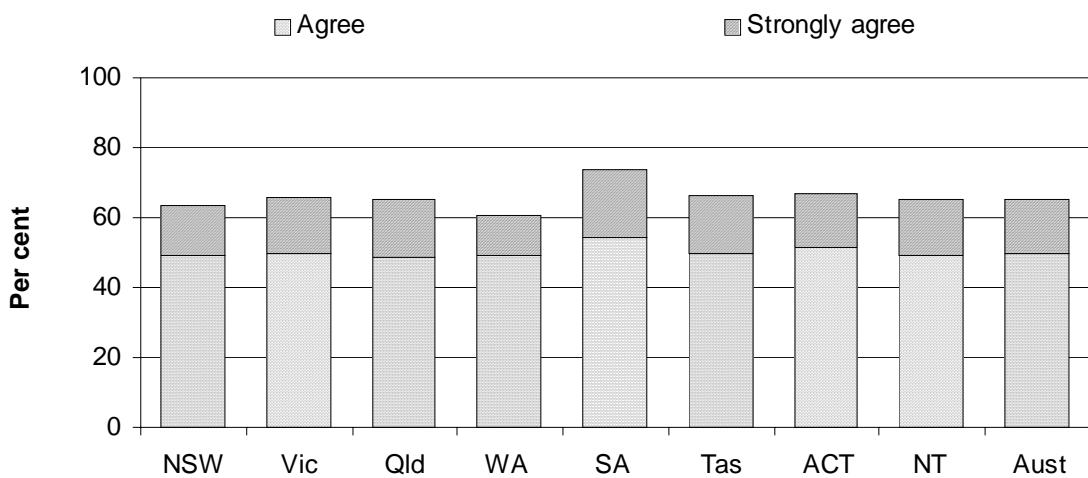
Perceptions of police integrity

Nationally, 65.0 per cent of people aged 18 years and over in 2001-02 ‘agreed’ or ‘strongly agreed’ that police treat people ‘fairly and equally’. This ranged from 73.9 per cent in SA to 60.5 per cent in WA (figure 5.13).

Nationally, 77.7 per cent of people aged 18 years and over ‘agreed’ or ‘strongly agreed’ in 2001-02 that police perform the job ‘professionally’. The proportion ranged from 87.4 per cent in SA to 73.4 per cent in NSW (figure 5.14).

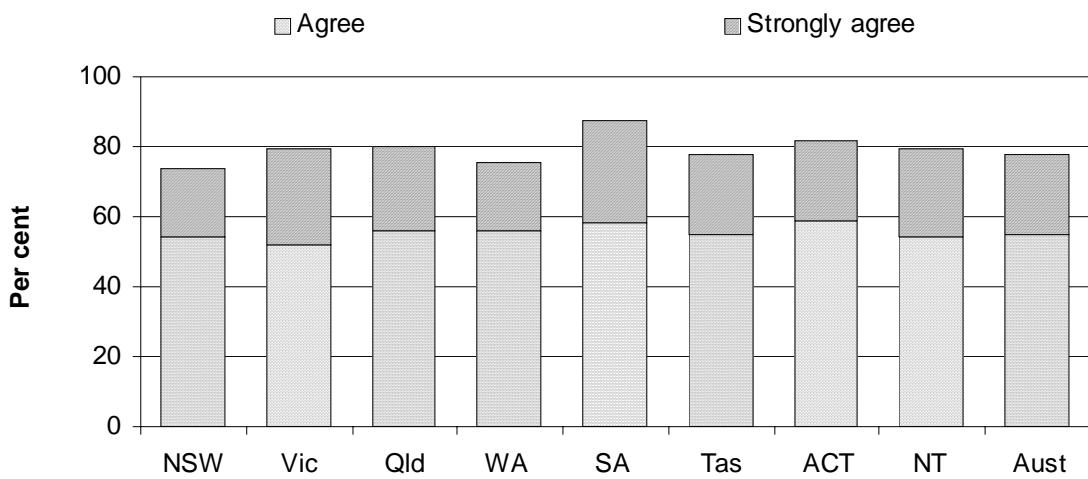
Police integrity is another important influence on police services’ performance. This can be judged to some extent by the public perception of police honesty. Nationally, 74.4 per cent of people aged 18 years and over ‘agreed’ or ‘strongly agreed’ in 2001-02 that most police are ‘honest’. The proportion ranged from 80.9 per cent in SA to 71.7 per cent in NSW (figure 5.15).

Figure 5.13 People aged 18 years and over who ‘agreed’ or ‘strongly agreed’ that police treat people fairly and equally, 2001-02



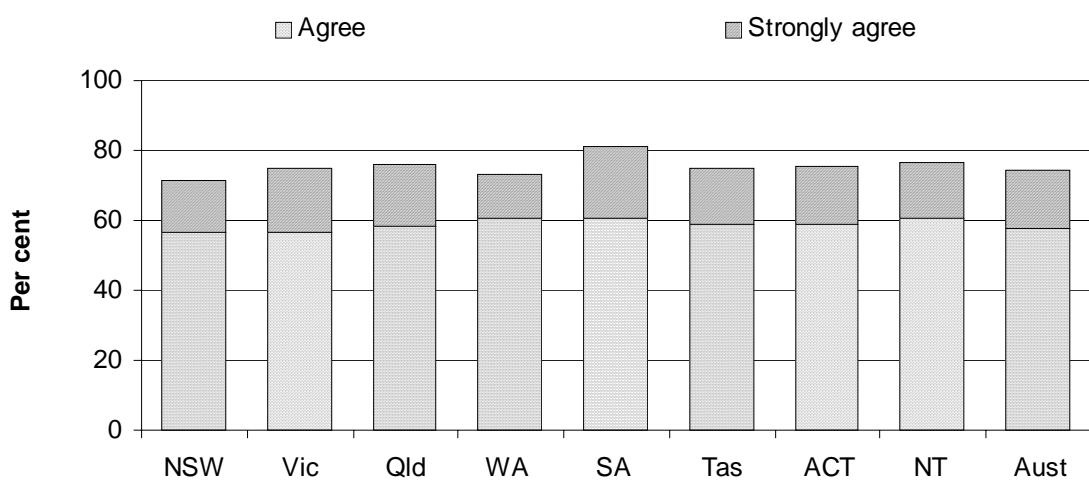
Source: ACPR Survey of Community Satisfaction with Policing (unpublished); table 5A.31.

Figure 5.14 People aged 18 years and over who ‘agreed’ or ‘strongly agreed’ that police perform the job professionally, 2001-02



Source: ACPR National Survey of Community Satisfaction with Policing (unpublished); table 5A.30.

Figure 5.15 People aged 18 years and over who 'agreed' or 'strongly agreed' that most police are honest, 2001-02



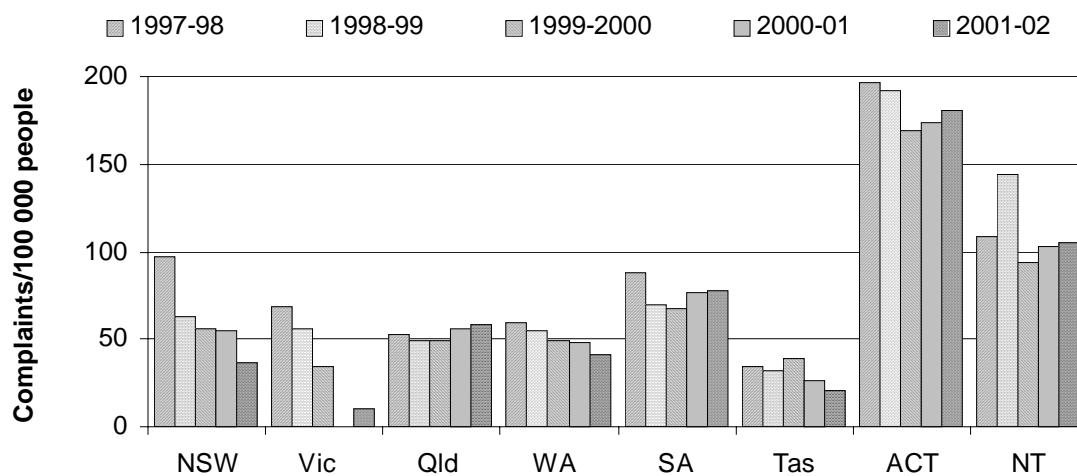
Source: ACPR *National Survey of Community Satisfaction with Policing* (unpublished); table 5A.32.

Complaints

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

Complaint data represented in figures 5.16 and 5.17 provide an accurate picture of trends over time for each jurisdiction. The ratios, however, do not accurately reflect a comparison across jurisdictions because of the vastly different counting rules, particularly in the ACT. The number of complaints against the police per 100 000 people was on a general downward trend in Victoria, WA, and Tasmania over the period 1997-98 to 2001-02. The ACT experienced a relatively large increase in complaints per 100 000 population, rising from 174 to 180 in 2001-02. Queensland, SA, and the NT all experienced small increases in complaints per 100 000 population over the previous 12 months. The largest decrease over the past year occurred in WA (a fall of seven complaints per 100 000 population) (figure 5.16). NSW data for 2001-02 are not comparable to previous years due to the implementation of a new complaints management system in December 2001; therefore the 2001-02 figure only reflects data collected up to this date.

Figure 5.16 Complaints per 100 000 people^{a, b, c, d, e}



a Data are not comparable across jurisdictions. Data should only be used to view trends over time within jurisdictions. **b** The impact of tourists (and any associated complaints) should be considered in the light of a complaints ratio based on population. **c** Data include verbal complaints in the NT and the ACT. **d** For the NT, a significant proportion of complaints in 1998-99 arose from the Jabiluka Uranium Mine protests in Kakadu National Park. **e** For NSW, a new complaints management system (ca@ts.i) is being implemented (progressively since December 2001). Figures for 2001-02 include only matters entered into the former Complaints Information System (CIS).

Source: State and Territory governments (unpublished); table 5A.34.

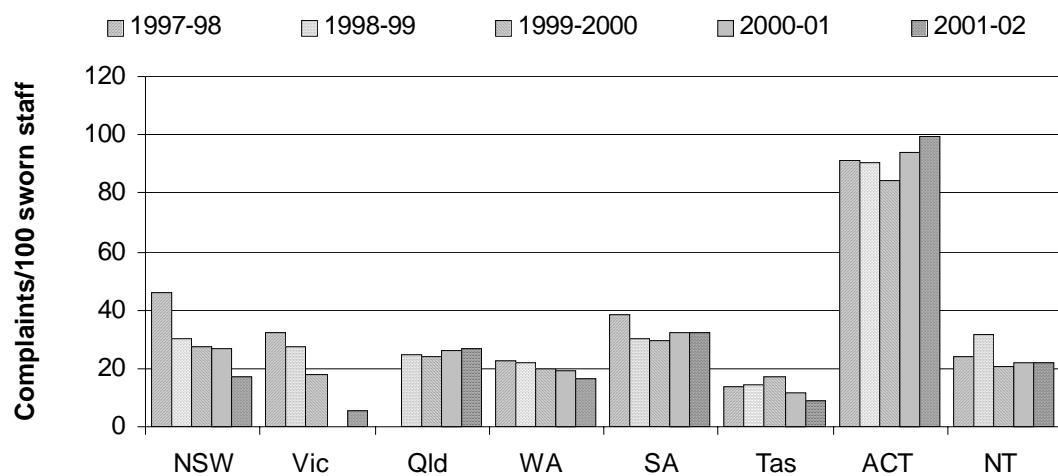
Another way of interpreting the complaints data is to consider the number of complaints per 100 sworn police officers in each jurisdiction. This alternative presentation is shown in figure 5.17. The general trends within jurisdictions are similar to those discussed in ‘complaints per 100 000 people’.

Access and equity — Indigenous staffing

This section focuses on the performance of mainstream services in relation to Indigenous Australians. The process of identifying Indigenous staff members and clients poses challenges, particularly when relying on self identification.

Where Indigenous people are required to identify themselves, then the accuracy of the data will partly depend on how they perceive the advantages (or disadvantages) of identification and whether these perceptions change over time. For the purposes of this chapter, an Indigenous person is one who self identifies as an Aboriginal or Torres Strait Islander. All jurisdictions except Victoria were able to provide information on Indigenous staffing for 2001-02.

Figure 5.17 Complaints per 100 sworn police staff^{a, b, c, d, e}



a Data are not comparable across jurisdictions. Data should only be used to view trends over time within jurisdictions. **b** The impact of tourists (and any associated complaints) should be considered in the light of a complaints ratio based on population. **c** Data include verbal complaints in the NT and the ACT. **d** For the NT, a significant proportion of complaints in 1998-99 arose from the Jabiluka Uranium Mine protests in Kakadu National Park. **e** For NSW, a new complaints management system (ca@ts.i) is being implemented (progressively since December 2001). Figures for 2001-02 include only matters entered into the former CIS.

Source: State and Territory governments (unpublished); Table 5A.34.

A proxy for assessing the level of Indigenous staff representation is to measure Indigenous staff levels as a proportion of the estimated Indigenous working aged population; that is, those old enough to be eligible for police employment. This is important, as a significantly larger proportion of the Indigenous population falls within the younger non-working age groupings compared with the non-Indigenous population. From the available ABS census data, the 20–64 years old age group provides the closest ‘fit’ for the estimated working population.

Of the jurisdictions that provided data in 2001-02, the NT had the highest proportion of Indigenous police staff (4.4 per cent), while NSW and the ACT had the lowest proportion (0.9 per cent) (table 5A.35). In most jurisdictions, the proportion of Indigenous police staff was broadly in line with the representation of Indigenous people in the population aged 20–64 years. The exception was the NT, where the representation of Indigenous people in police staff (4.4 per cent) was significantly lower than their representation in the 20–64 year old population (14.7 per cent) (figure 5.18).

Figure 5.18 Indigenous staff (sworn and unsworn) as a proportion of the Indigenous population aged 20–64 years^{a, b}



a Indigenous staff numbers relate to those staff who self identify as being of Aboriginal or Torres Strait Islander descent. **b** Information on Indigenous status is only collected at time of recruitment.

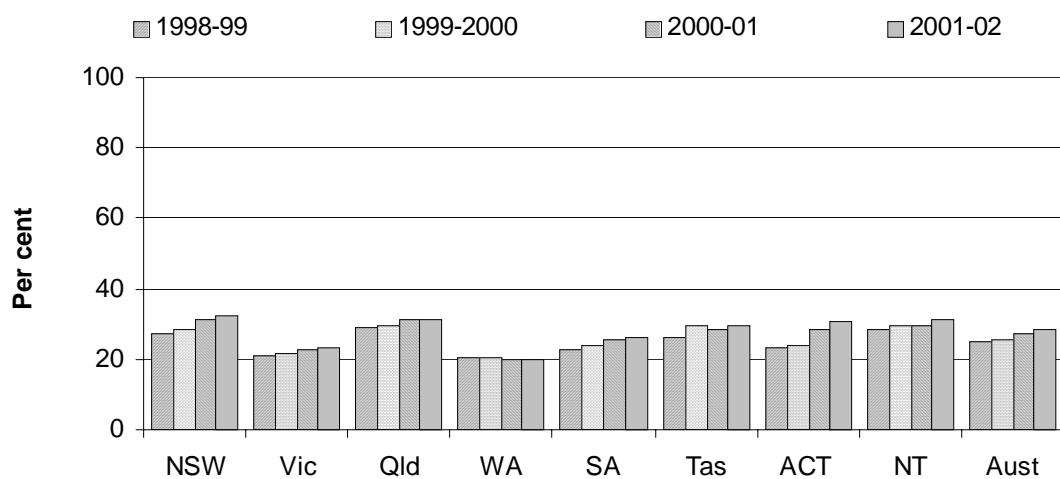
Source: State and Territory governments (unpublished); table A.2; table 5A.35.

Access and equity — staffing by gender

Another measure of access and equity is the level of (sworn and unsworn) police staff by gender. Nationally, 28.2 per cent of police staff in 2001-02 were female. This proportion ranged from 32.3 per cent in NSW to 20.1 per cent in WA (figure 5.19).

Nationally, the proportion of female police staff has increased by three percentage points since 1998-99 (from 25 per cent to 28 per cent of staff). All jurisdictions, with the exception of WA (which fell from 21 to 20 females per 100 staff), have increased their proportion of female police staff over this period. The greatest increase occurred in the ACT (from 23 to 31 females per 100 staff), followed by NSW (from 27 to 32 females per 100 staff) (table 5A.36). The change in the ACT should be viewed with care, due to the introduction of a revised method which better identifies those personnel within the Australian Federal Police involved in the provision of enabling services to ACT policing.

Figure 5.19 Female police staff (sworn and unsworn)^{a, b, c}



a Comprises all FTE staff. **b** For WA, excludes recruits in training. **c** In 2000-01, as a result of a comprehensive review of enabling costs applicable to ACT Policing, the formula previously applied to the calculation of staffing and expenditure data has been significantly revised. This methodological shift means that data relating to staffing and expenditure from 2000-01 onwards are not directly comparable to data prior to 2000-01.

Source: State and Territory governments (unpublished); table 5A.36.

