

---

## 5 Police services

This chapter reports on the performance of police services. These services 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 (AFP) under the *Arrangement between the Minister for Justice and Customs of the Commonwealth and the Australian Capital Territory for the provision of police services to the Australian Capital Territory*. The national policing function of the AFP and other national non-police law enforcement bodies (such as the Australian Crime Commission) are not included in the Report.

A profile of the police sector appears in section 5.1. The general approach to performance measurement for police services is outlined in section 5.2. The overarching indicators of police performance are contained in section 5.3, and the specific performance indicators and data are discussed in sections 5.4–5.7. Section 5.8 contains information on capital costs in police services and section 5.9 covers future directions in performance reporting. The chapter concludes with jurisdictions' comments (section 5.10), information on sample data (section 5.11) and a list of definitions (section 5.12) and supporting tables (section 5.13).

A new presentation format has been implemented for the 2007 Report. The new framework still emphasises the Review's focus on government service 'outcomes', consistent with the demand by governments for outcome orientated performance information. Since the 2000 Report, the chapter was structured around four service delivery areas (SDAs): community safety and support; crime investigation; road safety and traffic management; and services to the judicial process. An efficiency measure (dollars per person) was provided for each of these SDAs, but has never been reported on a fully comparable basis. The chapter has been restructured this year because of concerns that expenditure could not be accurately allocated to individual SDAs. Jurisdictions reported that overlapping activities meant allocations were essentially arbitrary. This year, performance is reported against four activity areas (community safety; crime; road safety; and judicial services) but only a single efficiency measure is reported covering all these activities (expenditure on police services per person).

It should be noted that the use of the term 'offender' in this chapter refers to a person who is alleged to have committed an offence and is not the same as the

---

definition used in chapter 7 (‘Corrective services’), where the term ‘offender’ refers to a person who is undertaking a community corrections sentence.

### *Supporting tables*

A list of supporting tables and how to access them can be found in section 5.13 of this chapter.

## **5.1 Profile of police services**

### **Service overview**

Police services are the principal means through which State and Territory governments pursue the achievement of a safe and secure environment for the community, through response to incidents, the investigation of offences, the 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 effects of criminal activity. They 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 AFP provides a community policing service in the ACT through a strategic partnership with the ACT Government, underpinned by a detailed purchaser/provider agreement. The Australian Government is responsible for the AFP.

While each jurisdiction’s police service is autonomous, there is significant cooperation 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 (ACPR).

---

## Size and scope of sector

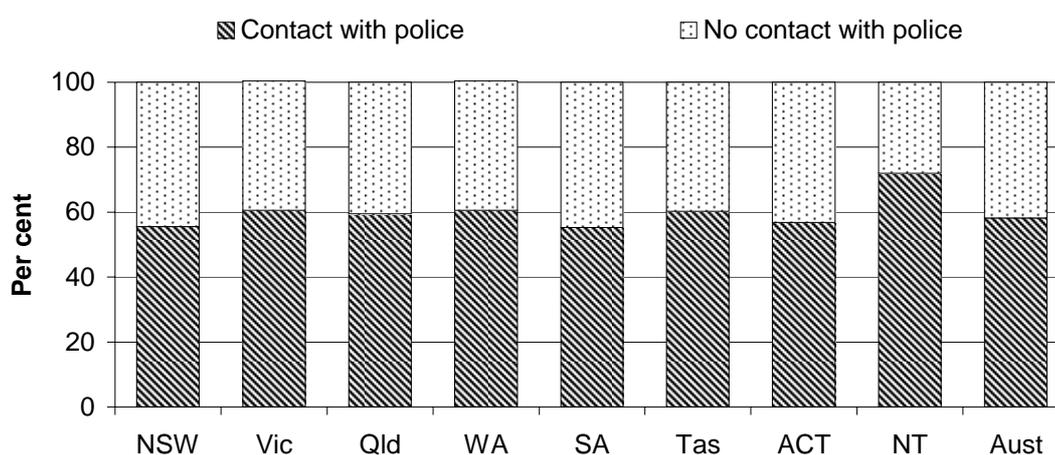
### *Client groups*

Broadly, the whole community is a ‘client’ of the police. Police services aim to provide individuals 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)
- those requiring police services for non-crime-related matters.

The ACPR *National Survey of Community Satisfaction with Policing* (NSCSP) indicated that 58.2 per cent of respondents nationally in 2005-06 had experienced some form of ‘business’ contact with police in the previous 12 months (figure 5.1).

**Figure 5.1 Police contact in the past 12 months, 2005-06**



Source: ACPR (unpublished); table 5A.14.

---

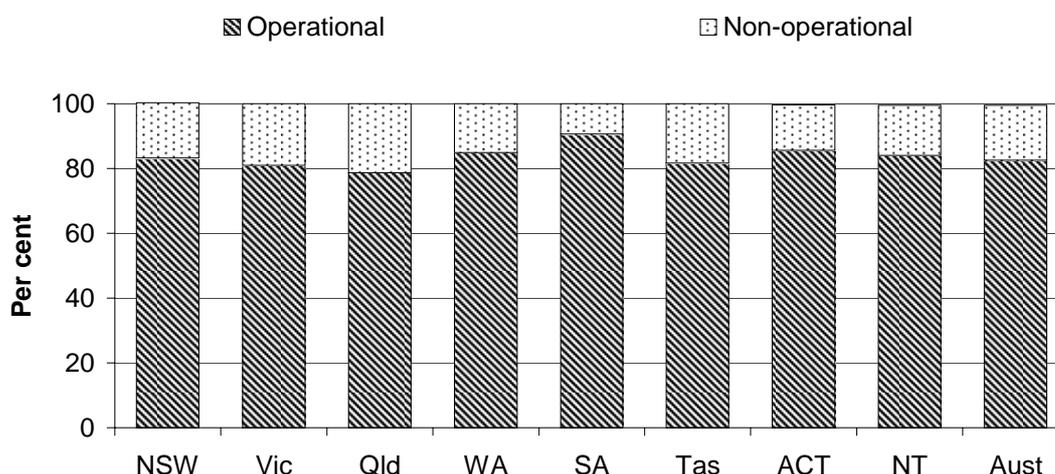
## Staffing

Police 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 contracted external providers in some activities. ‘Civilianisation’ of police services has three key objectives:

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

An operational police staff member is any member of the police force whose primary duty is the delivery of police or police related services to an external customer (where an external customer predominately refers to members of the public but may also include law enforcement outputs delivered to other government departments). Approximately 82.6 per cent of staff were operational in Australia in 2005-06 (figure 5.2). Nationally, there was a total of 59 587 operational and non-operational staff in 2005-06 (tables 5A.1- 5A.8).

Figure 5.2 **Police staff, by operational status, 2005-06<sup>a, b, c</sup>**



<sup>a</sup> Comprises FTE staff. <sup>b</sup> NSW and the NT data for 2005-06 are based on a head count at 30 June 2006 and are not FTE data. <sup>c</sup> For the NT, sworn police officers include police auxiliaries and Aboriginal community police officers.

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

---

## 5.2 Framework of performance indicators

Performance can be defined in terms of how well a service meets its objectives, given its operating environment. Performance indicators focus on outcomes and/or outputs aimed at meeting common, agreed objectives. The Steering Committee identified four objectives of police services for the purposes of this Report (box 5.1).

### Box 5.1 Objectives for police services

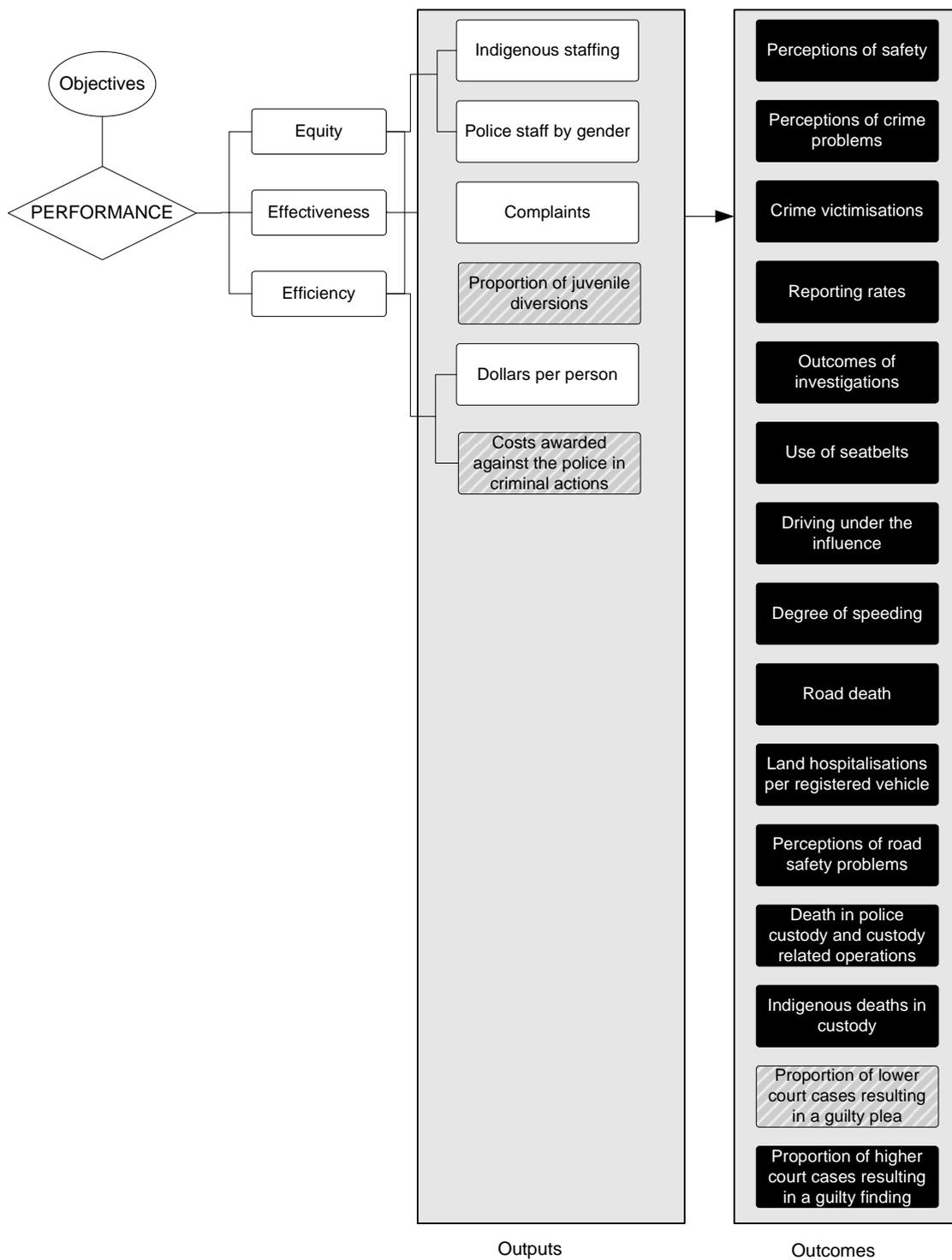
The key objectives for police services are:

- to allow people to undertake their lawful pursuits confidently and safely (reported in section 5.4, *community safety*)
- to bring to justice those people responsible for committing an offence (reported in section 5.5, *crime*)
- to promote safer behaviour on roads (reported in section 5.6 *road safety*)
- to support the judicial process to achieve efficient and effective court case management and judicial processing, providing safe custody for alleged offenders, and ensuring fair and equitable treatment of both victims and alleged offenders (reported in section 5.7, *judicial services*).