5.5 Community safety and support

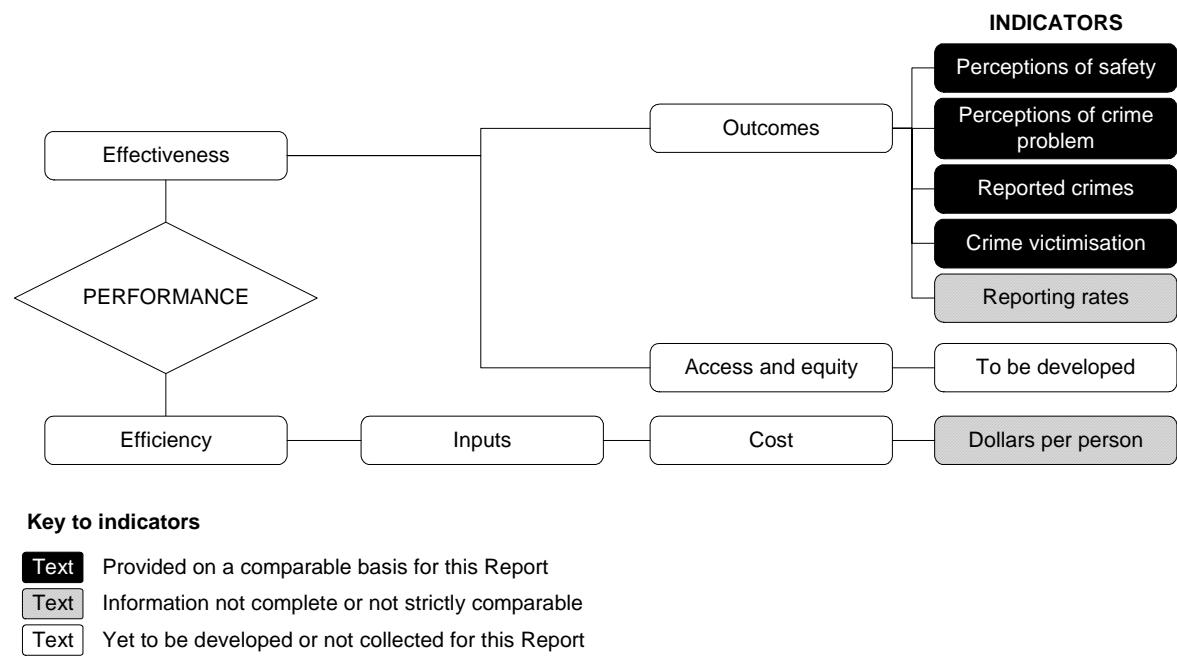
This SDA captures the role of police in preserving public order and promoting a safer community through a range of activities, including:

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

Framework of performance indicators

The performance of the police in undertaking these activities is measured using a suite of indicators that incorporates information on recorded crime levels and community perceptions data. The performance indicator framework shows which data are comparable between jurisdictions in the 2003 Report (figure 5.20). For data that are not considered strictly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

Figure 5.20 Performance indicators for community safety and support



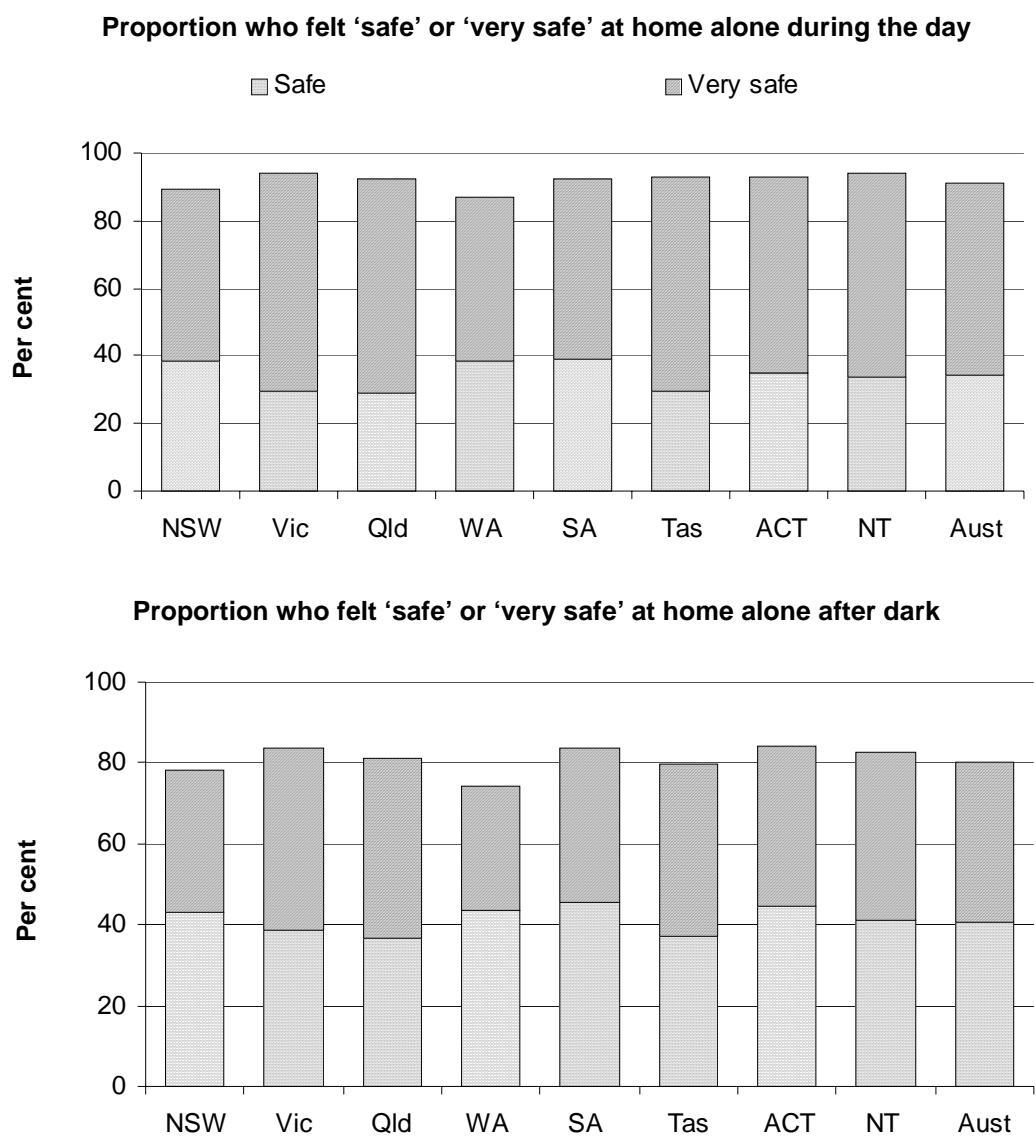
Key community safety and support performance indicator results

Perceptions of safety

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

Nationally, 91.3 per cent of people aged 18 and over felt ‘safe’ or ‘very safe’ at home alone during the day in 2001-02. This proportion ranged from 94.3 per cent in Victoria to 87.2 per cent in WA. Nationally, 80.4 per cent of people felt ‘safe’ or ‘very safe’ at home alone after dark. This proportion ranged from 84.1 per cent in the ACT to 74.1 per cent in WA (figure 5.21).

Figure 5.21 People aged 18 years and over: perception of safety at home, 2001-02



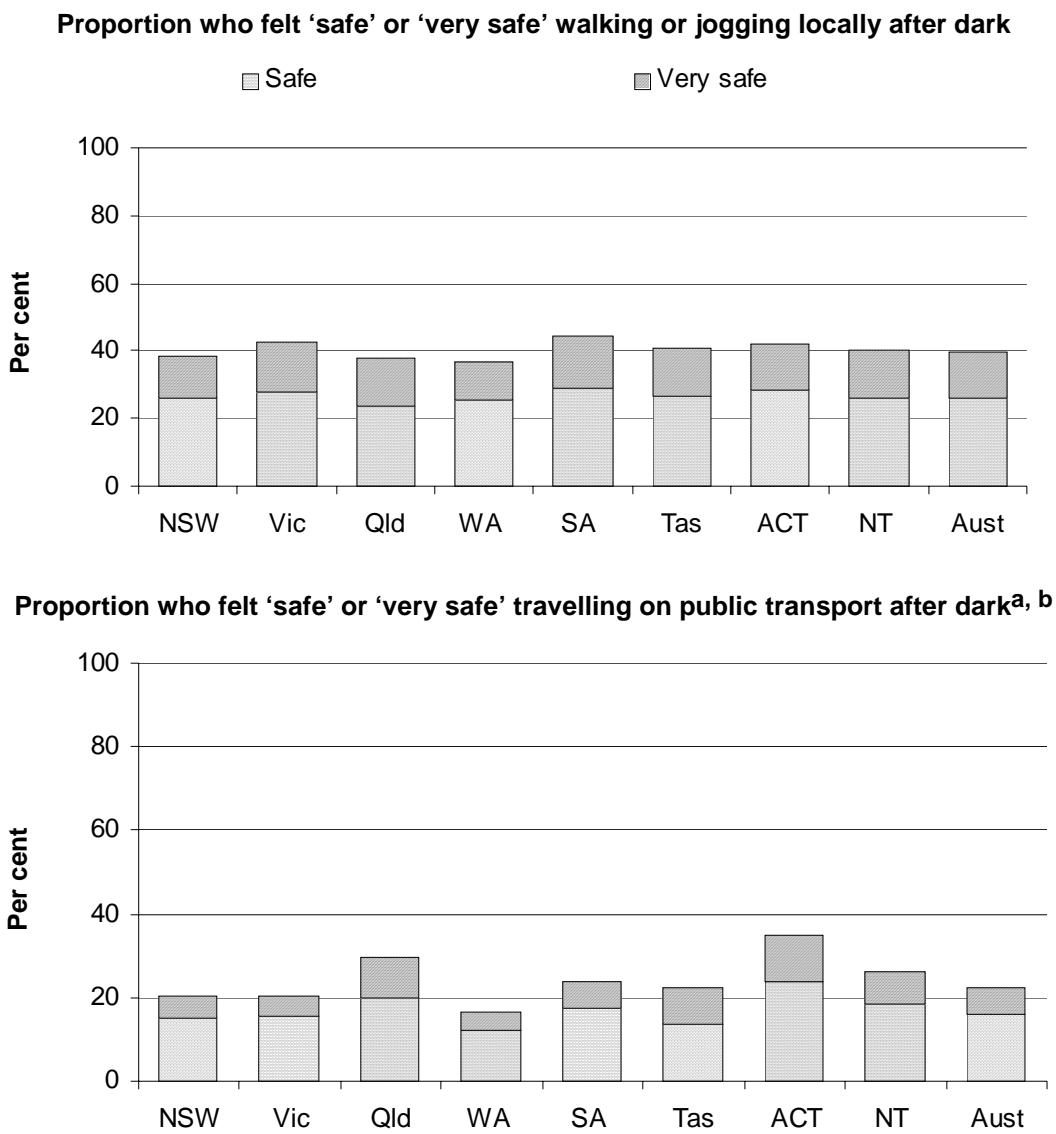
Source: ACPR *National Survey of Community Satisfaction with Policing* (unpublished); table 5A.37.

Nationally, 39.8 per cent of people aged 18 years and over felt 'safe' or 'very safe' when walking or jogging locally after dark in 2001-02. Across jurisdictions, the proportion ranged from 44.1 per cent in the SA to 36.5 per cent in WA (figure 5.22).

Nationally, 22.3 per cent of the surveyed adult population felt 'safe' or 'very safe' when travelling on public transport after dark in 2001-02. This perception of safety ranged from 34.8 per cent in the ACT to 16.5 per cent in WA (figure 5.22). The ACT and the NT, however, do not operate a suburban train network, and the results

will also be influenced by the mix (that is, trains, buses and trams) of public transport in each jurisdiction.

Figure 5.22 People aged 18 years and over: perception of safety in public places^{a, b}



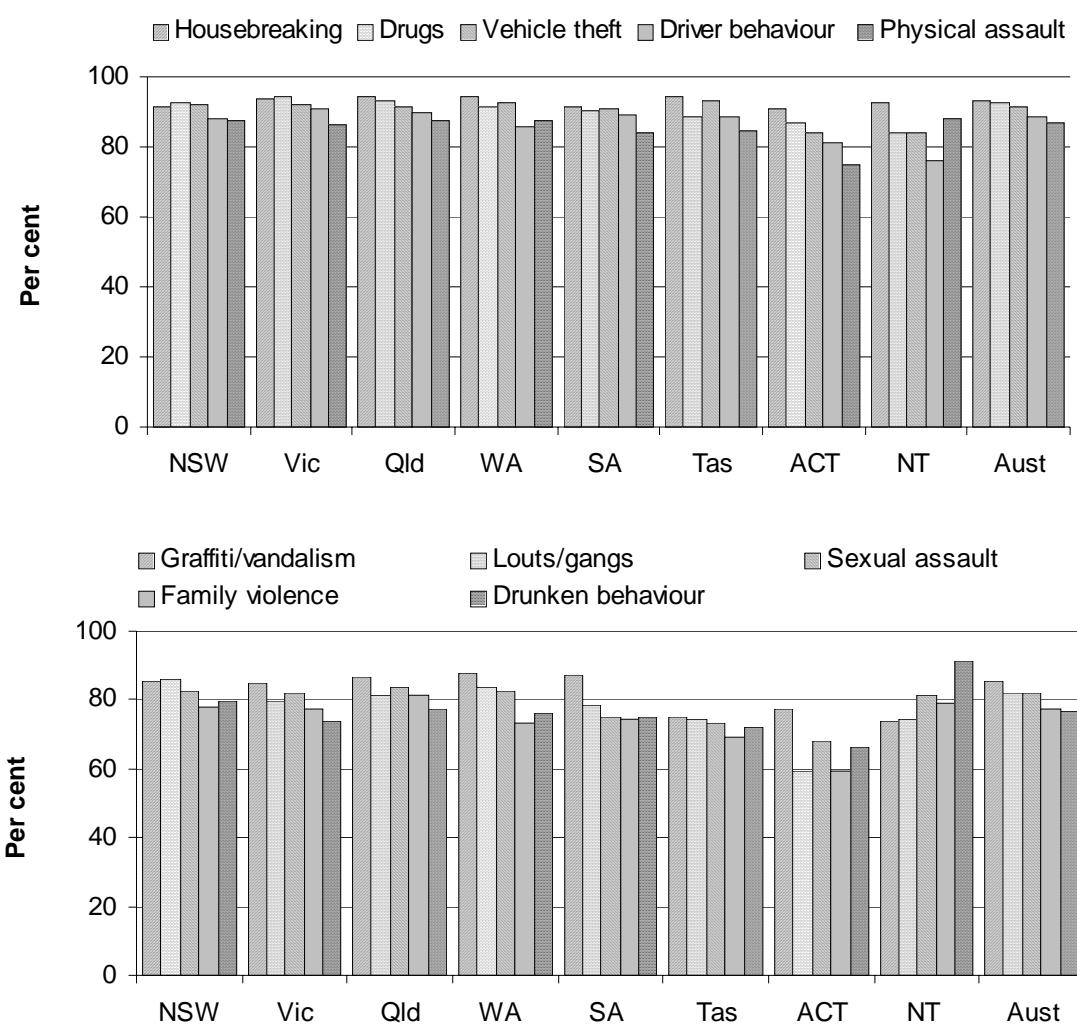
^a For this survey question, the response 'not applicable' was very large and varied significantly across jurisdictions in line with the availability of public transport (see tables 5A.38 and 5A.39). ^b Unlike other jurisdictions, the ACT and the NT do not operate a suburban train network and rely on buses as the primary means of public transportation.

Source: ACPR National Survey of Community Satisfaction with Policing (unpublished); tables 5A.38 and 5A.39.

Nationally, 87.6 per cent of respondents felt 'safe' or 'very safe' when walking or jogging locally during the day and 60.2 per cent of respondents felt 'safe' or 'very

'safe' on public transport during the day in 2001-02. A jurisdiction breakdown of these results are available from table 5A.38 and 5A.39.

Figure 5.23 Proportion of people aged 18 years and over who consider the identified issues to be either a 'major problem' or 'somewhat of a problem' in the State or Territory, 2001-02



Source: ACPR National Survey of Community Satisfaction with Policing (unpublished); tables 5A.43–5A.45.

Perceptions of crime problem

Nationally, in 2001-02, when people were asked about crime problems in their State/Territory, the proportion of people aged 18 years and over who perceived a particular crime as a 'major problem' or 'somewhat of a problem' were: 92.9 per cent for housebreaking; 92.5 per cent for illegal drugs; 91.7 per cent for vehicle theft; 88.7 per cent for poor driver behaviour (speeding cars, dangerous or

noisy driving); 86.7 per cent for physical assault; 85.4 per cent for graffiti and other vandalism; 81.9 per cent for louts and gangs; 81.7 per cent for sexual assault; 77.2 per cent for family violence; and 76.9 per cent for drunken and disorderly behaviour (figure 5.23)

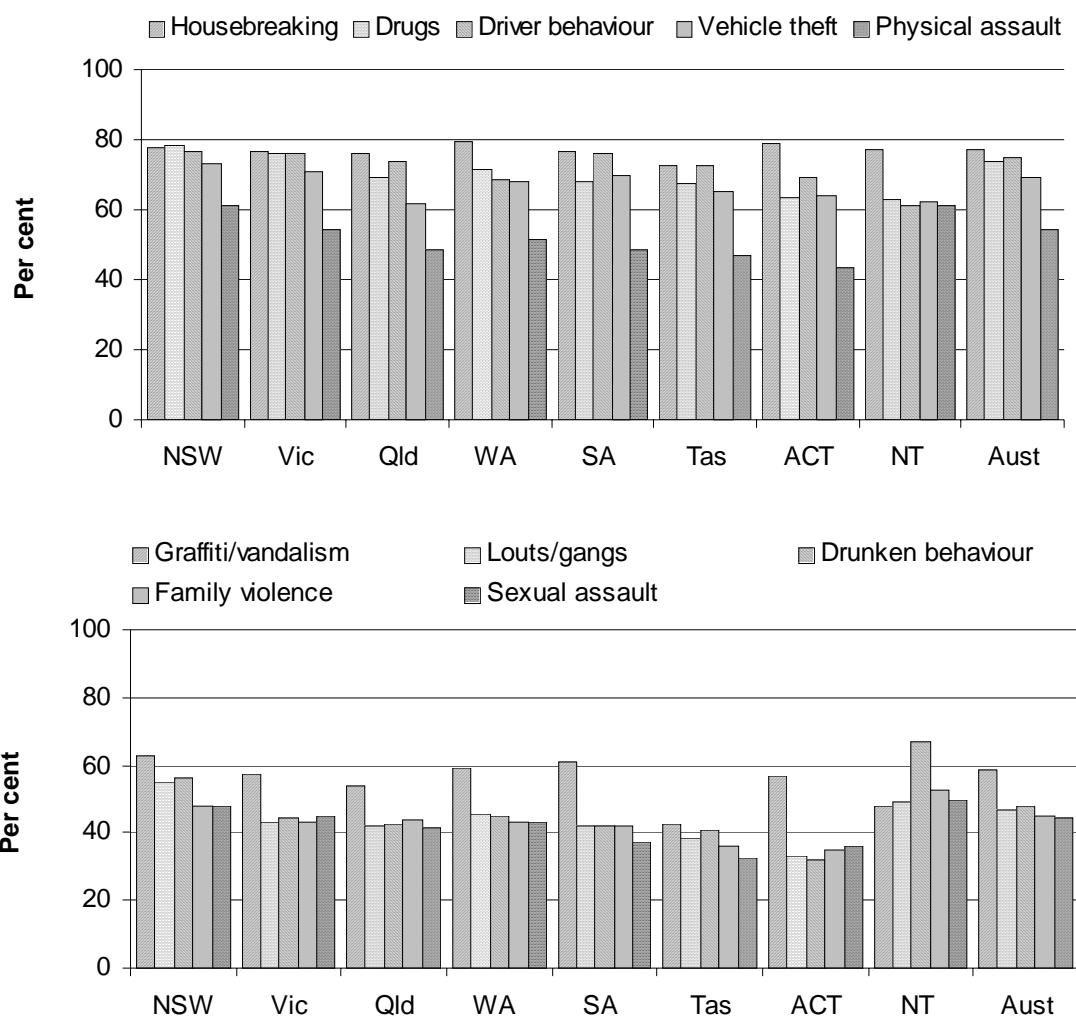
People aged 18 years and over asked about crime problems in their neighbourhood and general community identified the following areas of concern:

- *housebreaking*: Nationally, 77.0 per cent of people aged 18 years and over believed housebreaking to be a ‘major problem’ or ‘somewhat a problem’ in their local area in 2001-02. Across jurisdictions, the prevalence of this response ranged from 79.3 per cent in the WA to 72.2 per cent in Tasmania (figure 5.24).
- *illegal drugs*: Nationally, 73.9 per cent of people aged 18 years and over believed illegal drugs to be a ‘major problem’ or ‘somewhat a problem’ in their local area in 2001-02. Across jurisdictions, the prevalence of this response ranged from 78.4 per cent in the NSW to 63.4 per cent in the NT (figure 5.24).
- *poor driver behaviour*: Nationally, 74.7 per cent of people aged 18 years and over believed speeding cars, dangerous or noisy driving to be a ‘major problem’ or ‘somewhat a problem’ in their local area in 2001-02. Across jurisdictions, the prevalence of this response ranged from 76.3 per cent in the NSW to 61.2 per cent in the NT (figure 5.24); and
- *motor vehicle theft*: Nationally, 69.2 per cent of people aged 18 years and over believed motor vehicle theft to be a ‘major problem’ or ‘somewhat a problem’ in their local area in 2001-02. Across jurisdictions, the prevalence of this response ranged from 73.3 per cent in the NSW to 61.9 per cent in the NT (figure 5.24).