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

A new general framework for police services (figure 5.3) has been implemented in this Report consistent with the general Report framework (see chapter 1). The reported results need to be considered in conjunction with the data on demographic and geographic differences (see appendix A) and with other available information on jurisdiction-specific characteristics.

Figure 5.3 General performance framework for the police services sector



**Key to indicators**

- Text** Provided on a comparable basis for this Report subject to caveats in each chart or table
- Text** Information not complete or not directly comparable

---

The general performance framework for police services illustrates the content of the police services chapter.

The chapter reports on indicators relevant to all police services (section 5.3) and also on principal police activity areas ('Community safety', 'Crime', 'Road safety' and 'Judicial services'). These are discussed in sections 5.4, 5.5, 5.6 and 5.7 respectively.

'Equity' is currently represented through two output indicators ('Indigenous staffing' and 'Police staff by gender'). As these two output indicators are relevant to all police services, they are discussed in section 5.3.

Under the 'effectiveness' measure, the output indicator 'Complaints' is discussed in section 5.3 as this indicator is relevant to all police services. The output indicator 'Proportion of juvenile diversions' is discussed in section 5.7 (Judicial services).

'Efficiency' is discussed in the introduction of this chapter; with a single efficiency measure reported for all police services ('dollars' per person). This efficiency output indicator is discussed in more details in section 5.3. However, under the 'Judicial services' activity (section 5.7), an efficiency output indicator is reported for this service (cost awarded against the police in criminal actions).

### **5.3 Indicators relevant to all police services**

The performance indicator framework identifies the core areas of police work. Within this context, certain indicators of police performance are not specific to any one particular area, but are relevant for all. These indicators include 'efficiency', 'satisfaction with police services', 'perceptions of police integrity', 'complaints', 'Indigenous staffing' and 'police staff by gender' and access and equity considerations. This section provides information from the NSCSP (box 5.3) and the State and Territory governments on these overarching indicators of police performance.

#### *Efficiency — dollars per person*

In the 2006 Report, expenditure in dollars per person was broken down into four service delivery areas. However, the breakdown was inconsistent between jurisdictions and therefore misleading. Under the new framework for 2007 (see figure 5.3), expenditure in dollars per person is reported for all police service activities combined.

---

‘Dollars per person’ is an indicator of the efficiency of governments in delivering services (box 5.2). Variations in policies, socioeconomic factors and geographic/demographic characteristics have an impact on expenditure per person for police services in each jurisdiction. The scope of activities undertaken by police services also varies across jurisdictions. Care must therefore be used in interpreting expenditure data.

**Box 5.2 Dollars per person**

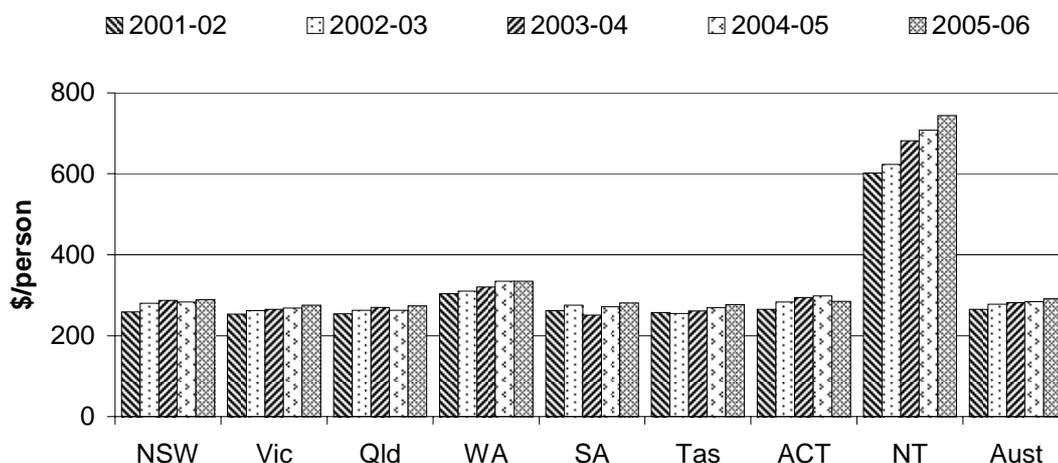
‘Dollars per person’ is an output indicator of governments’ objective to undertake activities associated with policing in an efficient and effective manner.

The indicator is defined as expenditure (adjusted for inflation) on policing per person.

Care needs to be taken in interpreting these data. While high expenditure per person may reflect less desirable efficiency outcomes, it may also reflect aspects of the service or characteristics of the policing environment (such as more effective policing or more challenging crime and safety situations). Similarly, low expenditure per person may reflect more desirable efficiency outcomes or lower quality (less intensive policing) or less challenging crime and safety situations. Efficiency indicators thus need to be interpreted within the context of the effectiveness and equity indicators, to derive an holistic view of performance.

Funding for police services comes almost exclusively from State and Territory government budgets, with some limited specific purpose Australian Government grants. Real recurrent expenditure (less revenue from own sources and payroll tax) on police services across Australia was approximately \$5.929 billion (or \$291 per person) in 2005-06 (table 5A.10). All jurisdictions, except the ACT, increased their real expenditure over the past 12 months (figure 5.4).

Figure 5.4 **Real recurrent expenditure per person (less revenue from own sources and payroll tax) on police services (2005-06 dollars)<sup>a, b, c</sup>**



<sup>a</sup> 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. <sup>b</sup> Excludes the user cost of capital. <sup>c</sup> Real expenditure based on the ABS gross domestic product price deflator (2005-06 = 100).

Source: State and Territory governments (unpublished); table 5A.10.

### Satisfaction with police services

#### Box 5.3 National Survey of Community Satisfaction with Policing

The National Survey of Community Satisfaction with Policing (NSCSP) collects information on community perceptions of police in terms of services provided and personal experiences of contact with the police. It also elicits public perceptions of crime and safety problems in the community and local area and reviews aspects of driving behaviour.

Care needs to be taken in interpreting any survey data. Minor changes in the survey questionnaire occurred in 2004-05. The statistical reliability of survey data is highly dependent on key elements of the survey method, including the survey instrument, the collection method and the sample size and design. In addition, attitudinal data 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). Point-in-time responses may thus vary from people's true underlying (or longer term) satisfaction with police and perceptions of safety and crime levels.

Client satisfaction is a widely accepted measure of service quality (box 5.4).

### Box 5.4 Satisfaction with police services

'Satisfaction with police services' is an outcome indicator of governments' objective for police to perform their duties in a professional manner.

The indicator is defined as the proportion of people who were 'satisfied' or 'very satisfied' with police services.

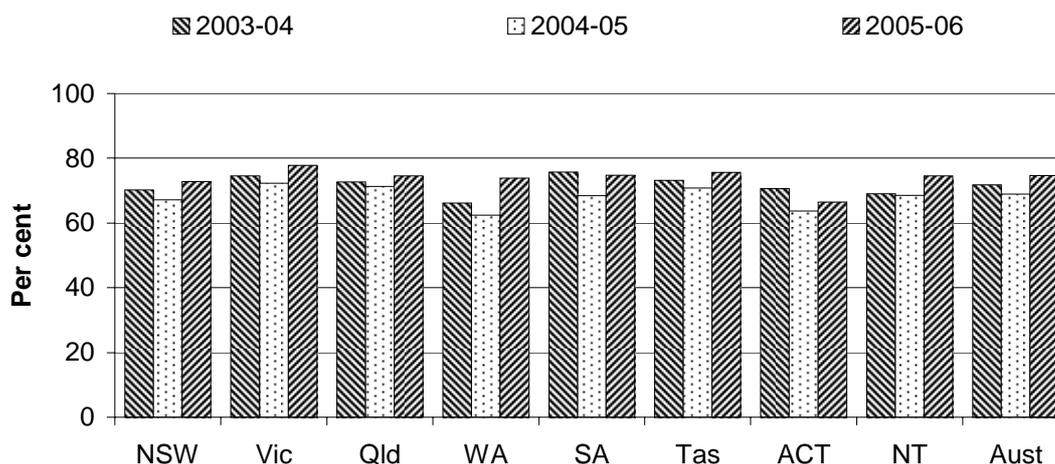
A higher proportion of people who were 'satisfied' or 'very satisfied' is more desirable.

Public perceptions may not reflect actual levels of police performance, however, because many factors — including individual experiences, hearsay and media reporting — may influence people's satisfaction with police services.

#### General satisfaction

Nationally, the majority of people surveyed (74.6 per cent) were 'satisfied' or 'very satisfied' with the services provided by police in 2005-06 (up from 68.9 per cent in 2004-05 and 71.8 per cent in 2003-04). At the national level, this is a statistically significant movement (figure 5.5). Satisfaction with policing was statistically significantly higher than the national average in Victoria.

Figure 5.5 People who were 'satisfied' or 'very satisfied' with police services

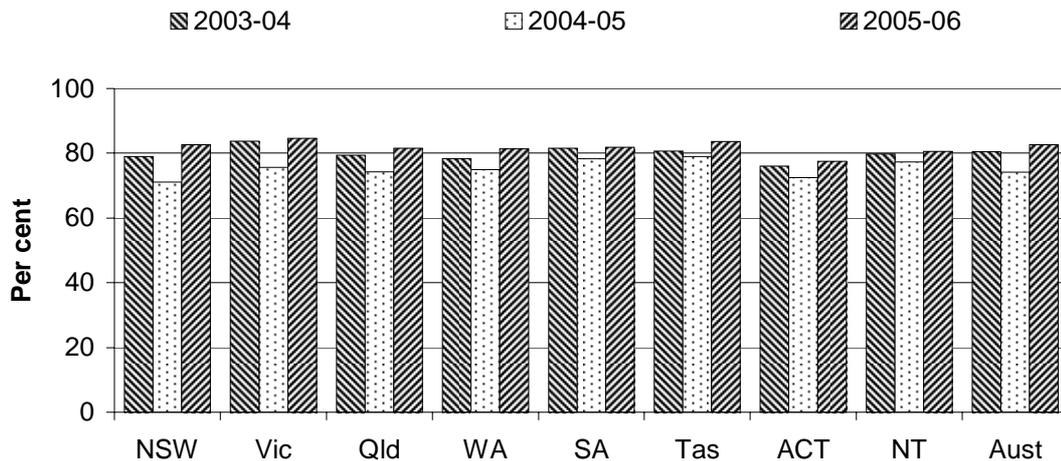


Source: ACPR (unpublished); table 5A.12.

Of those respondents who had contact with police in 2005-06, 82.6 per cent nationally were 'satisfied' or 'very satisfied' with the service they received during their most recent contact ( up from 74.1 per cent in 2004-05). At the national level,

this is a statistically significant movement. Results across jurisdictions and over time are presented in figure 5.6.

Figure 5.6 **People who were ‘satisfied’ or ‘very satisfied’ with police in their most recent contact<sup>a</sup>**



<sup>a</sup> Data are based on responses from people aged 15 years or over.

Source: ACPR (unpublished); table 5A.15.

### *Perceptions of police integrity*

Public ‘perceptions of police integrity’ provide a measure of police professionalism (box 5.5).