Care needs to be taken in interpreting data on perceptions of crime. The perceptions of a problem and the actual incidence of these offences may differ significantly across jurisdictions. Reducing people’s concerns about crime and reducing the actual level of crime are two separate, but related challenges for police.

Comparisons between perceptions of crime problems and the level of crime raise questions about the factors that affect perceptions. More generally, such comparisons highlight the importance of considering the full suite of performance indicators rather than assessing performance on the basis of specific measures in isolation. The NSCSP indicates that perceptions of crime fall as the respondent focuses on the local neighbourhood rather than the State or Territory where they live.

Figure 5.24 Proportion of people aged 18 years and over who consider the identified issues to be either a 'major problem' or 'somewhat of a problem' in the neighbourhood and general community, 2001-02

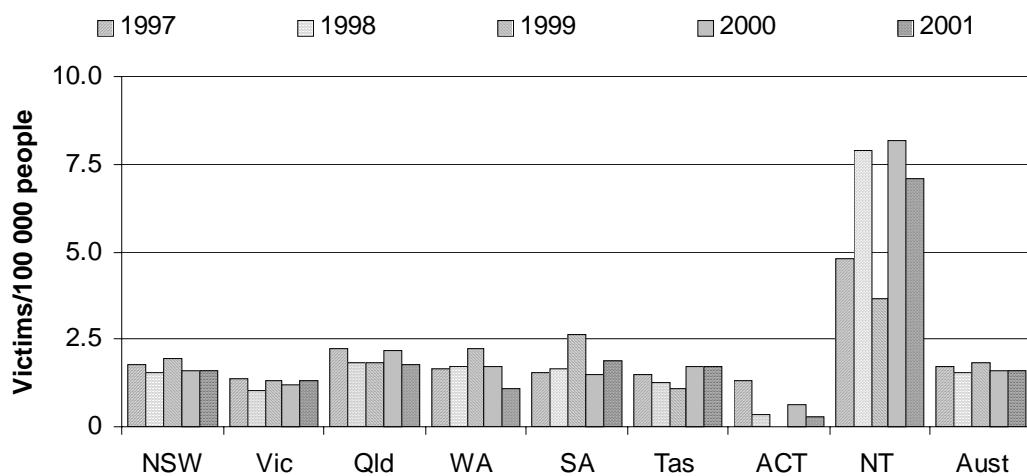


Source: ACPR National Survey of Community Satisfaction with Policing (unpublished); tables 5A.40–5A.42.

Recorded crimes and crime victimisation — recorded crimes against the person

Nationally, there were 1.6 recorded victims of murder per 100 000 people in 2001 (the same as for 2000). Across jurisdictions, the number of murder victims per 100 000 people ranged from 7.1 in the NT to 0.3 in the ACT. Between 2000 and 2001, the murder rate rose in Victoria and SA, remained constant in NSW and Tasmania, and fell in Queensland, WA, the ACT and the NT (figure 5.25).

Figure 5.25 Recorded victims of murder^a

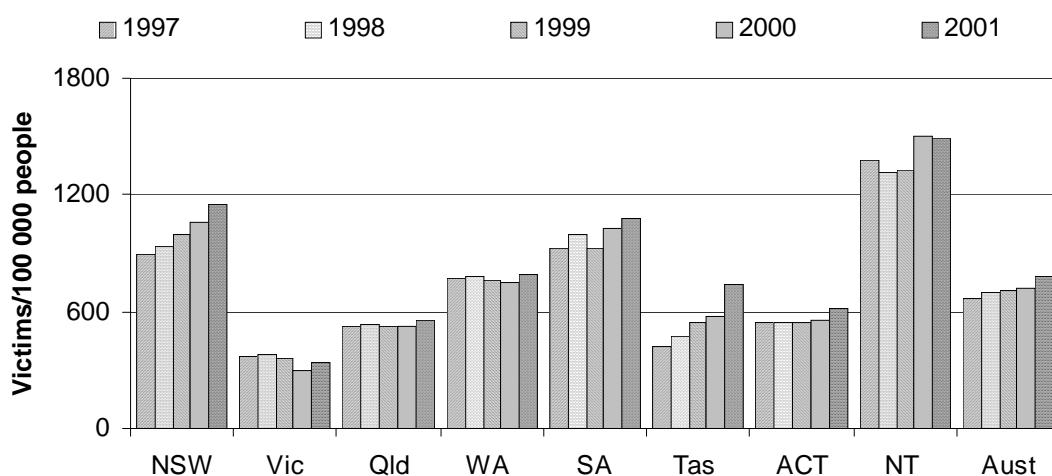


^a Data are based on crimes recorded by police.

Source: ABS *Recorded Crime Australia 2001* (unpublished); table 5A.47.

There were 783 victims of assault per 100 000 people nationally in 2001 (up from 724 per 100 000 people in 2000), ranging from 1486 victims per 100 000 people in the NT to 337 victims per 100 000 people in Victoria (figure 5.26). Between 2000 and 2001, the number of victims of assaults per 100 000 rose in all jurisdictions except the NT (figure 5.26).

Figure 5.26 Recorded victims of assault^{a, b}

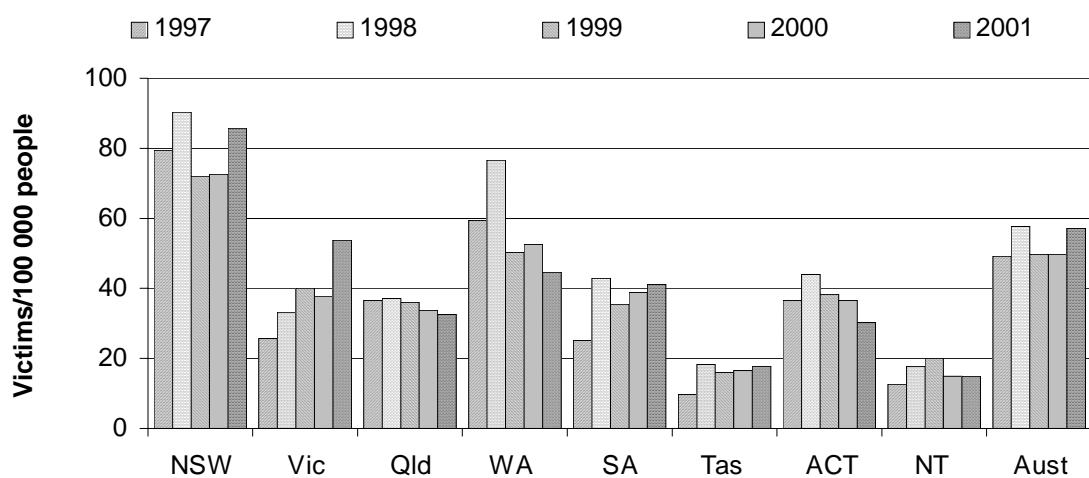


^a Data are based on crimes recorded by police. ^b For WA, the recorded crime statistics for assault are not directly comparable with the results prior to 1998.

Source: ABS *Recorded Crime Australia 2001* (unpublished); table 5A.47.

Nationally, there were 57 victims of armed robbery per 100 000 people in 2001 (up from 50 victims per 100 000 in 2000), ranging from 86 victims per 100 000 people in NSW to 15 victims per 100 000 people in the NT. Between 2000 and 2001, the rate of armed robbery increased in NSW, Victoria, SA and Tasmania, declined in Queensland, WA and the ACT and remained constant in the NT (figure 5.27).

Figure 5.27 Recorded victims of armed robbery^{a, b, c}



a Data are based on crimes recorded by police. **b** Victims include people and organisations. **c** For WA, the recorded crime statistics for armed robbery are not directly comparable with the results prior to 1998.

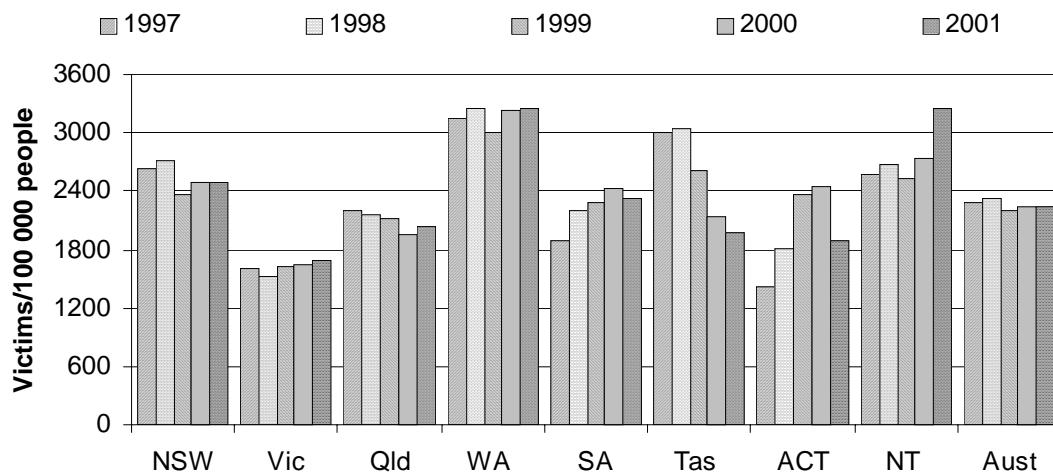
Source: ABS *Recorded Crime Australia 2001* (unpublished); table 5A.47.

Nationally, per 100 000 people, there were: 0.2 victims of manslaughter; 1.8 victims of blackmail/extortion; 1.3 victims of driving causing death; 2.4 victims of attempted murder; 3.9 victims of kidnapping/abduction; 80 victims of unarmed robbery; and 86 victims of sexual assault. Data on recorded crime for each of these offences are available across jurisdictions for the period 1997 to 2001 (table 5A.47).

Recorded crimes and crime victimisation — recorded property crimes

There were 2247 victims of unlawful entry with intent per 100 000 people nationally in 2001 (marginally up from 2242 victims per 100 000 in 2000). The incidence varied from 3251 victims per 100 000 people in WA to 1678 victims per 100 000 people in Victoria. Between 2000 and 2001, the number of unlawful entries with intent per 100 000 people rose in Victoria, Queensland, WA, and the NT and declined in NSW, SA, Tasmania and the ACT (figure 5.28).

Figure 5.28 Recorded victims of unlawful entry with intent^{a, b}

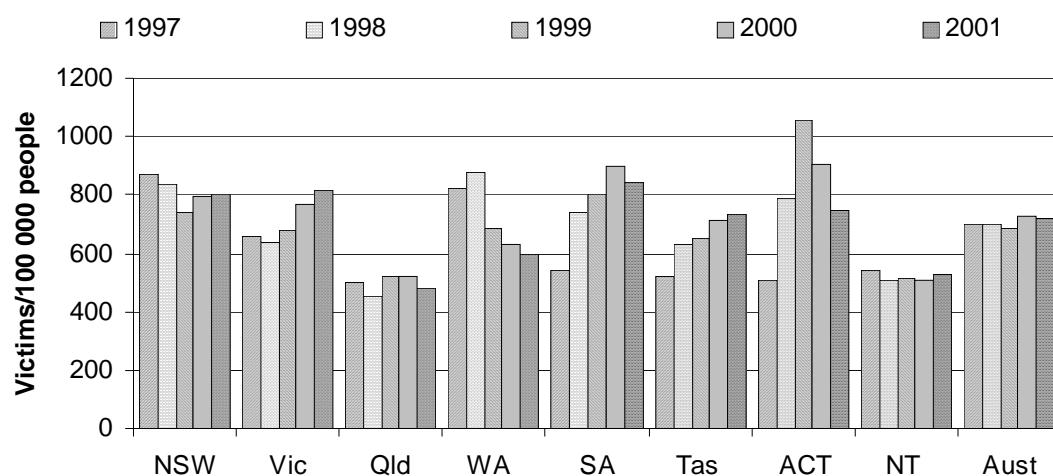


^a Data are based on crimes recorded by police. ^b Victims refers to places/premises.

Source: ABS *Recorded Crime Australia 2001* (unpublished); table 5A.48.

Nationally, there were 722 motor vehicles stolen per 100 000 people in 2001 (steady with 2000). The number of motor vehicles stolen per 100 000 people ranged from 843 in SA to 481 in Queensland. Between 2000 and 2001, the rate of motor vehicle theft rose in NSW, Victoria, Tasmania, and the NT and fell in Queensland, WA, SA and the ACT (figure 5.29).

Figure 5.29 Recorded victims of motor vehicle theft^{a, b}



^a Data are based on crimes recorded by police. ^b Victims are based on the number of motor vehicles.

Source: ABS *Recorded Crime Australia 2001* (unpublished); table 5A.48.

There were 3608 victims of other theft per 100 000 people nationally in 2001, (up from 3557 victims per 100 000 in 2000). This ranged from 5267 in SA to 2834 in Tasmania. Between 2000 and 2001 the rate for other theft increased in all jurisdictions apart from NSW and the ACT, which recorded declines (table 5A.48).

Reporting rates

The ABS also undertakes crime and safety surveys. As part of these surveys, reporting rates for selected major offences are contained in table 5A.49 and the estimated total victims of crime (both reported and unreported) for crimes against the person and property are included in tables 5A.50 and 5A.51.

Efficiency

The comparability of expenditure data has been improved by accounting for differences in payroll tax liabilities across jurisdictions according to the approach recommended in *Payroll Tax in the Costing of Government Services* (SCRCSSP 1999). The separate identification of payroll tax liabilities facilitates comparisons of expenditure data (less payroll tax) across all jurisdictions.

Queensland and Tasmania did not provide expenditure data by SDA for 2001-02. Nationally, of the jurisdictions that were able to provide data in 2001-02, expenditure on community safety and support was \$128 per person. It ranged from \$296 per person in the NT to \$99 per person in Victoria (figure 5.30). Expenditure on community safety and support made up about half of all police expenditure nationally (53.6 per cent). Expenditure on community safety and support, as a proportion of each jurisdiction's total police expenditure, ranged from 66.0 per cent in SA to 44.2 per cent in Victoria (table 5A.14).

While comparisons can be made with last year, care needs to be taken as there may have been changes in the methods employed. The largest increase in real expenditure over the past year occurred in the ACT, where real expenditure on community safety and support rose by \$16 per person (from \$107 to \$123) (table 5A.52). The largest decrease in real expenditure over the past year occurred in NSW, where real expenditure fell by \$9 per person (from \$150 to \$141). Nationally, real expenditure on community safety and support rose by \$3 per person over the last year (from \$125 to \$128) (table 5A.52).

Figure 5.30 Expenditure per person on community safety and support, 2001-02^a, b, c, d, e, f



^a Data have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common SDAs. ^b Calculated by allocating payroll tax in the same proportion as expenditure on salaries and payments for each SDA. ^c For Queensland and Tasmania, data are only available for all key SDAs combined. ^d WA and the ACT are exempt from payroll tax. ^e For the ACT, the total includes major events and planning. ^f The Australian total includes payroll tax where applicable.

Source: State and Territory governments (unpublished); table A.2; table 5A.52.