#### **Box 5.5 Perceptions of police integrity**

‘Perceptions of police integrity’ is an outcome indicator of governments’ objective for police to perform their duties with integrity and professionalism.

Three measures are reported:

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

(Continued on next page)

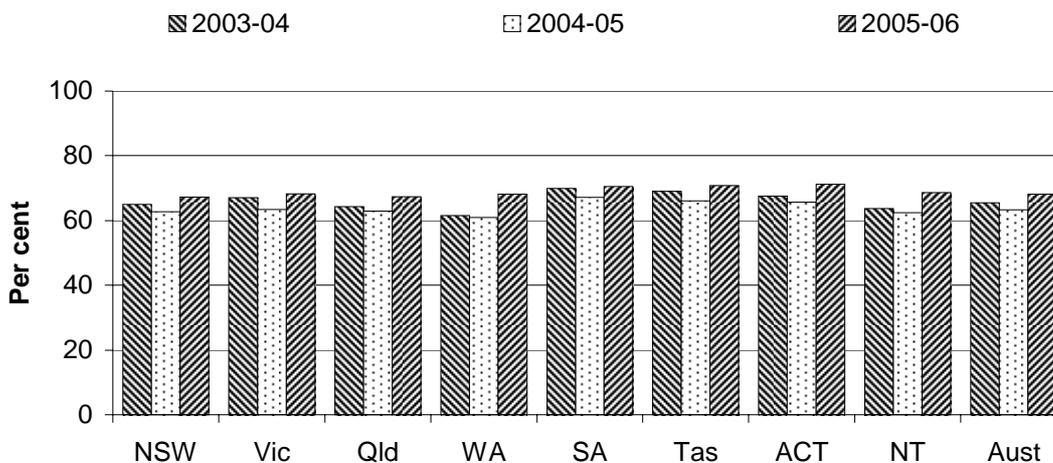
**Box 5.5 (Continued)**

A higher proportion of people who 'agreed' or 'strongly agreed' that police treat people fairly and equally is more desirable. Similarly, a higher proportion of people who 'agreed' or 'strongly agreed' that police perform the job professionally, and a higher proportion of people who 'agreed' or 'strongly agreed' that most police are honest, is more desirable.

Public perceptions may not reflect actual levels of police integrity, however, because many factors — including individual experiences, hearsay and media reporting — may influence people's perceptions of police integrity.

In 2005-06, 68.1 per cent of people nationally 'agreed' or 'strongly agreed' that police treat people 'fairly and equally' (up from 63.3 per cent in 2004-05) (figure 5.7).

**Figure 5.7 People who 'agreed' or 'strongly agreed' that police treat people fairly and equally<sup>a</sup>**

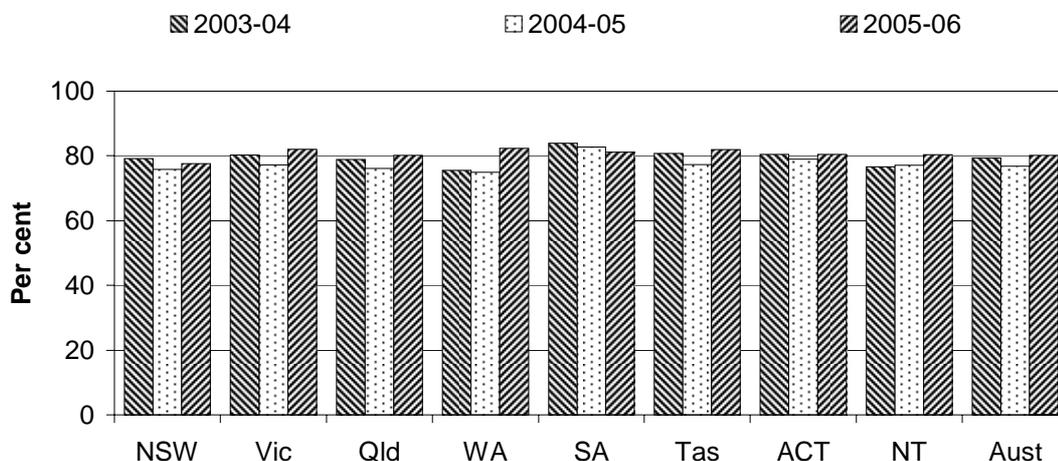


<sup>a</sup> Data are based on responses from people aged 15 years or over.

Source: ACPR (unpublished); table 5A.18.

Nationally, 80.1 per cent of people 'agreed' or 'strongly agreed' in 2005-06 that police perform the job 'professionally' (up from 76.8 per cent in 2004-05) (figure 5.8).

**Figure 5.8 People who 'agreed' or 'strongly agreed' that police perform the job professionally<sup>a</sup>**



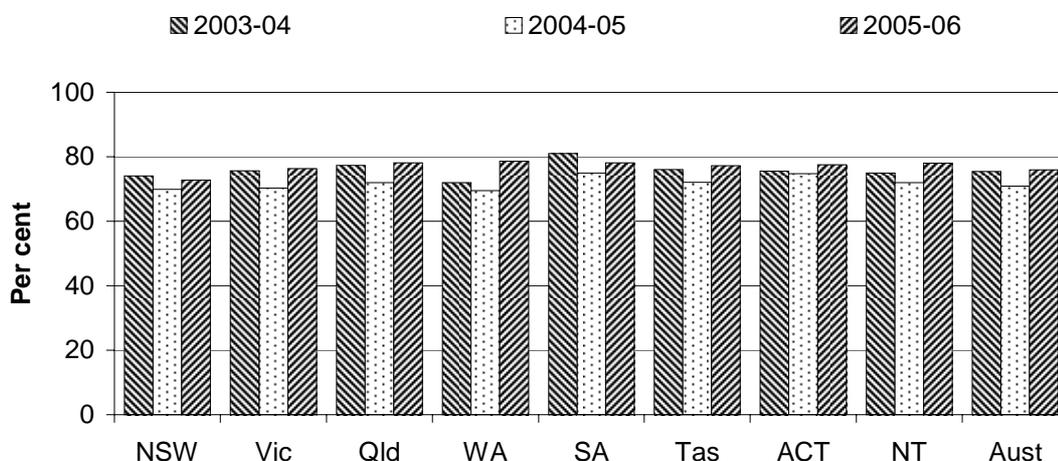
<sup>a</sup> Data for later years are based on responses from people aged 15 years or over.

Source: ACPR (unpublished); table 5A.17.

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

Nationally, 75.9 per cent of people 'agreed' or 'strongly agreed' in 2005-06 that most police are 'honest' (up from 70.9 in 2004-05). Compared with 2004-05, the proportion increased in all jurisdictions. At the national level, this is a statistically significant movement (figure 5.9).

**Figure 5.9 People who 'agreed' or 'strongly agreed' that most police are honest<sup>a</sup>**



<sup>a</sup> Data are based on responses from people aged 15 years or over.

Source: ACPR (unpublished); table 5A.19.

---

## Complaints

Police services across Australia encourage and foster a code of customer service that provides for openness and accountability. Complaints made against police increasingly reflect a range of issues relating to service delivery (box 5.6). Complaints of a more serious nature are overseen by relevant external review bodies, such as the ombudsman, the director of public prosecutions or integrity boards in each jurisdiction.

### Box 5.6 Complaints

'Complaints' is an output indicator of governments' objective for police to perform their duties in a professional manner.

This indicator is defined as the number of complaints per 100 000 people. It includes only complaints made by members of the public against members of the police force.

Definitions of what constitutes a 'complaint against police' differ greatly between jurisdictions.

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

It is desirable to monitor changes in the reported rate of complaints against police to identify reasons for such changes and utilise this information to improve the manner in which police services are delivered.

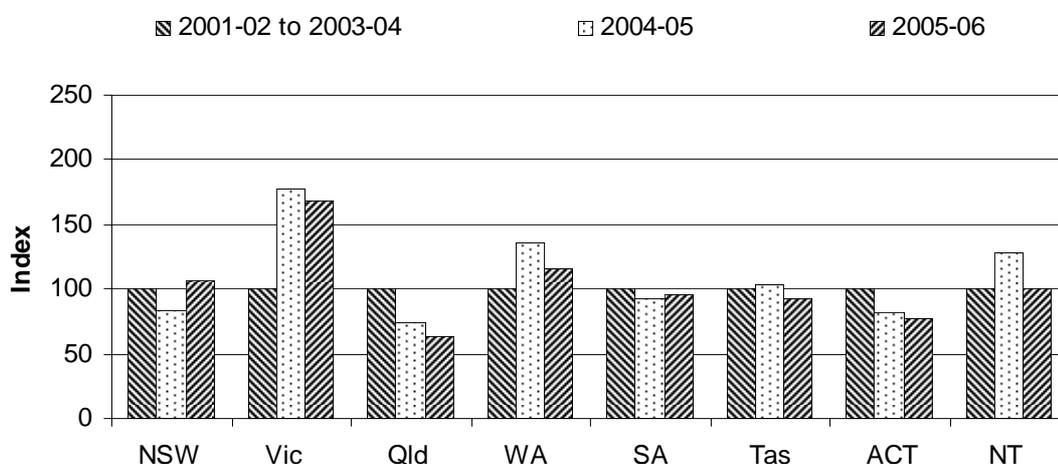
The trend is presented using a base value of 100 for the period 2001-02 to 2003-04 and displaying the variation up or down thereafter.

An increase in complaints does not necessarily indicate a lack of confidence in police. Rather, it may indicate greater confidence in complaints resolution.

Complaints data are not comparable across jurisdictions, as a result of different counting rules. For example, Victoria, Queensland, ACT and NT data include verbal complaints, which are not counted in other jurisdictions. Complaints data are presented in figure 5.10 and provide a picture of trends over time for each jurisdiction.

Although there were fluctuations across the years in some jurisdictions, the number of complaints against the police per 100 000 people was on a general downward trend in Queensland and the ACT over the period since 2001-02 to 2005-06, while increasing in Victoria (figure 5.10).

Figure 5.10 Complaints per 100 000 people<sup>a, b, c, d, e, f</sup>



<sup>a</sup> Data are not comparable across jurisdictions. Data can be used only to view trends over time within jurisdictions. <sup>b</sup> Data include verbal complaints in Victoria, the NT, the ACT and Queensland. <sup>c</sup> For NSW, a new complaints management system (c@ts.i) was implemented in 2001-02; figures for 2001-02 include matters entered into the former Complaints Information System so 2001-02 data are incomplete. <sup>d</sup> For WA, the number of complaints recorded can vary due to the back-capture of previously unreported complaints of a minor nature that are resolved at the local level. <sup>e</sup> Base three-year average: 2001-02 to 2003-04 = 100. <sup>f</sup> Victorian data for 2004-05 have been revised. Data published in the 2006 Report inadvertently included internally-generated complaints in the total.

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

### Access and equity — Indigenous staffing

This section focuses on the performance of mainstream police services in relation to Indigenous Australians. One indicator of access and equity is ‘Indigenous staffing’ — that is, the proportion of police staff from Indigenous backgrounds relative to the proportion of the general population who are from Indigenous backgrounds (box 5.7).

---

**Box 5.7 Indigenous staffing**

'Indigenous staffing' is an output indicator of governments' objective to provide police services in an equitable manner. Indigenous people may feel more comfortable in 'accessing' police services when they are able to deal with Indigenous police staff.