5.6 Crime investigation

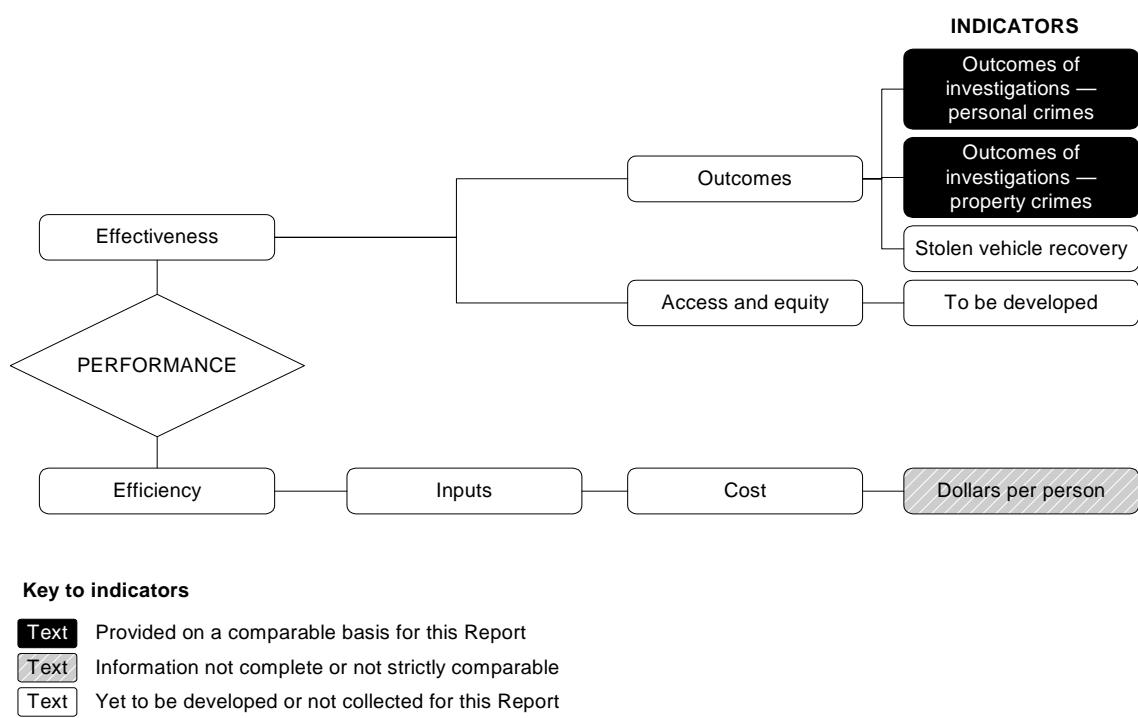
This SDA captures the role of police in investigating crime and identifying and apprehending suspects. Activities include:

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

Framework of performance indicators

The performance of the police in undertaking these activities is measured using a suite of indicators that includes outcomes of investigations. The performance indicator framework shows which data are comparable across jurisdictions in the 2003 Report (figure 5.31). For data that are not considered strictly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

Figure 5.31 Performance indicators for crime investigation



Key performance indicator results

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

Outcomes of investigations — crimes against the person

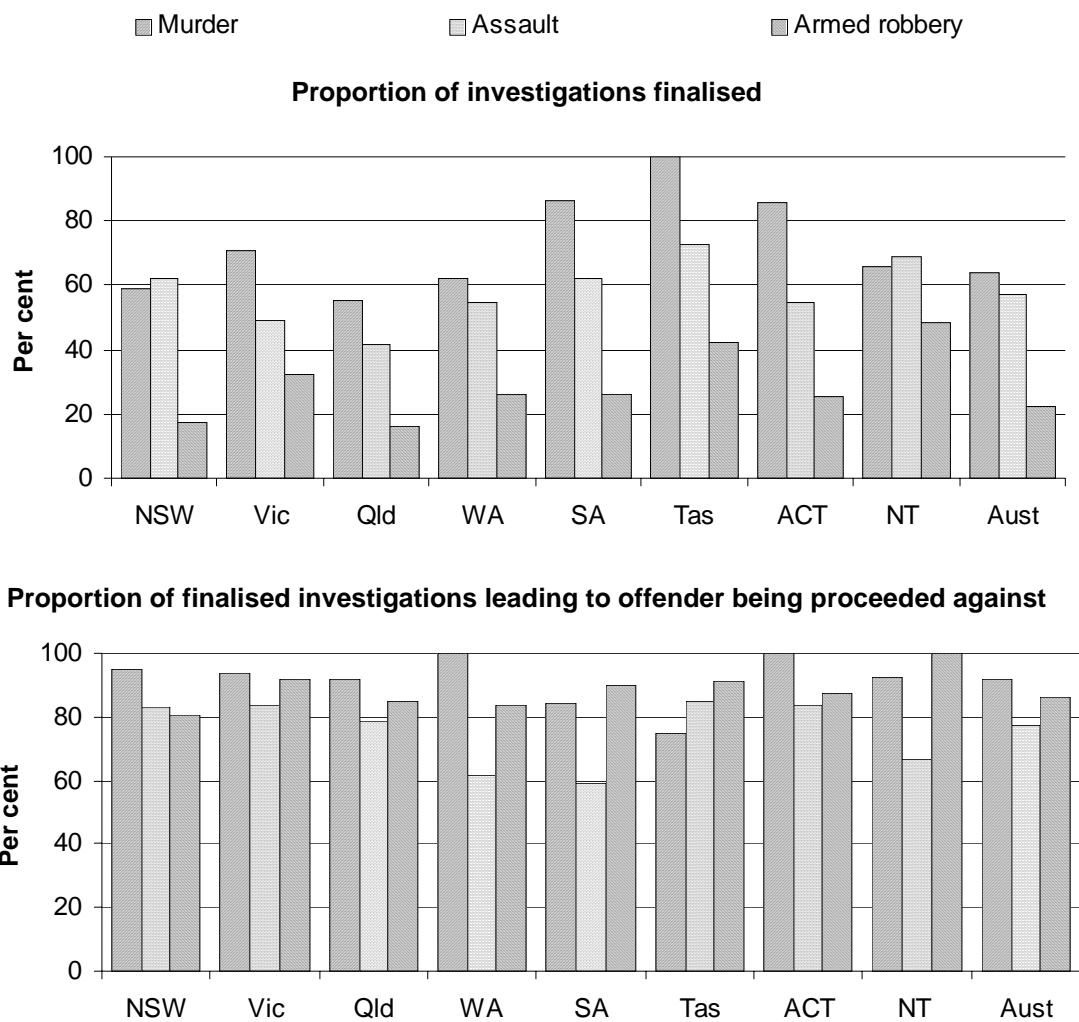
Across jurisdictions, the proportion of investigations into reported murders that were finalised within 30 days of the offence becoming known to police, varied from 100.0 per cent in Tasmania (based on eight murder investigations) to 55.4 per cent in Queensland (based on 65 murder investigations) in 2001 (figure 5.32).

For all finalised murder investigations, the proportion of proceedings against an alleged offender which had begun within 30 days ranged across jurisdictions from 100.0 per cent in WA and the ACT to 75.0 per cent in Tasmania in 2001 (figure 5.32).

The proportion of investigations into reported assaults that were finalised within 30 days, ranged from 72.5 per cent in Tasmania to 41.5 per cent in Queensland. For

all finalised assault investigations, the proportion of proceedings against an alleged offender which had begun within 30 days, ranged across jurisdictions from 84.8 per cent in Tasmania to 61.8 per cent in WA (figure 5.32).

Figure 5.32 Victims of crimes against the person: outcomes of investigations, 30-day status, 2001



Source: ABS *Recorded Crime Australia* (unpublished); table 5A.53.

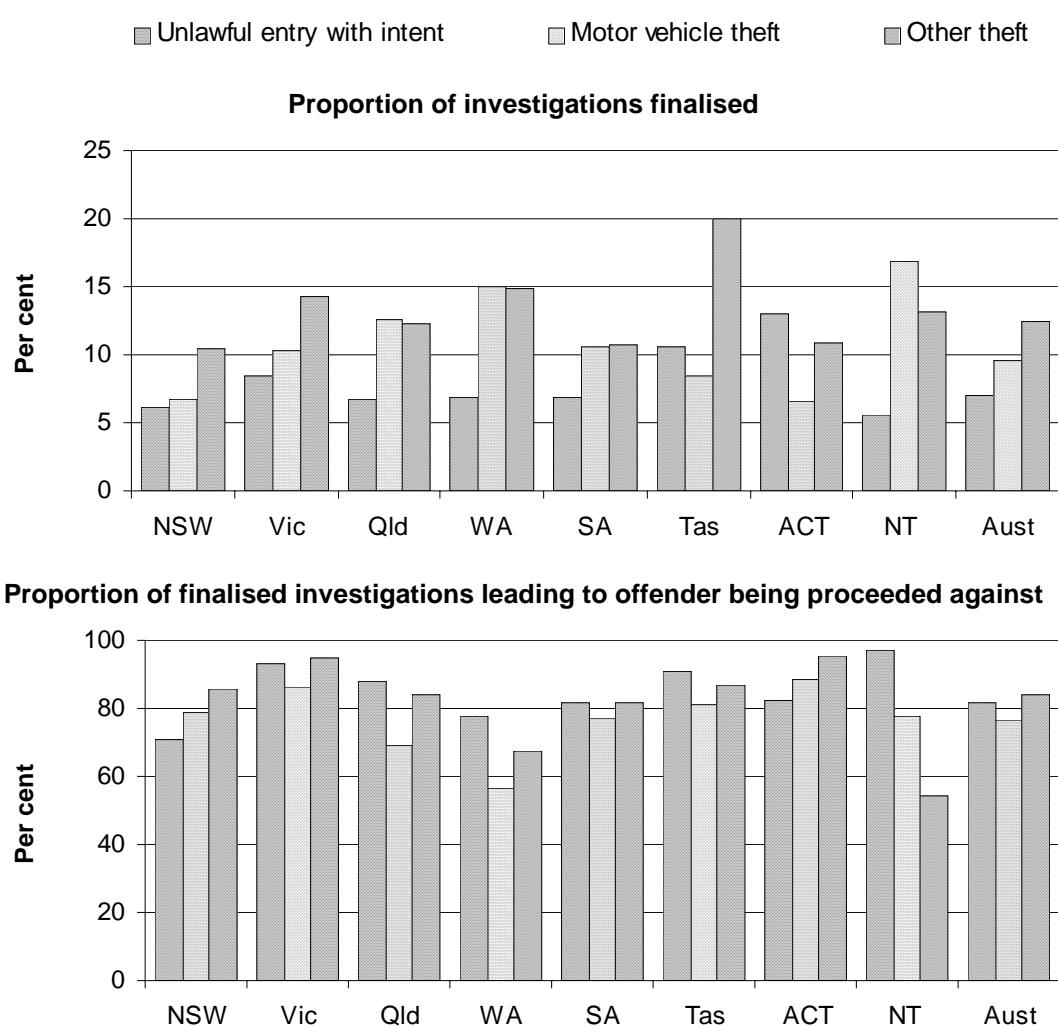
The proportion of investigations into reported armed robbery, which were finalised within 30 days of the offence becoming known to police, ranged from 48.3 per cent in the NT to 16.2 per cent in Queensland. For all finalised armed robbery investigations, the proportion of proceedings against an alleged offender which had begun within 30 days, ranged across jurisdictions from 100.0 per cent in the NT to 80.7 per cent in NSW (figure 5.32).

Jurisdiction-specific data on the outcomes of investigations into kidnapping/abduction, blackmail/extortion, sexual assault and unarmed robbery are contained in table 5A.53.

Outcomes of investigations — property crime

The proportion of investigations into reported unlawful entry with intent, which were finalised within 30 days of the offence becoming known to police, ranged from 12.9 per cent in the ACT to 5.6 per cent in the NT. For all finalised unlawful entry with intent investigations, the proportion of proceedings against an alleged offender that had commenced within 30 days, ranged across jurisdictions from 97.0 per cent in the NT to 70.7 per cent in NSW (figure 5.33).

Figure 5.33 Victims of property crime: outcomes of investigations, 30-day status, 2001



Source: ABS Recorded Crime Australia (unpublished); table 5A.54.

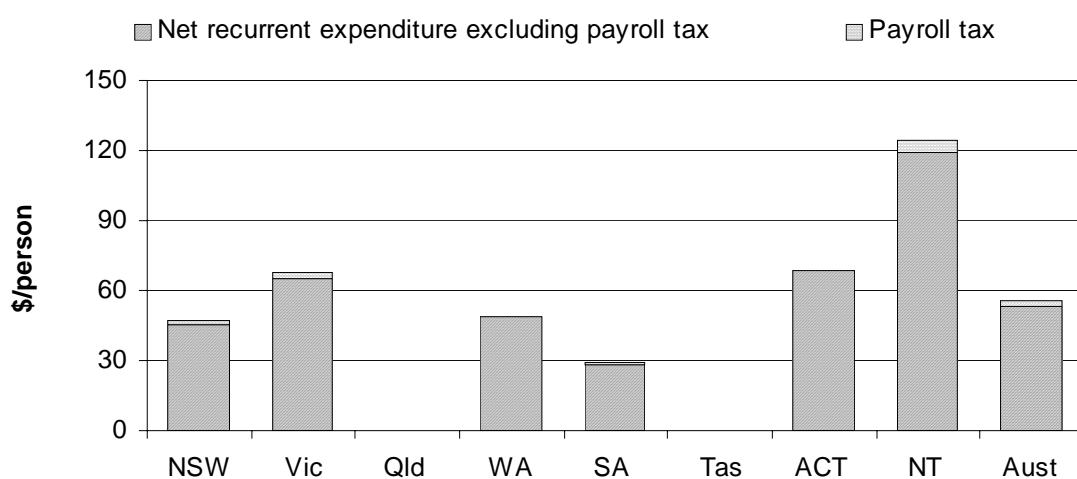
The proportion of investigations into reported motor vehicle theft, which were finalised within 30 days of the offence becoming known to police, ranged from 16.9 per cent in the NT to 6.7 per cent in NSW. For all finalised motor vehicle theft investigations, the proportion of proceedings against an alleged offender which had begun within 30 days, ranged across jurisdictions from 88.4 per cent in the ACT to 56.4 per cent in WA (figure 5.33).

The proportion of investigations into reported other theft, which were finalised within 30 days of the offence becoming known to police, ranged from 20.0 per cent in Tasmania to 10.4 per cent in NSW. For all finalised investigations of other theft, the proportion of investigations that lead to the offender being proceeded against ranged from 95.5 per cent in the ACT to 54.2 per cent in the NT (figure 5.33).

Efficiency

Nationally, of the jurisdictions that were able to provide data in 2001-02, expenditure on crime investigations was \$55 per person. It ranged from \$124 per person in the NT to \$29 per person in SA (figure 5.34).

**Figure 5.34 Expenditure per person on crime investigation
2001-02^{a, b, c, d, e, f}**



^a Data have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common SDAs. ^b Calculated by allocating payroll tax in the same proportion as expenditure on salaries and payments for each SDA. ^c For Queensland and Tasmania, data are only available for all key SDAs combined. ^d WA and the ACT are exempt from payroll tax. ^e For SA, the crime investigation activities exclude a wide range of crime prevention, reduction and response activities. ^f The Australian total includes payroll tax where applicable.

Source: State and Territory governments (unpublished); table A.2; table 5A.55.

Expenditure on crime investigations as a proportion of total police expenditure nationally, was 22.9 per cent. Expenditure on crime investigations as a proportion of each jurisdiction's total police expenditure, ranged from 30.5 per cent in the ACT to 12.4 per cent in SA (table 5A.14).

While comparisons can be made with last year, care needs to be taken as there may have been changes in the methods employed. The largest increase in real expenditure per person over the past year occurred in the Victoria, where real expenditure on crime investigation rose by \$21 per person (from \$47 to \$68) (table 5A.55).

The largest decrease in real expenditure per person over the past year occurred in the ACT, where real expenditure fell by \$17 per person (from \$86 to \$69). Nationally, real expenditure on crime investigations remained at about \$55 per person (table 5A.55).