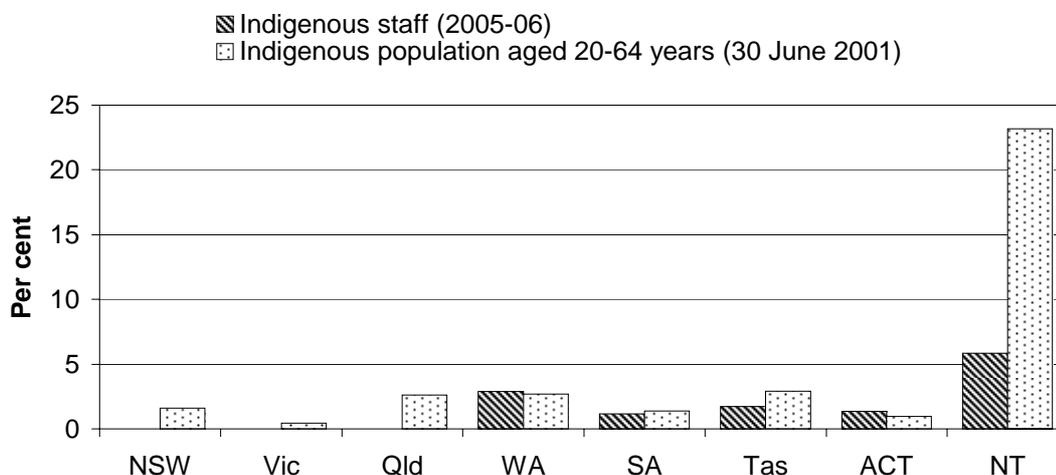
The indicator is defined as the proportion of police staff from Indigenous backgrounds compared to the proportion of the general population aged 20–64 years who are from Indigenous backgrounds. These data are used because a significantly larger proportion of the Indigenous population falls within the younger non-working age groupings compared with the non-Indigenous population. Readily available ABS population estimates for people aged 20–64 years at 30 June 2001 provide a proxy for the estimated working population.

A proportion of police staff from Indigenous backgrounds closer to the proportion of the general population aged 20–64 years who are from Indigenous backgrounds represents a more desirable equity outcome.

In some jurisdictions, the process of identifying Indigenous staff members relies on self-identification. Where Indigenous people are required to identify themselves, the accuracy of the data will partly depend on how they perceive the advantages (or disadvantages) of identification and whether these perceptions change over time. More generally, many factors will influence the willingness of the Indigenous population to access police services, including familiarity with procedures for dealing with police, and confidence in the effectiveness of police services. For the purposes of this chapter, an Indigenous person is one who self-identifies as being Aboriginal and/or Torres Strait Islander.

In most but not all jurisdictions, the proportion of Indigenous police staff was broadly in line with the representation of Indigenous people in the population aged 20–64 years (figure 5.11).

Figure 5.11 **Proportion of Indigenous staff in 2005-06 and Indigenous population aged 20–64 years<sup>a, b, c</sup>**



**a** Indigenous staff numbers relate to those staff who self-identify as being of Aboriginal and/or Torres Strait Islander descent. **b** Information on Indigenous status is collected only at the time of recruitment. **c** Queensland and Victoria were unable to separate Indigenous and non-Indigenous staff. Indigenous staff are reported as the sum of both the operational and non-operational categories. Where data for the non-operational category are not available, such as in NSW, the sum of both categories is also shown as not available.

Source: ABS, Population by Age and Sex, Cat. No. 3201.0, (unpublished); State and Territory governments (unpublished); table 5A.22.

### Access and equity — staffing by gender

Another measure of access and equity is the level of (sworn and unsworn) ‘police staff by gender’ (box 5.8). Nationally, 30.8 per cent of police staff were female in 2005-06 (figure 5.12). Nationally, the proportion of female police staff increased from 2001-02 to 2005-06 (from 28.1 per cent to 30.8 per cent of staff). The proportion of female police staff in all jurisdictions increased over this period (figure 5.12).

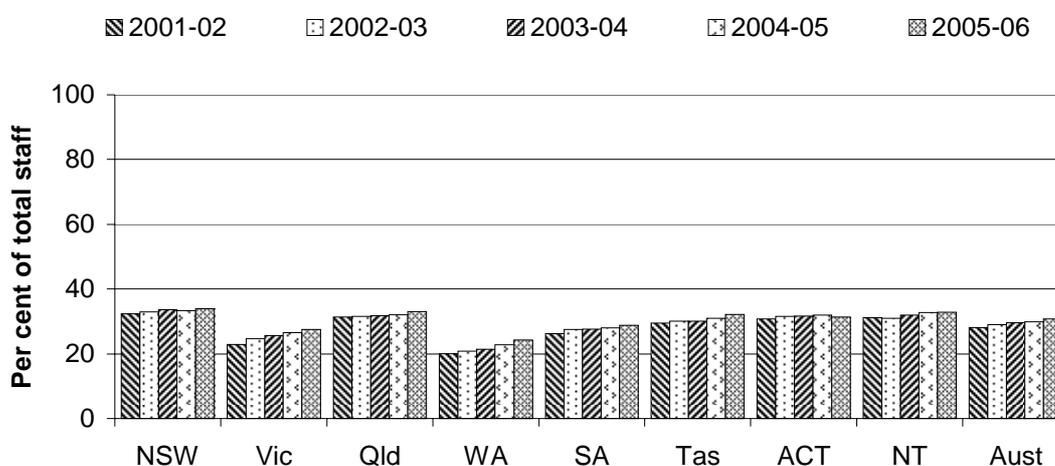
#### Box 5.8 Access — staffing by gender

‘Police staffing by gender’ is an output indicator of governments’ objective to provide police services in an equitable manner. Women may feel more comfortable in ‘accessing’ police services in certain situations when they are able to deal with female police staff.

The indicator is defined as the number of female police staff divided by the total number of police staff.