5.7 Road safety and traffic management

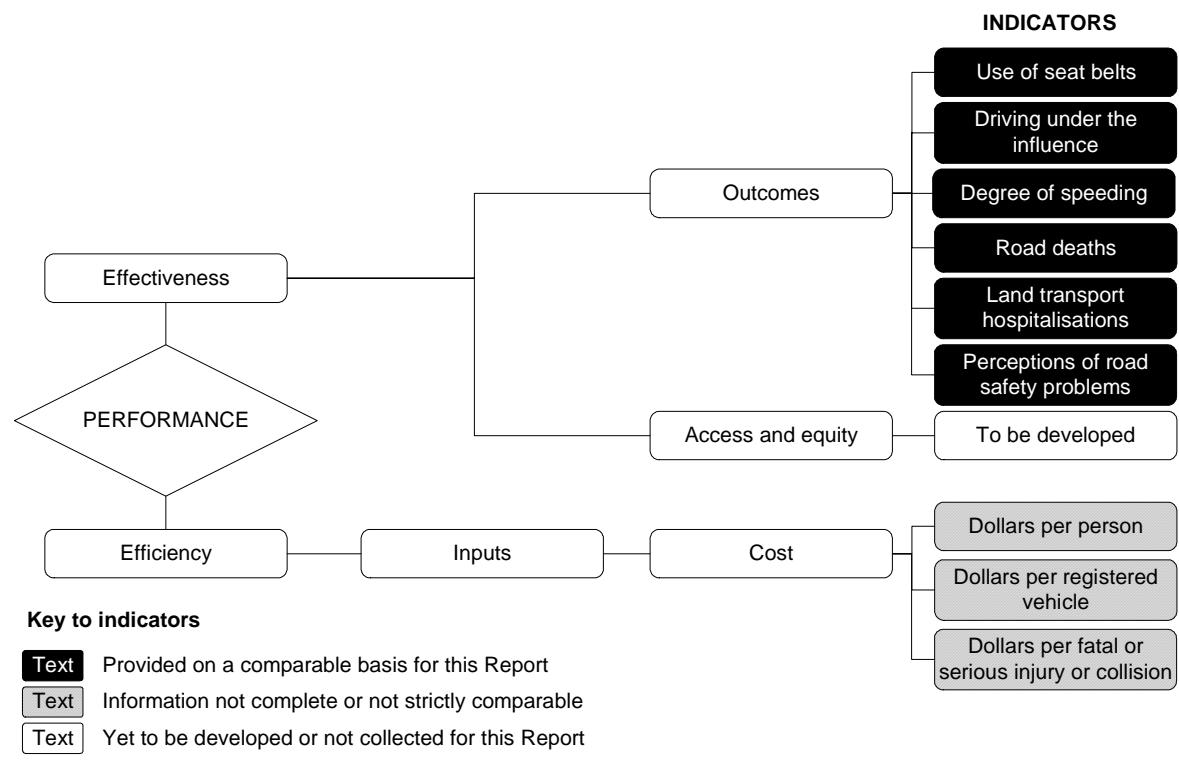
This SDA captures the role of police in maximising road safety through targeted operations to reduce the incidence of traffic offences and through attendance at, and investigation of, road traffic accidents and incidents. Activities typically include:

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

Framework of performance indicators

The performance of the police in undertaking road safety and traffic management activities is measured using a suite of indicators that includes people's behaviour on the roads and the number of land transport hospitalisations and road fatalities. The performance indicator framework shows which data are comparable in the 2003 Report (figure 5.35). For data that are not considered strictly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

Figure 5.35 Performance indicators for road safety and traffic management



Key performance indicator results

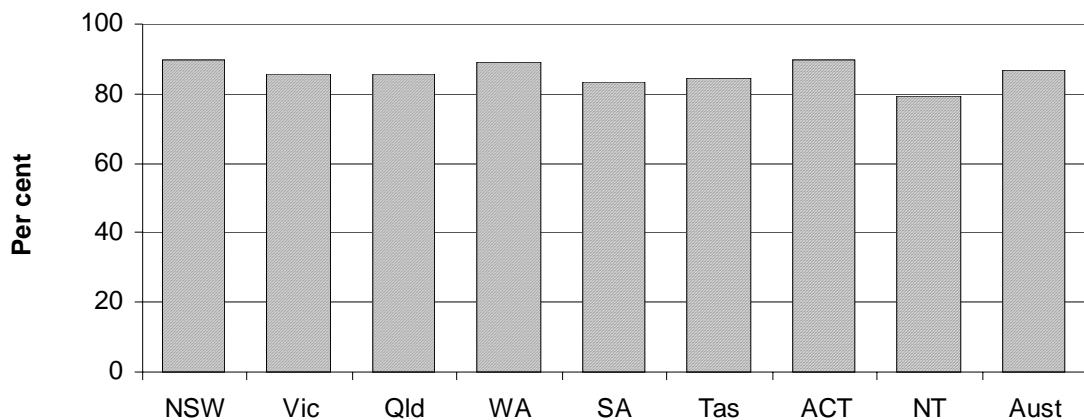
Comparable data on actual levels of seat belt use, speeding, and driving while under the influence of alcohol or drugs are not available for reporting; therefore, the performance indicators are based on responses from the NSCSP. For contextual purposes, 88.3 per cent of the respondents stated that they had driven a motor vehicle in the past 12 months, while 11.7 per cent stated they had not (table 5A.56).

Use of seat belts

An aim of police road safety programs is to influence road-users' behaviour, such as to increase the use of seat belts to reduce the risk of injury from road crashes. This involves promoting the use of seat belts, speed reduction and sober driving.

Nationally, in 2001-02, 87.0 per cent of people aged 18 years and over who had driven in the last 12 months said they 'never' travelled in a car without wearing a seat belt. This ranged from 90.4 per cent in the ACT to 79.3 per cent in the NT. (figure 5.36).

Figure 5.36 People who had driven in the last 12 months and ‘never’ travel in a car without wearing a seatbelt, drivers aged 18 years and over, 2001-02

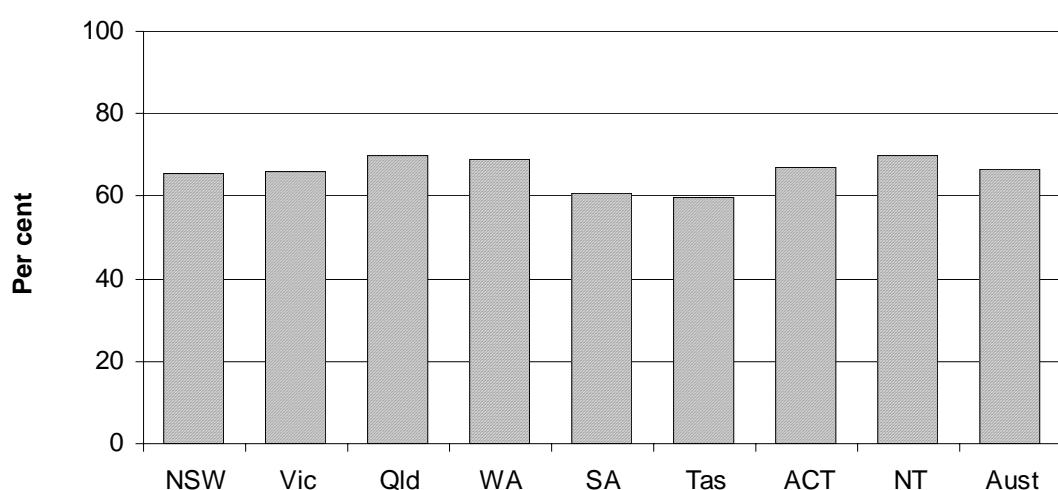


Source: ACPR National Survey of Community Satisfaction with Policing (unpublished); table 5A.57.

Road safety behaviour — speed

Nationally, 66.4 per cent of people aged 18 years and over who had driven in the last 12 months reported travelling more than 10 kilometres per hour above the speed limit ‘sometimes’ or more often. Across jurisdictions, the proportion ranged from 70.1 per cent in Queensland and the NT to 59.8 per cent in Tasmania (figure 5.37).

Figure 5.37 People who indicated that they had driven in the last 12 months more than 10km/h above the speed limit ‘sometimes’ or more often, drivers aged 18 years and over, 2001-02



Source: ACPR National Survey of Community Satisfaction with Policing (unpublished); table 5A.58.

Road safety behaviour — alcohol

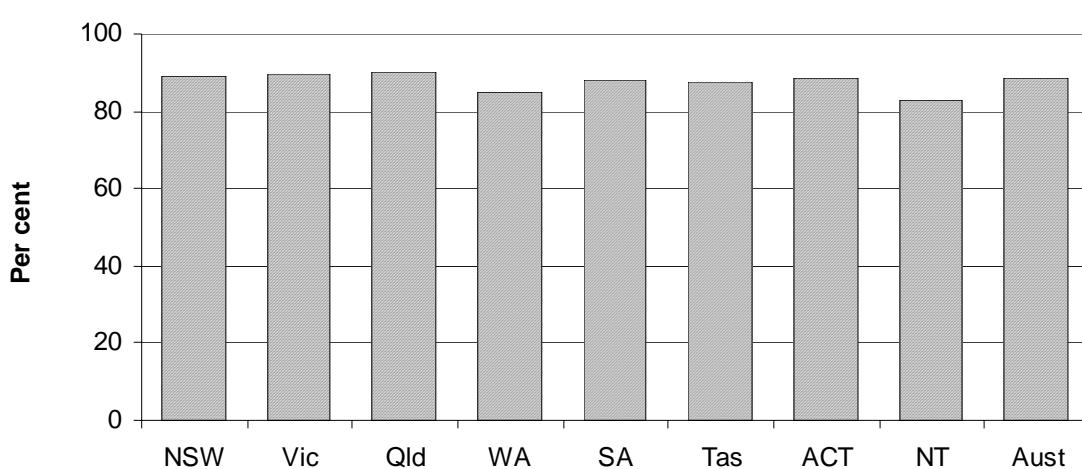
Nationally, in 2001-02, 88.8 per cent of people aged 18 years and over who had driven in the last 12 months indicated that they had ‘never’ driven when possibly over the 0.05 blood alcohol limit. This proportion ranged from 90.1 per cent in Queensland to 83.0 per cent in the NT (figure 5.38).

Road deaths

One aim of policing is to contribute to a reduction in road crashes and related road deaths and hospitalisations. The performance of the police in helping to minimise deaths and crashes that require a person to be admitted to hospital can affect the demand for many other government services (for example, hospital services). Nationally, there were 1746 road deaths in 2001-02. Across jurisdictions, this number ranged from 570 in NSW to 13 in the ACT (table 5A.60).

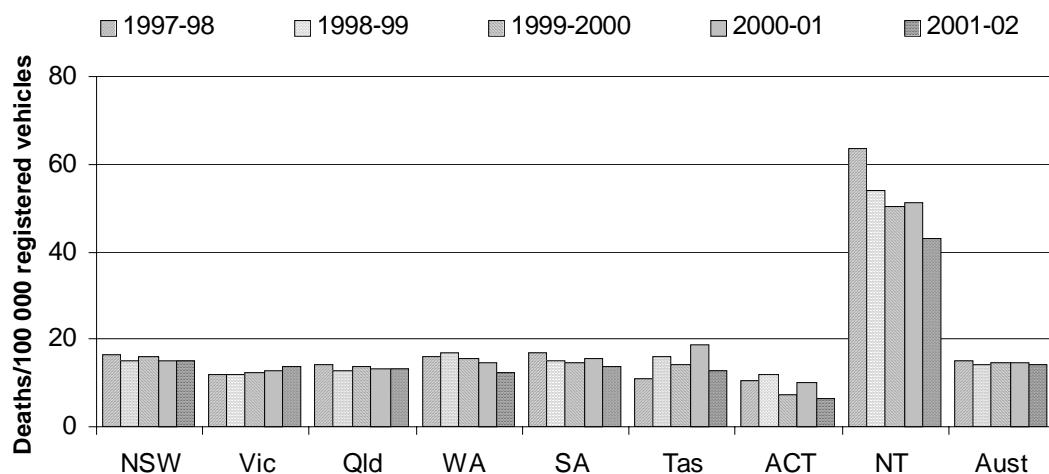
There were 14 road deaths per 100 000 registered vehicles in Australia in 2001-02, ranging from 43 in the NT to six in the ACT. The largest fall in deaths per 100 000 registered vehicles over the period 1997-98 to 2001-02 occurred in the NT (down 21 deaths per 100 000 registered vehicles) followed by the ACT (down five deaths per 100 000 registered vehicles). The only increases in deaths per 100 000 registered vehicles over this period occurred in Tasmania and Victoria (both up by two deaths per 100 000 registered vehicles) (figure 5.39).

Figure 5.38 People who had driven in the last 12 months who indicated that they had ‘never’ driven while possibly over 0.05 blood alcohol level, drivers aged 18 years and over, 2001-02



Source: ACPR National Survey of Community Satisfaction with Policing (unpublished); table 5A.59.

Figure 5.39 Road deaths per 100 000 registered vehicles



Source: Australian Transport Safety Bureau, *Road Fatalities Australia*, June 2002 (unpublished); ABS Motor Vehicle Census 2001 (unpublished); table 5A.60.

Land transport hospitalisations

Land transport hospitalisations are reported for the first time in the 2003 Report. Data are available for 2000-01 and 2001-02. Land transport hospitalisations record the number of people hospitalised due to traffic accidents which are likely to have required police attendance. There were 48 432 land transport hospitalisations in Australia in 2001-02, ranging from 15 871 in NSW to 518 in the ACT (table 5A.61).

Land hospitalisations per registered vehicle

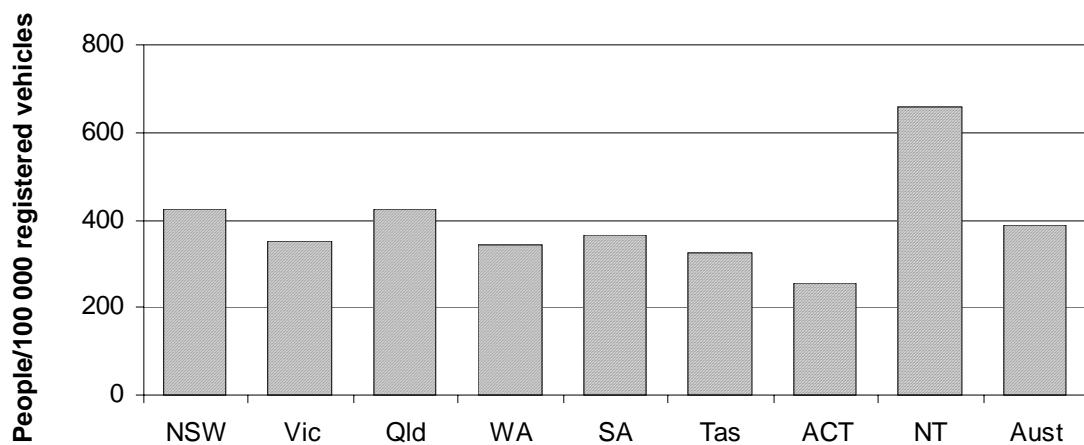
There were 388 land hospitalisations per 100 000 registered vehicles in Australia during 2001-02, ranging from 657 in the NT to 255 in the ACT (figure 5.40).

Cost of SDA/number of fatal or serious injuries or collisions

This indicator is reported for the first time in this Report. Expenditure by road safety and traffic management SDA data were not available for Queensland or Tasmania for 2001-02. The number of fatal or serious injuries or collisions is defined as the number of road deaths plus the number of land transport hospitalisations. Across jurisdictions who provided data, the cost per fatal or serious injury or collision in 2001-02 ranged from \$15 069 in WA to \$7 560 in Victoria (figure 5.41). In all jurisdictions which provided data for two consecutive years, the

cost per fatal or serious injury or collision rose. This trend could be influenced by higher expenditure on the SDA or a fall in the number of road deaths and/or land transport hospitalisations. The ACT was the only jurisdiction to experience a fall in both road deaths and land transport hospitalisations in 2001-02, while Victoria was the only jurisdiction to experience a rise in both categories over the period (tables 5A.60 and 5A.61).

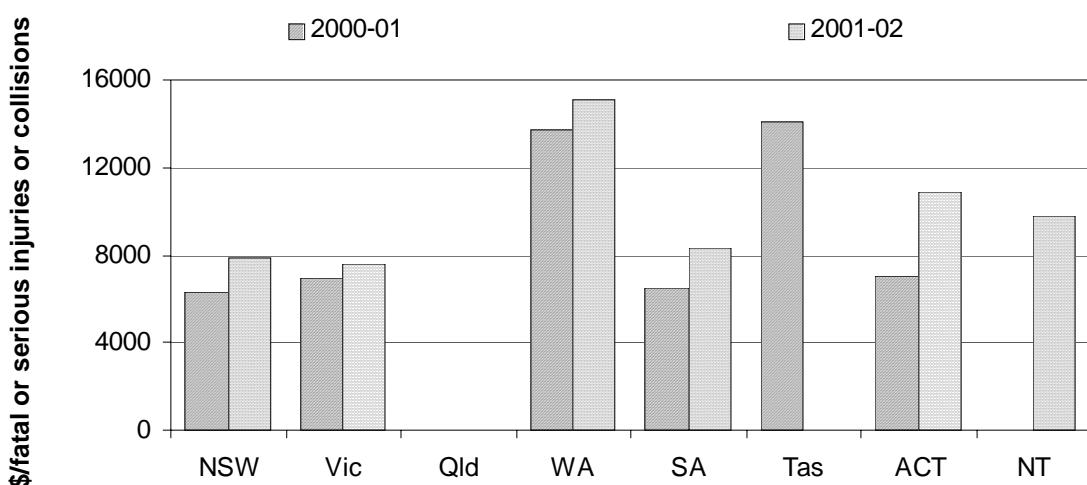
Figure 5.40 Land transport hospitalisations per registered vehicle, 2001-02^a



^a Registered vehicle estimates are based on the 2000-01 ABS Motor Vehicle Census (the last Census to be undertaken).

Source: Australian Institute of Health and Welfare (AIHW), *Land Transport Hospitalisations 2002* (unpublished); ABS Motor Vehicle Census 2001 (unpublished); table 5A.61.

Figure 5.41 Cost of SDA/number of fatal or serious injuries or collisions

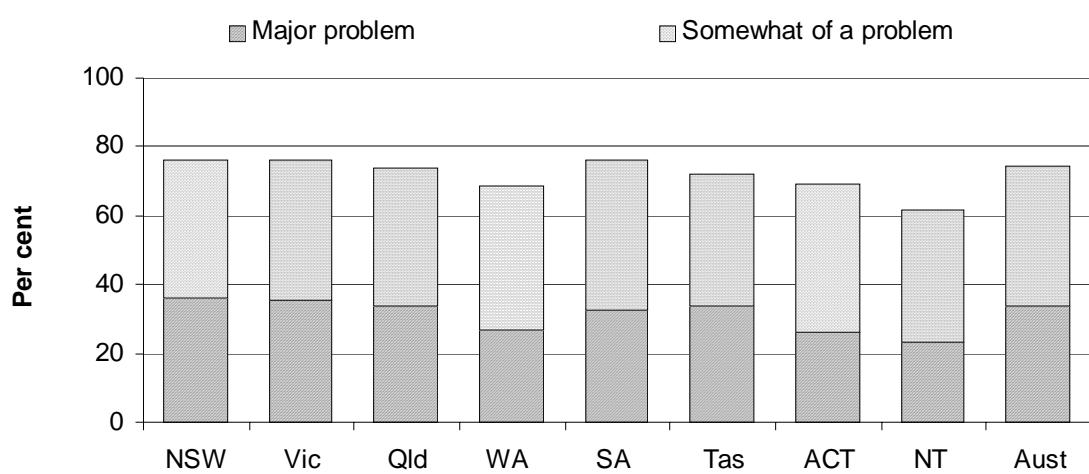


Source: State and Territory governments (unpublished); table 5A.62; AIHW, *Land Transport Hospitalisations 2002* (unpublished); Australian Transport Safety Bureau, *Road Fatalities Australia*, June 2002 (unpublished).

Perceptions of road safety problems

Nationally, 74.7 per cent of people aged 18 years and over believed speeding cars or dangerous, noisy driving to be a ‘major problem’ or ‘somewhat of a problem’ within their local area in 2001-02. Across jurisdictions, this observation ranged from 76.3 per cent in NSW to 61.2 per cent in the NT (figure 5.42).

Figure 5.42 People aged 18 years and over: proportion who felt that speeding cars or dangerous, noisy driving was a ‘major problem’ or ‘somewhat of a problem’ in their neighbourhood, 2001-02



Source: ACPR National Survey of Community Satisfaction with Policing (unpublished); table 5A.42.

Efficiency

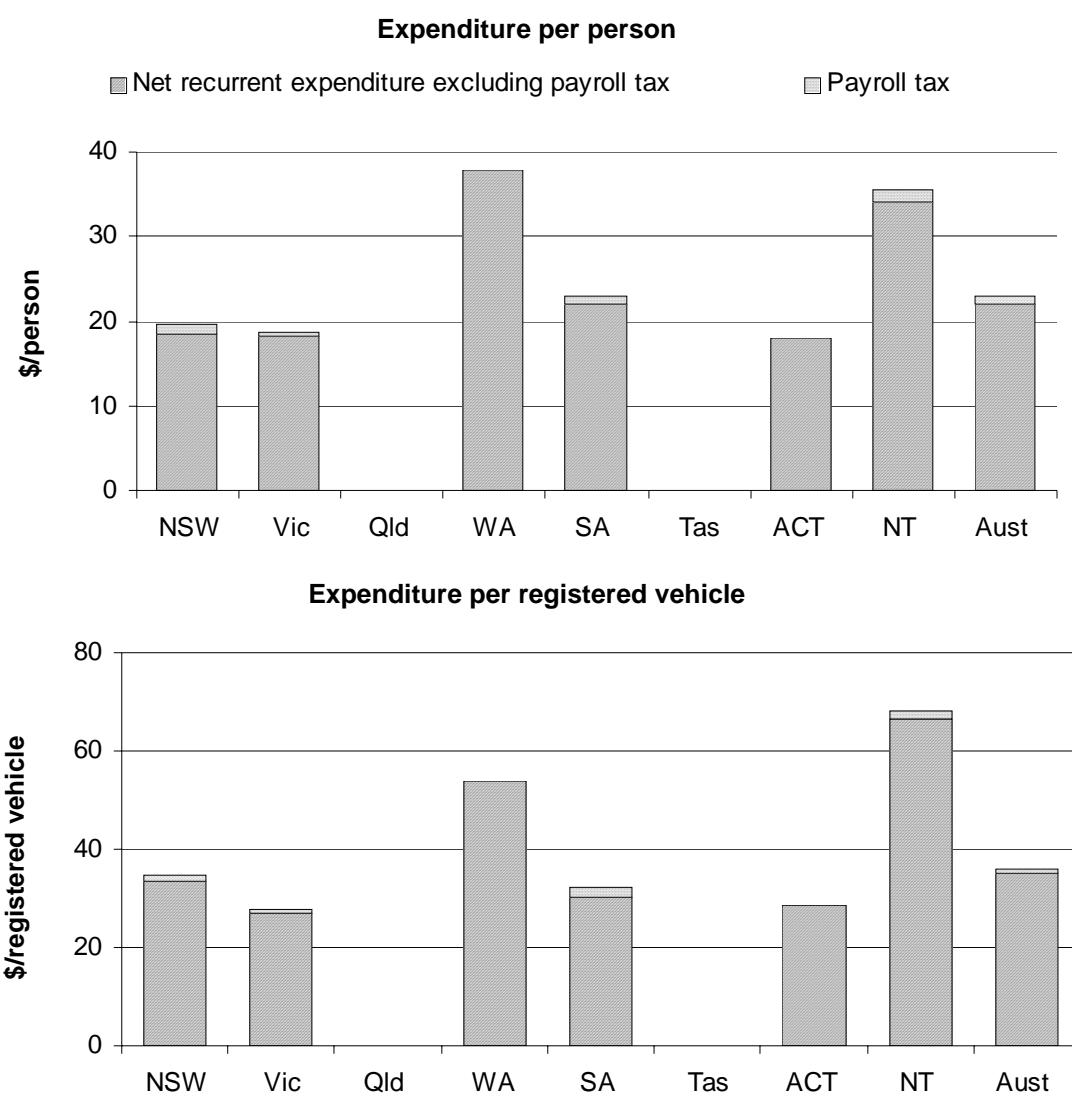
Of the jurisdictions that were able to provide data in 2001-02, estimated expenditure on road safety and traffic management nationally was \$23 per person. It ranged from \$38 per person in WA to \$18 per person in the ACT. Estimated expenditure on road safety and traffic management per registered vehicle also varied across jurisdictions, from \$68 in the NT to \$28 in the ACT and Victoria (figure 5.43).

Nationally, expenditure on road safety and traffic management as a proportion of total police expenditure per person was 9.6 per cent. Expenditure on road safety and traffic management as a proportion of each jurisdiction’s total police expenditure per person ranged from 14.8 per cent in WA to 6.5 per cent in the NT (table 5A.14).

While comparisons can be made with last year, care needs to be taken as there may have been changes in the methods employed. The largest increase in real expenditure per person on road safety and traffic management over the past year occurred in SA, which increased real expenditure by \$6 per person (from \$17 to

\$23) (table 5A.62). All jurisdictions increased real expenditure in comparison with the previous year. Nationally, real expenditure on road safety and traffic management increased by \$4 per person (from \$19 to \$23) (table 5A.62).

Figure 5.43 Expenditure on road safety and traffic management, 2001-02^{a, b, c, d, e}



^a Data have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common SDAs. ^b Calculated by allocating payroll tax in the same proportion as expenditure on salaries and payments for each SDA. ^c For Queensland and Tasmania, data are available only for all key SDAs combined. ^d WA and the ACT are exempt from payroll tax. ^e The Australian total includes payroll tax where applicable.

Source: State and Territory governments (unpublished); table 5A.62.

5.8 Services to the judicial process

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

Activities typically include:

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

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

Framework of performance indicators

The performance of the police in undertaking these activities is measured using a suite of indicators that includes the number of court cases resulting in guilty pleas or guilty findings, and the effectiveness of police in diverting offenders from the criminal justice system. The performance indicator framework shows which data are comparable in the 2003 Report (figure 5.44). For data that are not considered strictly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

Key performance indicator results

Deaths in police custody and custody-related operations

Nationally, there were 35 deaths in police custody and custody-related operations in 2001 (up from 25 in 2000). These comprised 27 non-Indigenous, five Indigenous and three ‘unclassified’ deaths. Across jurisdictions, the number of non-Indigenous deaths ranged from 15 deaths in NSW to no deaths in the ACT and the NT (table 5.3). There were no Indigenous deaths in 2001 in any jurisdictions apart from WA and SA, which had two and three deaths respectively (table 5.3).

Figure 5.44 Performance indicators for services to the judicial process

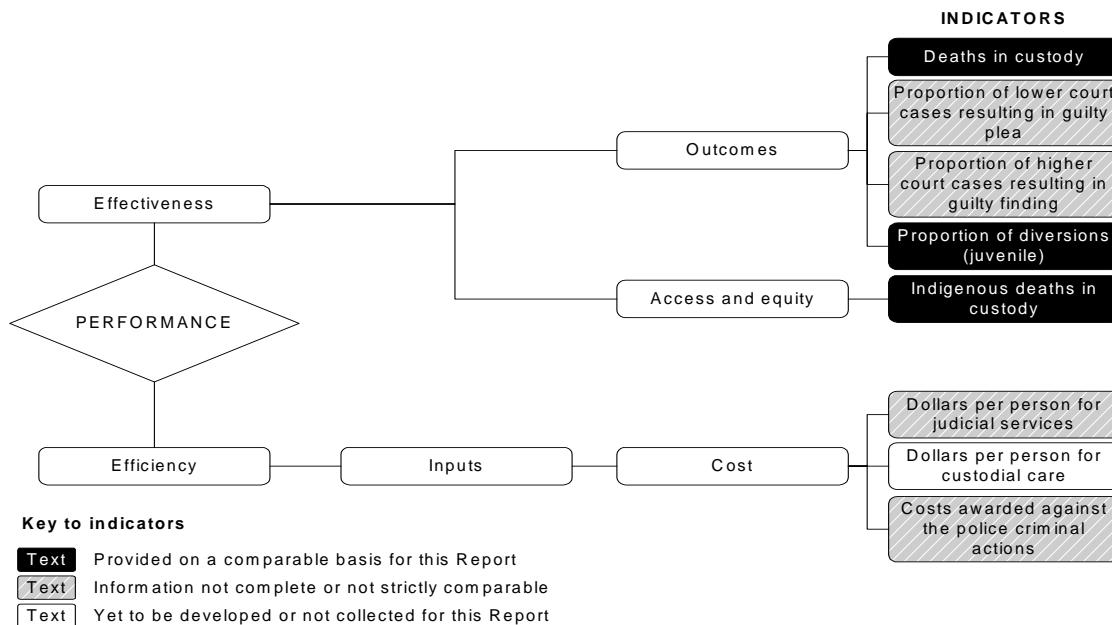


Table 5.3 Deaths in police custody and custody-related operations^{a, b, c}

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Non-Indigenous deaths									
1997	10	6	1	2	1	–	–	3	23
1998	9	7	2	1	–	–	–	–	19
1999	4	4	3	2	2	–	–	4	20
2000	12	1	2	1	4	–	–	–	20
2001	15	5	4	1	1	1	–	–	27
Indigenous deaths									
1997	3	–	–	2	–	–	–	1	6
1998	2	–	1	1	–	–	–	2	6
1999	1	–	1	3	–	–	–	1	6
2000	2	–	1	1	1	–	–	–	5
2001	–	–	–	2	3	–	–	–	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 are attempting to detain a person, such as pursuits). **b** Includes one Australian Federal Police (national, not the ACT) death in custody in 1999. **c** For 2001, three deaths for Victoria have yet to be classified as either Non-Indigenous or Indigenous.
– Nil or rounded to zero.

Source: Australian Institute of Criminology *Deaths in Custody in Australia, 2002* (unpublished); table 5A.63.

Nationally, between 1997 and 2001, the number of deaths in police custody and custody-related operations increased from 29 to 35. While non-Indigenous deaths rose from 23 to 27, Indigenous deaths fell from six to five over the period. For 2001, three deaths for Victoria are still to be classified (table 5A.63).

More detail on the number of deaths in police custody and custody-related operations, over the period 1997-2001, appears in table 5A.63.

Outcomes of court cases

The police assist the judicial process in a variety of ways, including collecting evidence and providing testimony in court. Police work in this area can be measured to some extent by the success of the police in achieving a guilty plea or conviction. In 2001-02, Tasmania, the ACT and the NT were unable to provide any data on the outcome of court cases , whilst Victoria and WA were unable to provide data on the outcome of higher court cases. Data for NSW relate to the 2001 calendar year.

Proportion of lower court cases resulting in a guilty plea

The proportion of lower court cases resulting in a guilty plea ranged from 91.0 per cent in WA to 54.0 per cent in NSW in 2001-02 (figure 5.45). All jurisdictions that provided data on the outcome of lower court cases included guilty findings and guilty pleas.

Figure 5.45 Outcomes of court cases, 2001-02^{a, b, c, d}



^a All jurisdictions' data include guilty findings and guilty pleas. ^b For lower court cases in Queensland, total matters (denominator) include those matters committed to a higher court, heard summarily, dismissed or withdrawn, and matters where a warrant has been issued. Results are based on individual charges. ^c For NSW, data relate to the 2001 calendar year. ^d Data are not available for Tasmania, the ACT or the NT.

Source: State and Territory governments (unpublished); table 5A.64.

Proportion of higher court cases resulting in a guilty plea

The proportion of higher court cases resulting in a guilty finding ranged from 90.7 per cent in Queensland to 74.0 per cent in SA (figure 5.45). All jurisdictions that provided data on the outcome of higher court cases included guilty findings and guilty pleas.

Juvenile diversions

When police apprehend offenders, they have a variety of options available. The police can charge the offender, in which case criminal proceedings occur through the traditional court processes, or they can use their discretion to divert the offender away from this potentially costly, time consuming and stressful situation (for both the offender and victim).

Diversionary mechanisms include cautions and attendances at community and family conferences. These options can be appealing because they allow the offender to be admonished, without the necessity of traditional court processes. They are particularly useful mechanisms for dealing with juvenile offenders.

The juvenile diversion ratio is defined as the proportion of juveniles who would otherwise be proceeded against (that is, taken to court) but who are diverted by police, as a proportion of all juvenile offenders formally dealt with by police. The term ‘diverted’ includes diversions of offenders away from the courts by way of community conference; diversionary conference; formal cautioning by police; family conferences; and other diversionary programs (for example, drug assessment/treatment). 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, issued warnings or infringement notices) are excluded. This is the standard definition used by most jurisdictions in compiling their data.

Across jurisdictions, the proportion of juvenile offenders undergoing diversionary programs ranged from 66 per cent in Tasmania to 30 per cent in Victoria in 2001-02 (table 5A.65). It should be noted, however, that there are variations across jurisdictions over what is determined to be a ‘diversion’ and hence, variations from the standard definition. For instance, the large proportion of diversions in the NT are the result of the inclusion of verbal warnings which are not included in other jurisdictions.

The greatest increase in the use of juvenile diversions over the past year occurred in Tasmania, where the proportion of juvenile offenders diverted rose from 59 per cent to 66 per cent. The greatest decrease in the use of juvenile diversions over the past

year was recorded in the NT, where the proportion of juvenile offenders diverted fell from 80 per cent to 57 per cent. This fall however was primarily the result of a significant decrease in the use of verbal warnings in favour of family conferences in the NT during the past year (table 5.4).

Table 5.4 Juvenile diversions as a proportion of juvenile offenders (per cent)^a

	NSW	Vic ^b	Qld ^c	WA ^d	SA ^e	Tas	ACT	NT ^f
1998-99	8	na	42	42	53	49	32	na
1999-2000	70	32	43	41	53	50	36	na
2000-01	51	na	43	45	53	59	48	80
2001-02	54	30	44	44	49	66	51	57

^a 'Juvenile diversion' is defined in the accompanying text. ^b Data for 2000-01 not available due to Victoria Police work bans. ^c For Queensland, data also include cautions and community conferences. ^d Data for WA are for calendar years, not financial years. Juvenile diversions include juvenile cautions and referrals to Juvenile Justice Teams. The proportion of juvenile diversions has been calculated on total recorded police contacts with juvenile offenders comprising juvenile cautions, referrals to Juvenile Justice Teams and charges pertaining to juveniles. ^e Includes diversion by way of: formal cautioning by police, and family conferences.

^f For the NT, data also include verbal warnings. na Not available.

Source: State and Territory governments (unpublished); table 5A.65.

Efficiency

Nationally, of the jurisdictions able to provide data in 2001-02, estimated expenditure on services to the judicial process was \$33 per person. It ranged from \$85 per person in the NT to \$15 per person in the ACT (figure 5.46).

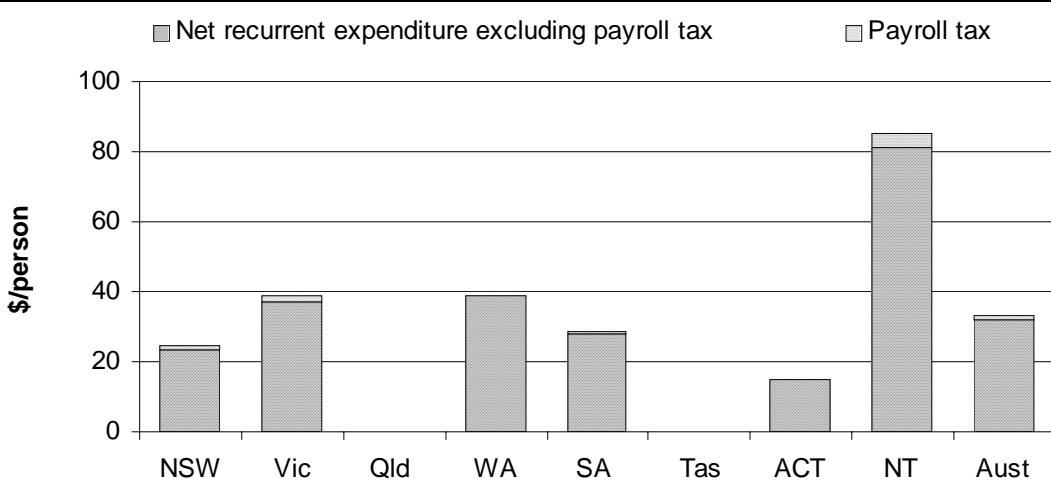
Expenditure on judicial processes as a proportion of total police expenditure per person nationally, was 13.5 per cent. Expenditure on judicial processes as a proportion of each jurisdiction's total police expenditure per person, ranged from 17.3 per cent in Victoria to 6.6 per cent in the ACT (table 5A.14).

While comparisons can be made with last year, care needs to be taken as there may have been changes in the methods employed. The largest increase in real expenditure on services to the judicial process over the past year occurred in SA, where real expenditure rose by \$8 (from \$20 to \$28) (table 5A.66).

The largest decrease in real expenditure was in Victoria and the ACT, which both fell by \$8 per person. Nationally, real expenditure on services to the judicial process increased by \$2 per person (\$31 to \$33) (table 5A.66).

Another indicator of efficiency is the court costs awarded against the police in criminal actions. Court costs will generally be awarded when a criminal action

Figure 5.46 Expenditure per person on services to the judicial process, 2001-02^{a, b, c, d, e}



^a Data have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common SDAs. ^b Calculated by allocating payroll tax in the same proportion as expenditure on salaries and payments for each SDA. ^c For Queensland and Tasmania, data are only available for all key SDAs combined. ^d WA and the ACT are exempt from payroll tax. ^e The Australian total includes payroll tax where applicable.

Source: State and Territory governments (unpublished); table A.2; table 5A.66.

against an offender has failed; in this respect, it represents at least some of the resources expended when a prosecution fails. Of those jurisdictions that provided data in 2001-02, the ACT had the highest cost awarded against the police per person (35 cents) and Tasmania had the lowest (2 cents) (table 5.5).

Table 5.5 Real costs awarded against the police in criminal actions (2001-02 dollars)^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total costs									
1998-99	\$'000	na	1 697	196	947	384	38	na	na
1999-2000	\$'000	na	1 394	206	417	394	24	190	na
2000-01	\$'000	505	na	158	432	305	4	98	na
2001-02	\$'000	520	1 203	206	538	501	9	114	na
Total costs per person									
1998-99	\$	na	0.36	0.06	0.52	0.26	0.08	na	na
1999-2000	\$	na	0.29	0.06	0.22	0.26	0.05	0.60	na
2000-01	\$	0.08	na	0.04	0.24	0.20	0.01	0.31	na
2001-02	\$	0.08	0.25	0.06	0.28	0.33	0.02	0.35	na

^a Total costs awarded against the police resulting from summary offences and indictable offences tried summarily before a court of law. na Not available.

Source: State and Territory governments (unpublished); table 5A.67.

5.9 Other services provided by police

Where possible, all jurisdictions have provided data on police activities within the four SDAs identified within the chapter (community safety and support; crime investigation; road safety and traffic management; and services to the judicial process). It is acknowledged that in some instances, a clear cut breakdown of activities into these four categories is not always possible, so a ‘best fit’ scenario applies.

In some instances, it is not possible for jurisdictions to allocate particular activities or costs to the four SDAs already reported in this chapter. Therefore, a fifth SDA has been developed, called ‘other services.’ This SDA can include (but is not limited to) such things as information and licensing services, regulatory services and ministerial support services (refer to table 5A.10 for activities included in ‘other services’). For this Report, only WA and the ACT have included expenditure under this category. WA spent \$5.59 per person and the ACT \$2.14 per person on the SDA (table 5.6). As a proportion of each jurisdiction’s total police expenditure, ‘other services’ represented 2.2 per cent of WA expenditure and 0.9 per cent of expenditure in the ACT in 2001-02 (table 5A.14).

**Table 5.6 Real expenditure per person on ‘other services’
(2001-02 dollars)^{a, b}**

	NSW	Vic	Qld ^c	Wa ^d	SA	Tas ^c	ACT ^{d, e}	NT	Aus ^f
Net recurrent expenditure excluding payroll tax									
1999-2000	–	–	na	7.52	–	na	–	na	0.79
2000-01	–	–	na	6.48	–	na	5.06	na	0.89
2001-02	–	–	na	5.59	–	na	2.14	na	0.74
Payroll tax									
1999-2000	–	–	na	..	–	na	..	na	–
2000-01	–	–	na	..	–	na	..	na	–
2001-02	–		na	..	–	na	..	na	–
Total									
1999-2000	–	–	na	7.52	–	na	–	na	0.79
2000-01	–	–	na	6.48	–	na	5.06	na	0.89
2001-02	–	–	na	5.59	–	na	2.14	na	0.74

^a Data have not been subjected to extensive tests to determine comparability. Further, some differences in counting rules may exist across jurisdictions as a result of the differing mixes of activities undertaken within each of the common SDAs. ^b Calculated by multiplying the proportion of expenditure on salaries and payments for each SDA by the total payroll tax expenditure. ^c For Queensland and Tasmania data are available only for all key SDAs combined. ^d WA and the ACT are exempt from payroll tax. ^e In the ACT, ‘other services’ consist of regulatory activities. ^f The Australian total includes payroll tax where applicable. na Not available. .. Not applicable. – Nil or rounded to zero.

Source: State and Territory governments, (unpublished); table A.2; table 5A.68.

5.10 Capital costs in the costing of police services

Capital costs (including depreciation and the user cost of capital) for each jurisdiction are contained in tables 5A1–5A.8. Costs associated with non-current physical assets (such as depreciation and the user cost of capital) are potentially important components of the total costs of many services delivered by government agencies. Differences in the techniques for measuring non-current physical assets (such as valuation methods) may reduce the comparability of cost estimates across jurisdictions. In response to concerns regarding data comparability, the Steering Committee initiated a study: *Asset Measurement in the Costing of Government Services* (SRCSSP 2001). The aim of the study was to examine the extent to which differences in asset measurement techniques applied by participating agencies affect the comparability of reported unit costs.

In police services, the results reported in the study indicate that different methods of asset measurement could lead to quite large variations in reported capital costs. Considered in the context of total unit costs, however, the differences created by these asset measurement effects were relatively small, as capital costs represent a relatively small proportion of total cost. A key message from the study was that the adoption of national uniform accounting standards across all service areas would be a desirable outcome from the perspective of the Review. The results are discussed in more detail in chapter 2.

5.11 Future directions in performance reporting

Over the past two years, the Police Working Group has examined more robust and suitable ways to measure levels of efficiency in the range of services that police jurisdictions provide to the community. The Police Working Group has identified the areas of ‘community safety and support’ and ‘road safety and traffic management’ as areas where initial developmental work can be undertaken. It is possible that as a result of this work, the Report may include new indicators next year or in future years.

While the Report provides information on the costs of services for each SDA, it has proved difficult to develop efficiency indicators for each SDA and for policing in general. At present, the only efficiency indicators shown are the ‘total cost of service per person’ for each SDA. These are considered to be partial efficiency measures.

Policing services are often delivered contemporaneously, covering one SDA or even extending over several SDAs. For example, police response to a call for service will

not only deal with the incident at hand, but may also increase police visibility and, therefore, provide public reassurance. Likewise, police road safety operations and crime investigations may also have crime prevention components.

As a result, police services are examining alternative methods for developing efficiency indicators. The approach is to identify issues/problems of prime importance and the activities required to redress the problems. Measures can then be made of the time/cost of activities and of the actions resulting from those activities. Efficiency indicators would be defined in terms of the cost per unit of output, where output is defined as the sum of actions taken, weighted to reflect the importance of redressing the problem.

Community safety and support

For the 'community safety and support' SDA, three areas of prime concern to the community were identified from the community attitudes to policing survey. Further research reveals the main services that people seek from police in relation to each of these areas of concern are:

- response capability: be contactable and attend as necessary;
- family (domestic) violence: attend in a timely manner, ensure safety of victim and follow up; and
- street and public order: patrol designated 'hot spots', care for intoxicated people, and manage street-level drug dealing.

Preliminary analysis suggests the following indicators may be considered as related efficiency indicators:

- cost of response service/calls received: a measure of efficiency of communications operations;
- cost of domestic violence/domestic violence victims: a measure of efficiency of police domestic violence services;
- cost of response service/(weighted) calls attended: a measure of efficiency in response capability; and
- cost of targeted street patrols/weighted actions: a measure of efficiency in public order.

The Police Practitioners Group and the Police Working Group meetings of June 2002 agreed that the indicator — cost of response service/number of calls despatched in the metropolitan areas — would be a meaningful, informative and viable indicator to develop in the short term.

Data are already available in several jurisdictions and it is hoped that data will be available in all jurisdictions by 2004. The next stage in the indicator development is to decide on a precise definition for the number of calls despatched in metropolitan areas and an assessment of collectability of appropriate data across jurisdictions.

Road safety and traffic management

The underlying objective for all police services in relation to road safety is to reduce the severity and incidence of road collisions through an improvement in road use behaviour. By definition, the efficiency of service delivery is directly related to its effectiveness, in as much as resource use needs to be measured against the results achieved.

While the specific police activities that contribute to the achievement of the output are similar, road safety outputs vary across jurisdictions. In addition, it has proven difficult to separate the contribution of police-specific outputs from outputs of other agencies that lead to government outcomes. This is particularly relevant in those jurisdictions where an integrated approach to road safety encompasses a number of agencies.

Victoria is undertaking an output evaluation for road safety and traffic management. It is anticipated that the Working Group may be able to pick up on this work. The objectives of the work include examination of the extent to which government outcomes and objectives are being achieved, the impact of specific outputs in meeting those outcomes and objectives, the relevance and appropriateness of key performance indicators and the appropriateness of the output mix.

The objectives of the review are to determine the appropriateness of the price structure and the final price paid by government for each output and to consider the availability of alternative outputs or output providers that might more efficiently deliver required government outcomes.

It is anticipated that the outcomes of the Victorian output evaluation will assist the Working Group in focusing on those areas of police-specific activity where a clear link can be made between the level of results achieved and the resources deployed.

Other future developments

The Queensland Working Group representative will prepare a discussion paper on a domestic violence indicator to be considered for the 2004 Report.

The NSW Working Group representative will maintain a watching brief on ABS progress of the judicial support indicator:

Cost of judicial support SDA/number of offenders (ABS offender based statistics)

This indicator is seen as an interim measure with a target date for the 2005 Report.

The WA Working Group representative will prepare a discussion paper on the crime investigation SDA examining the potential indicator:

Cost of crime investigation SDA/number of cases initiated.

The development of this indicator will be considered for the 2004 Report.

5.12 Information on sample data

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

The standard error is a measure of sampling error. It indicates the extent to which the estimate may differ by chance from the ‘true value’ because only a sample was taken. If the survey is performed repeatedly, the difference between the sample estimate and the population value will be less than one standard error about 68 per cent of the time. The difference will be less than two standard errors 95 per cent of the time. It will be less than three standard errors 99 per cent of the time. Another way of expressing this is to say that, in 68 (95, 99) of every 100 samples, the estimate obtained from a single survey will be within one (two, three) standard errors of the ‘true’ value.

The chance that an estimate falls within a certain range of the true value is known as ‘the confidence of the estimate’. For any particular survey, there is a tradeoff between the confidence of the estimate (68, 95 or 99 per cent) and the size of the survey. The appropriate level of confidence chosen depends on the purpose of obtaining the estimate.

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

In table 5.7, relative standard errors are presented for various estimates of the number of people. Some tables in this Report present the results as a percentage of the total population. To calculate a relative standard error for these cases, the percentage estimate must be converted back to an estimate of the number of people. Tables throughout the AC Nielsen survey show the estimated population sizes for the questions in the survey.

Table 5.7 Relative standard error of estimates for the AC Nielsen National Survey of Community Satisfaction with Policing by jurisdiction

Estimate	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
'000	%	%	%	%	%	%	%	%	%
2	149	155	108	138	104	49	40	31	152
5	89	95	66	82	61	30	24	18	91
10	60	66	45	55	40	20	16	12	62
20	41	46	31	37	27	14	11	8	42
50	24	28	19	22	16	9	7	5	25
100	16	19	13	15	10	6	5	3	17
200	11	13	9	10	7	4	3	2	12
500	7	8	5	6	4	—	—	—	7
800	5	6	4	4	3	—	—	—	5
1 000	4	6	4	4	3	—	—	—	5
2 000	3	4	3	3	—	—	—	—	3
5 000	2	—	—	—	—	—	—	—	2
10 000	—	—	—	—	—	—	—	—	1
12 000	—	—	—	—	—	—	—	—	1
14 000	—	—	—	—	—	—	—	—	1

^a The ABS considers that only estimates with relative standard errors of 25 per cent or less are sufficiently reliable for most purposes. Estimates greater than 25 per cent are subject to sampling variability too high for most practical purposes and should be treated with caution and viewed as merely indicative of the magnitude involved. – Nil or rounded to Zero.

Source: AC Nielsen National Survey of Community Satisfaction with Policing (unpublished).

5.13 Jurisdictions' comments

This section provides comments from each jurisdiction on the services covered in this chapter. Appendix A contains data which may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (such as Indigenous and ethnic status).

New South Wales Government comments

“ The mission of the NSW Police is ‘to have police and community working together to establish a safer environment by reducing violence, crime and fear.’ The primary focus is on reducing crime and the community’s fear of crime-related problems. The development of local solutions to local problems, designed to ensure all people can freely enjoy their lawful pursuits, is undertaken with the input and cooperation of the community and other lead agencies, both government and non-government.

Key performance indicators (KPIs) used by the NSW Police include many of the performance indicators shown in this Report. At the corporate level, overall ‘success’ is measured in terms of general community satisfaction and confidence in police. Crime trends, alleged offenders proceeded against and road fatalities and injuries are also used as KPIs.

Local Area Commands (LACs) are at the heart of service delivery and each LAC is establishing a Police Accountability Community Team (PACT) as a forum to discuss issues of local concern and for the development of local solutions. Through PACT, the LAC is held accountable to the community it serves for the identification of problem ‘hotspots’ and to report on strategies for increasing police visibility at required times.

The NSW Police has also implemented a Command Management Framework (CMF), which is a risk-based self assessment process. The CMF puts an increased emphasis on behaviours of police, ensuring compliance with ethical crime investigation and intelligence-based crime prevention. It also focuses on effective people and resource management. As the CMF allows for local risk assessment, it relies on the continual evaluation of information and performance assessment. Crime Management Units at each LAC are responsible for the analysis of information and intelligence and the development of local strategies and initiatives.

Accountability in the NSW Police is assessed by internal benchmarking, both against past trends and by the comparison of LACs. Comparison with other States/Territories is considered less useful, as the information is neither timely nor sufficiently consistent to be used operationally.

LACs are encouraged to share good practice and innovation through the Operations and Crime Review (OCR) process. At OCRs, the Commissioner and Executive Team question Commanders and their management team regarding the implementation of business plans, crime trends and people and resource management issues. The OCR provides an opportunity for local commands to discuss issues affecting performance, and to develop agreed action plans to address the issues. The same KPIs are often included as background to these discussions.

”

Victorian Government comments

“ Victoria Police is committed to listening to and working with the community to prevent and combat crime, improving public safety and delivering leading edge policing services. During the year, Victoria Police realigned sections of the force to improve service levels to the public and to build stronger community partnerships across the State. It introduced a streamlined organisational structure to place more emphasis on regional issues, education, forensic science, surveillance and intelligence gathering techniques.

Victoria Police remains committed to the issues of major concern to all Victorians — crime control, safer homes and public places, a reduction in violence, motor vehicle theft and improved road safety. In partnership with the community, Victoria Police implemented a number of innovative, intelligence-led policing strategies as part of an intensive focus on critical crime areas.

This partnership approach to policing has had a demonstrable impact across the State, with targeted strategies reversing previous crime trends to record significant reductions in a number of offence categories. In 2001-02, significant reductions were recorded in robbery, aggravated burglary and motor vehicle theft. Overall recorded crime, expressed per 100 000 population, decreased by 4 per cent in 2001-02; property crime decreased by 5.8 per cent and drug offences decreased by 10.7 per cent. This drop in crime, the largest in eight years, confirms Victoria's reputation as Australia's safest State.

As part of an enhanced focus on accountability, the Australian Institute of Criminology undertook a comprehensive review of Victoria Police crime statistics. The review confirmed that Victoria Police crime data were accurate and reliable.

Victoria Police continues to enjoy some of the strongest levels of public support in Australia. The number of public complaints against police decreased by 14.2 per cent, from a total of 605 in 2000-01 to 519 in 2001-02. To safeguard this community trust, Victoria Police introduced a range of proactive initiatives designed to engender ethical policing behaviour and to ensure greater transparency and accountability. The establishment of the Major Drug Investigation Division and the introduction of new anti corruption mechanisms will ensure the highest policing standards are maintained in drug law enforcement.

In consultation with the community, Victoria Police is developing a blueprint for service delivery that links the needs and expectations of all Victorians to a process of continual organisational improvement. The *Five-Year Strategic Plan* will articulate a new approach to policing and law enforcement with a strong focus on harnessing new technology, forensic sciences, people development, knowledge management, ethics and accountability.

Victoria Police will continue to implement evidence-based, innovative crime prevention and investigation strategies to meet the policing challenges ahead and improve quality of life for all Victorians.

”

Queensland Government comments

“ The Service provided an integrated security operation in support of the Commonwealth Heads of Government Meeting (CHOGM), a Royal visit and a visit by former United States President, Bill Clinton. This was an enormous undertaking with real associated risks, heightened by the international environment at the time. Two years of planning went into preparing for these events. CHOGM was originally scheduled to take place in October 2001, but was postponed until March 2002 in response to the events of 11 September 2001. CHOGM involved the largest security operation undertaken in the 138 year history of the Queensland Police Service.

The Commissioner implemented a process of operational performance review to focus attention on operational performance and to improve operational effectiveness. Each of the service's 29 districts is reviewed twice a year, once in headquarters and once within the relevant region. The process is being extended to include all headquarters, commands and divisions. The operational performance reviews have already resulted in a greater emphasis within the Service on planning, coordination, analysis and problem-oriented, intelligence-led policing.

The Queensland Crime and Misconduct Commission was formed on 1 January 2002 with the merger of the Criminal Justice Commission and the Queensland Crime Commission. A revised process for managing discipline within the Service has led to all matters of police misconduct being devolved to the Service for resolution under the new legislative scheme.

The Service's ability to investigate crime effectively was enhanced by the establishment of the national CrimTrac system and the Queensland Government's allocation of funding to support the continuing Statewide implementation of DNA analysis.

Following extensive consultation with a broad range of its internal and external clients, the Service developed and launched a Client Service Charter to set service delivery standards.

”

Western Australian Government comments

“ The *WA Police Service Strategic Plan 2001–2006* was officially launched in August 2001. A number of key issues have been identified for action to achieve the direction outlined in the Plan. These include:

- tackling drug-related crime;
- better clarifying our role in crime prevention;
- utilising and managing technology;
- focusing on whole-of-government partnerships to tackle problem areas, including the need to address the over-representation of Aboriginal people in the justice system;
- creating a workforce that reflects the diversity of the community; and
- promoting a public image of professionalism and integrity.

The WA Police Service has already made progress against some of the key strategic goals identified in the Plan. As part of better clarifying our role in crime prevention, a ‘Statement of Direction’ on youth has been developed. The Statement is a critical step in developing a comprehensive Youth Policy. It allows the agency to begin forming the direction it intends to take in relation to its future role with youth, and to provide the context against which to review current youth strategies.

Additionally, the recent independent Inquiry into Response by Government Agencies to Complaints of Family Violence and Child Abuse in Aboriginal Communities has highlighted issues relating to service delivery to Aboriginal communities within WA. The Inquiry coincided with the WA Police Service’s own review of service delivery to remote Aboriginal communities, and has provided impetus for a more collaborative approach across-government. The feasibility of providing permanent policing services to many of the State’s remote Aboriginal communities is being explored and will form a major part of the Government’s response to the Inquiry.

During the year, the State Government announced the establishment of the Royal Commission into whether there has been any corrupt or criminal conduct by Western Australian police officers. There is no doubt the Inquiry will have a major impact on the agency. It is anticipated that public confidence may diminish in the face of allegations of corruption and criminal conduct by some police officers. While this will be a difficult period for the agency, a focus on its role of protecting and serving the community will be maintained, despite likely distractions.

”

South Australian Government comments

“ The new SAPOL *Future Directions Strategy 2003–2006* will continue to set the organisational framework for effective service delivery through our mission of ‘working together to reassure and protect the community from crime and disorder’. The Future Directions Strategy features the SA policing model, which outlines and defines the organisational core structures, core strategies, crime reduction strategy and problem-solving approach.

Our problem-solving approach is not restricted to crime-related issues. Supported by a timely and effective use of intelligence reflecting international best practice, SAPOL will move forward, consolidating and enhancing previous organisational changes and exploiting the use of technology to continuously improve our services to the community.

Strengthening our contact and partnership with local communities under the Future Directions Strategy further enhances community satisfaction with our policing services. The positive results of the AC Nielsen community satisfaction survey (82.1 per cent surveyed were satisfied with South Australia Police support of community programs and 78.2 per cent were generally satisfied with our police services) illustrate a successful commitment to service delivery.

While policing services are delivered in a changeable and dynamic environment, SAPOL remains committed to maintaining and improving community safety. The overall reduction now evident in reported crime in the financial year 2001-2002 (*South Australian Police Annual Report 2001-02*) is encouraging and public order offending remains the highest priority. SAPOL will continue to examine recidivism among offenders and undertake operations to reduce repeat offending.

Illicit drug use remains a significant contributor to the level of crime. SAPOL released an Illicit Drug Strategy in May 2002, consistent with national and State strategic frameworks. Under this strategy, we will investigate new ways to vigorously detect and prosecute persons driving motor vehicles under the influence of alcohol and other drugs, for example cannabis and amphetamines.

SAPOL recognises that acts of terrorism may be perpetrated through significant criminal undertakings. Accordingly, we are reviewing our capacity to respond to, investigate and prosecute those responsible for such incidents. This approach includes the requirement to manage and coordinate major emergency incidents.

”

Tasmanian Government comments

“ During the ‘*Tasmania Together*’ consultation phase, Tasmanians indicated they wanted to live in a community where they feel safe and are safe. Policing strategies and corporate priorities have focused on a strong visible police profile aimed at improving the effectiveness of service delivery to meet these aspirations. Community surveys confirm that for most Tasmanians these are the appropriate strategies. The vast majority of Tasmanians were satisfied with their police and believe that they perform their tasks professionally, treating people fairly. Most Tasmanians also felt safe in their homes and in public places.

Tasmania Police continued to improve its overall productivity and performance across all service delivery areas, particularly in the area of crime reduction. Total offences decreased by 13 per cent, with the largest decrease being for property offences, including motor vehicle stealing, shoplifting, burglary of buildings, stealing and damage to property. Supporting frontline police has been a key factor in the department’s improved performance. This has involved:

- a major upgrade and refurbishment of the marine and search and rescue fleets;
- a commitment to ongoing electronic communications and technology improvements, allowing police enhanced access to information;
- strengthening of police powers through enactment of new legislation through Parliament;
- acquisition of better equipment and refurbishment of police accommodation; and
- recruitment of additional scientists to the Crimtrac program, allowing for enhanced support to police crime scene personnel as well as the collection of additional DNA samples to be analysed.

Tasmania Police has continued to establish a very professional working relationship with local government councils. Standard reports on a range of police activities will be provided to local government in keeping with the Partnership Agreements, enhancing the process of community accountability by police. In the past 12 months, the partnership with the University of Tasmania has achieved some significant results for both organisations. A postgraduate program which includes the graduate certificate, graduate diploma and master of police studies already has over 30 police officers and State servants enrolled. This strategic partnership will be further strengthened by the establishment of the Tasmanian Institute of Law Enforcement Studies, which will focus on research in the key areas of law enforcement, policing and governance.

The Tasmanian Emergency Risk Management project will be completed with a final report due later this year. The outcomes of this activity will greatly enhance Tasmania’s preparedness to cope with natural and some technological disasters by identifying the strategies by which the State can minimise risks to the community.

Australian Capital Territory Government comments

“ ACT Policing has made considerable progress in disrupting patterns of criminal activity in the ACT. Most notably, and contrary to national trends, has been the reduction from 37 370 property offences in 2000-01 to 30 656 during 2001-02. The ACT recorded a 23 per cent decrease in burglaries and an overall reduction of 22 per cent in robberies (both armed and unarmed).

Similar progress has been made in relation to motor vehicle theft offences. Two years ago, the ACT was the highest ranked jurisdiction in Australia, recording levels of motor vehicle theft offences per 100 000 population which were markedly higher than all other jurisdictions. Since that time, the ACT has experienced significant reductions for two consecutive years. The combined effect of this success equates to a reduction of 36 per cent in this type of offence. This outstanding achievement is the result of targeted operations and sustained efforts by police.

The role of crime prevention in effective crime management has remained a major focus for ACT Policing. ACT Policing is refining and expanding its preventative focus to address the underlying causes of crime and to implement, in cooperation with other agencies, programs aimed at educating possible victims of crime, risk reduction strategies and dissuading potential offenders from committing offences.

The policing of the ACT post-11 September 2001, has been undertaken in a time of heightened security and community expectations. ACT Policing reassessed its operational capacity to respond to significant events following the terrorist attacks in the United States and subsequently restructured its specialist response services to form a consolidated Specialist Response and Security Group. This group comprises multi skilled teams of men and women who are equipped to provide operational support at incidents involving a high risk of violence. In addition, they will conduct activities in the areas of Territory security, public order, search and rescue, underwater recovery and special operations.

The success experienced by ACT Policing over this period has been remarkable given the additional demands placed on resources by Anthrax scares and related bomb threats and hoaxes. The 2001-02 financial year saw an overall 13 per cent reduction in offence levels for the ACT, which follows from an almost 12 per cent reduction in the previous year. This equates to the strongest performance in over a decade for the Territory and collectively, the most sustained reduction in offences during that period.

”

Northern Territory Government comments

“ Northern Territory Police Fire and Emergency Services (NTPFES) provides services to an extensive area of Australia, including many remote and sparsely populated regions. The remoteness and isolation of the NT presents immense challenges to the agency to ensure that all Territorians have access to the full range of services which the Agency provides. These factors also impact greatly on the costs of policing services, as reflected in the information provided in this Report. Despite these challenges, the NTPFES is committed to developing partnerships with all sectors of the Territory and to providing innovative and holistic strategies to address community concerns and social issues.

Recent innovations have focused on implementing an action-based continuous improvement program throughout the organisation. The aim of the program is to lead, manage and implement key elements of the *Purpose and Direction Strategy* to substantially improve the quality and efficiency of police services in the Northern Territory. The Program will examine four key management areas relating to enhancing leadership roles, delivering excellent policing services, working together and maximising the skills and knowledge of all members. Outcomes are aimed at reducing crime and improving service delivery to the community.

Other strategies have been directed at reducing specific types of crime through community cooperation and intelligence-led policing. Data collection systems are also being enhanced in order to better provide strategic information to target particular problem areas.

In conclusion, the NTPFES is committed to continuing innovation in providing excellent police services to the community it serves and protects.”

5.14 Definitions

Table 5.8 Terms

Term	Definition
Armed robbery	Robbery conducted with the use (actual or implied) of a weapon, where a weapon can include, but is not restricted to: <ul style="list-style-type: none">• firearms — pistol, revolver, rifle, automatic/semi-automatic rifle, shotgun, military firearm, airgun, nail gun, cannon, imitation firearm and implied firearm; and• other weapons — knife, sharp instrument, blunt instrument, hammer, axe, club, iron bar, piece of wood, syringe/hypodermic needle, bow and arrow, crossbow, spear gun, blowgun, rope, wire, chemical, acid, explosive, vehicle, other dangerous article and imitation weapons.
Assault	The direct (and immediate/confrontational) infliction of force, injury or violence on a person(s) or the direct (and immediate/confrontational) threat of force, injury or violence where there is an apprehension that the threat could be enacted.
Available full time equivalent staff	Any full time equivalent category where the individual is on duty performing a function. To be measured using average staffing level for the whole reporting period.
Average non-police staff salaries	Salaries and payments in the nature of salary paid to civilian and other employees, divided by the total number of such employees.
Average police salaries	Salaries and payments in the nature of salary paid to sworn police officers, divided by the number of sworn officers.
Blackmail and extortion	The unlawful demanding with intent to gain money, property or any other benefit from, or with intent to cause detriment to, another person, accompanied by the use of coercive measures, to be carried out at some point in the future if the demand is not met. This may also include the use and/or threatened use of face-to-face force or violence, provided there is a threat of continued violence if the demand is not met.
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.
Crimes against the person	Total reported crimes against person, including: <ul style="list-style-type: none">• murder;• attempted murder;• manslaughter;• assault;• kidnapping/abduction;• armed robbery;• unarmed robbery;• sexual assault; and• blackmail/extortion.

(Continued on next page)

Table 5.8 (Continued)

<i>Term</i>	<i>Definition</i>
Deaths in police custody and custody-related incidents	At least one of the following deaths: death of a person who was in police custody; death caused or contributed to by traumatic injuries while in custody; death of a person who was fatally injured when police officers attempted to detain that person; and/or death of a person who was fatally injured when escaping or attempting to escape from police custody.
Depreciation	Where possible, based on current asset valuation.
Driving causing death	The unlawful killing of another person, without intent to kill, as a result of culpable, dangerous, reckless or negligent driving.
Executive full time equivalent staff	Number of executive full time equivalent staff, including civilian senior executive service and sworn (chief superintendent to assistant commissioner) staff.
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.
Indigenous full time equivalent staff	Number of full time equivalent staff who are identified as being of Aboriginal or Torres Strait Islander descent.
Land transport hospitalisations	Hospitalisations due to traffic accidents which are likely to have required police attendance; these may also include accidents including trains, bicycles and so on (Australian Institute of Health and Welfare).
Management full time equivalent staff	Number of management full time equivalent staff, including civilian (managers) and sworn (inspector to superintendent) staff.
Motor vehicle theft	The taking of another person's motor vehicle illegally and without permission.
Murder	The wilful killing of a person either intentionally or with reckless indifference to life.
Non-Indigenous full time equivalent staff	Number of full time equivalent staff who do not satisfy the Indigenous staff criteria.
Non-operational full time equivalent staff	Any person who does not satisfy the operational staff criteria, including functional support staff only. Functional support full time equivalent staff includes 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).
Other recurrent expenditure	Maintenance and working expenses; expenditure incurred by other departments on behalf of police; expenditure on contracted police services; and other recurrent costs not elsewhere classified. Expenditure is disaggregated by service delivery area.
Other staff	All unsworn, non-civilian staff, including all auxiliary police personnel who are neither sworn officers nor strictly civilians because they are authorised to exercise statutory powers normally restricted to sworn officers. This category includes police cadets, police aides and special constables.

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Table 5.8 (Continued)

<i>Term</i>	<i>Definition</i>
Other theft	The taking of another person's property with the intention of depriving the owner of the property illegally and without permission, but without force, threat of force, use of coercive measures, deceit or having gained unlawful entry to any structure even if the intent was to commit theft.
Outcome of investigations	The stage reached by a police investigation after a period of 30 days has elapsed since the recording of the incident.
Practitioner full time equivalent staff	Number of practitioner full time equivalent staff, including civilian (administration) and sworn (constable to senior constable) staff.
Property crimes	Total reported crimes against property, including: <ul style="list-style-type: none"> • unlawful entry with intent; • motor vehicle theft; and • other theft.
Proportion of higher court cases resulting in guilty finding	Total number of higher court cases for which there was a finding of guilty or where the person pleads guilty, as a proportion of the total number of higher court cases. Higher court is either: <ul style="list-style-type: none"> • an intermediate court (known either as the district court or county court) that has legal powers that are intermediate between those of a court of summary jurisdiction (lower level courts) and a supreme court, and deals with the majority of cases involving serious criminal charges; or • a supreme court (a higher court level which deals with the most serious criminal charges and has the greatest legal powers of all the State and Territory court levels) (ABS Cat. no. 4513.0). Guilty finding is an outcome of a trial in which a court determines that the criminal charge against a defendant has been proven (ABS Cat. no. 4513.0).
Proportion of juvenile diversions	Total number of juvenile offenders who are diverted by police (for example, through the use of cautions, official warnings or other diversionary programs), away from the criminal justice system, as a proportion of the total number of juvenile offenders either diverted from or dealt with by the criminal justice system (that is, those who are either diverted or prosecuted), divided by the total number of juvenile offenders, or the total number of juvenile offenders diverted or dealt with by the criminal justice system.
Proportion of lower court cases resulting in guilty plea	Total number of cases (excluding committal hearings) heard before lower courts of law only, for which there was a plea of guilty, as a proportion of the total number of cases (excluding committal hearings) heard before lower courts of law only. Lower court: a court of summary jurisdiction, or lower court level (commonly referred to as magistrates' court, local court or court of petty sessions), that deals with relatively less serious charges and has the most limited legal powers of all State and Territory court levels. Such courts are presided over by a magistrate and have jurisdiction to hear trial and sentence matters relating to summary offences. Under some circumstances, this court level may also deal with the less serious indictable offences known as 'minor indictable' or 'triable either way' offences (ABS Cat. no. 4513.0).

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Table 5.8 (Continued)

<i>Term</i>	<i>Definition</i>
	<p>Plea: a guilty plea is the formal statement by a defendant admitting culpability in relation to a criminal charge. A not guilty plea is the formal statement by a defendant denying culpability in relation to a charge (ABS Cat. no. 4513.0).</p> <p>For the purposes of this data collection, a plea of 'not guilty' should also include 'no plea', 'plea reserved' and 'other defended plea'.</p> <p>Further, these definitions:</p> <ul style="list-style-type: none"> • exclude preliminary (committal) hearings for indictable offences dealt with by a lower court; and • count cases that involve multiple charges as a 'lower court case resulting in a plea of guilty' if a plea of guilty has resulted for at least one of those charges.
Real expenditure	Actual expenditure adjusted for changes in prices, using the GDP(E) price deflator, and expressed in terms of final year prices.
Recorded crime	Crimes reported to (or detected) and recorded by police.
Registered vehicles	Total registered motor vehicles, including motorcycles.
Reporting rate	The proportion of crime victims who told police about the last crime incident of which they were the victim, as measured through 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). Revenue is disaggregated by service delivery area.
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	<p>Includes:</p> <ul style="list-style-type: none"> • base salary package; • motor vehicle expenses that are part of employer fringe benefits; • superannuation, early retirement schemes and payments to pension schemes (employer contributions); • workers compensation (full cost) including premiums, levies, bills, legal fees; • higher duty allowances (actual amounts paid); • overtime (actual amounts paid); • actual termination and long service leave; • actual annual leave; • actual sick leave; • actual maternity/paternity leave; • fringe benefits tax paid; <p>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,</p>

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Table 5.8 (Continued)

<i>Term</i>	<i>Definition</i>
	frequent flier benefits, overtime meals provided, and any other components that are not part of a salary package); and
	<ul style="list-style-type: none"> • payroll tax.
	These are disaggregated by service delivery area.
Senior executive full time equivalent staff	Number of senior executive full time equivalent staff, including civilian (top senior executive service) and sworn (commissioner, deputy commissioner and equivalent civilian executives) staff.
Service delivery areas	<p>The core areas of police work. Four service delivery areas are identified for the purposes of this Report:</p> <ul style="list-style-type: none"> • community safety and support; • crime investigation; • road safety and traffic management; and • services to the judicial process. <p>A fifth service delivery area ('other' or 'other services') was identified to account for those unique functions of jurisdictions that were not directly associated with the aforementioned areas.</p> <p>While this is an attempt to identify common areas of core service delivery, their exact formats do not neatly fit with any jurisdiction or with how the jurisdictions measure or plan for performance.</p>
Sexual assault	Physical contact of a sexual nature directed toward another person where that person does not give consent, that person gives consent as a result of intimidation or fraud, or consent is proscribed (that is, the person is legally deemed incapable of giving consent as a result of youth, temporary/permanent (mental) incapacity or a familial relationship). Includes rape, attempted rape, indecent assault and assault with intent to commit sexual assault. Excludes sexual harassment not leading to assault.
Supervisory full time equivalent staff	Number of supervisory full time equivalent staff, including civilian (team leaders) and sworn (sergeant to senior sergeant) staff.
Sworn staff	Sworn police staff recognised under each jurisdiction's Police Act.
Total capital expenditure	Total expenditure on the purchase of new or second hand capital assets, and expenditure on significant repairs or additions to assets that add to the assets' service potential or service life.
Total expenditure	Total capital expenditure plus total recurrent expenditure (less revenue from own sources).
Total FTE staff	Operational staff and non-operational staff, including full time equivalent staff on paid leave or absence from duty (including secondment and training), as measured using absolute numbers for the whole reporting period.
Total number of staff	Full time equivalent staff directly employed on an annual basis (excluding labour contracted out).
Total recurrent expenditure	<p>Includes:</p> <ul style="list-style-type: none"> • salaries and payments in the nature of salary; • other recurrent expenditure; and • depreciation • less revenue from own sources.
Unarmed robbery	Robbery conducted without the use (actual or implied) of a weapon.

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Table 5.8 (Continued)

<i>Term</i>	<i>Definition</i>
Unavailable full time equivalent staff	Any full time equivalent category where the individual is on paid leave or absent from duty (including secondment and training), as measured using the average staffing level for the whole reporting period.
Unlawful entry with intent — involving the taking of property	The unlawful entry of a structure with intent to commit an offence resulting in the taking of property from the structure, where the entry is either forced or unforced. Includes burglary and break and enter offences. Excludes trespass or lawful entry with intent.
Unlawful entry with intent — other	The unlawful entry of a structure with intent to commit an offence, but which does not result in the taking of property from the structure, where the entry is either forced or unforced. Excludes trespass or lawful entry with intent.
Value of physical assets — buildings and fittings	The value of buildings and fittings under direct control of police.
Value of physical assets — land	The value of land under direct control of police.
Value of physical assets — other	The value of motor vehicles, computer equipment, and general plant and equipment under the direct control of police.

Source: ABS 2001 (for those definitions related to recorded crime).

5.15 References

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