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

Figure 5.12 Female police staff<sup>a, b, c</sup>



<sup>a</sup> Comprises FTE staff. <sup>b</sup> For NSW and the NT, data from 2000-01 are based on a head count at 30 June.

<sup>c</sup> For WA, data exclude recruits in training.

Source: State and Territory governments (unpublished); table 5A.23.

## 5.4 Community safety

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

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

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

---

## Key community safety performance indicator results

### *Outputs*

#### *Equity — access*

The Steering Committee has identified equity and access for community safety as an area for development in future reports (box 5.9).

**Box 5.9 Performance indicator — access**

An output indicator of governments' objective to facilitate equitable access for people with special needs for community safety has yet to be developed.

### *Outcomes*

#### *Perceptions of safety*

An important objective of police services is to reassure the public by ensuring the community feels safe in public and private (box 5.10).

**Box 5.10 Perceptions of safety**

'Perceptions of safety' is an outcome indicator of governments' objective to reassure the public by ensuring the community feels safe (within themselves and regarding their property) in public and private.

Two measures are reported:

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

A higher proportion of people who felt 'safe' or 'very safe' for either indicator is a more desirable outcome.

Perceptions of safety may not reflect reported crime, however, for a number of reasons: reported crime may understate actual crime, under-reporting may vary across jurisdictions, and many factors (including media reporting and hearsay) may affect public perceptions of crime levels and safety.

---

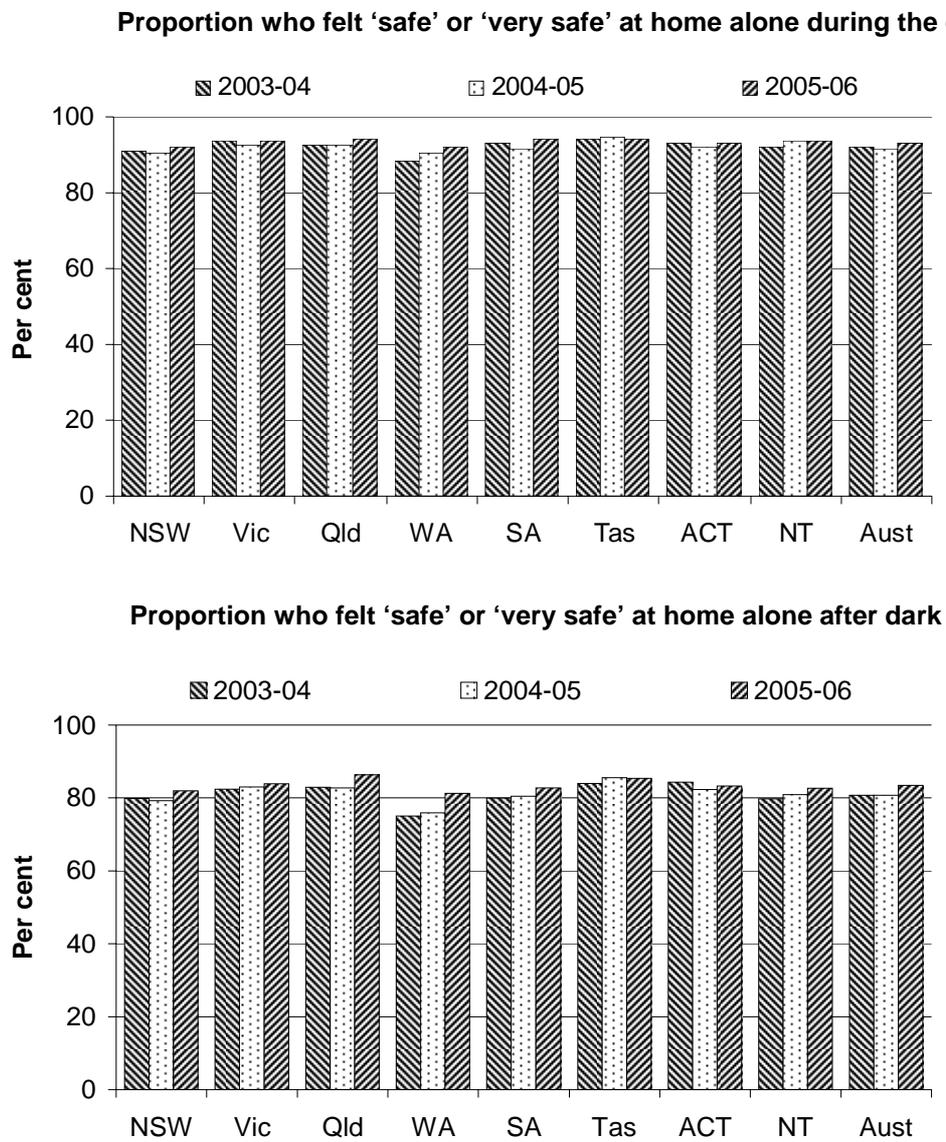
Nationally, 93.2 per cent of people surveyed felt 'safe' or 'very safe' at home alone during the day in 2005-06. Nationally, 83.4 per cent of people felt 'safe' or 'very safe' at home alone after dark in 2005-06 (figure 5.13).

In Australia, 88.4 per cent of respondents felt 'safe' or 'very safe' when walking or jogging locally during the day in 2005-06. Nationally, 45.9 per cent of people felt 'safe' or 'very safe' when walking or jogging locally after dark in 2005-06 (44.5 per cent in 2004-05) (figure 5.14).

In Australia, 57.1 per cent of respondents felt 'safe' or 'very safe' when travelling on public transport during the day (from 59.7 per cent in 2004-05) and 23.4 per cent of people surveyed felt 'safe' or 'very safe' when travelling on public transport after dark in 2005-06 (up from 22.5 per cent in 2004-05) (figure 5.14).

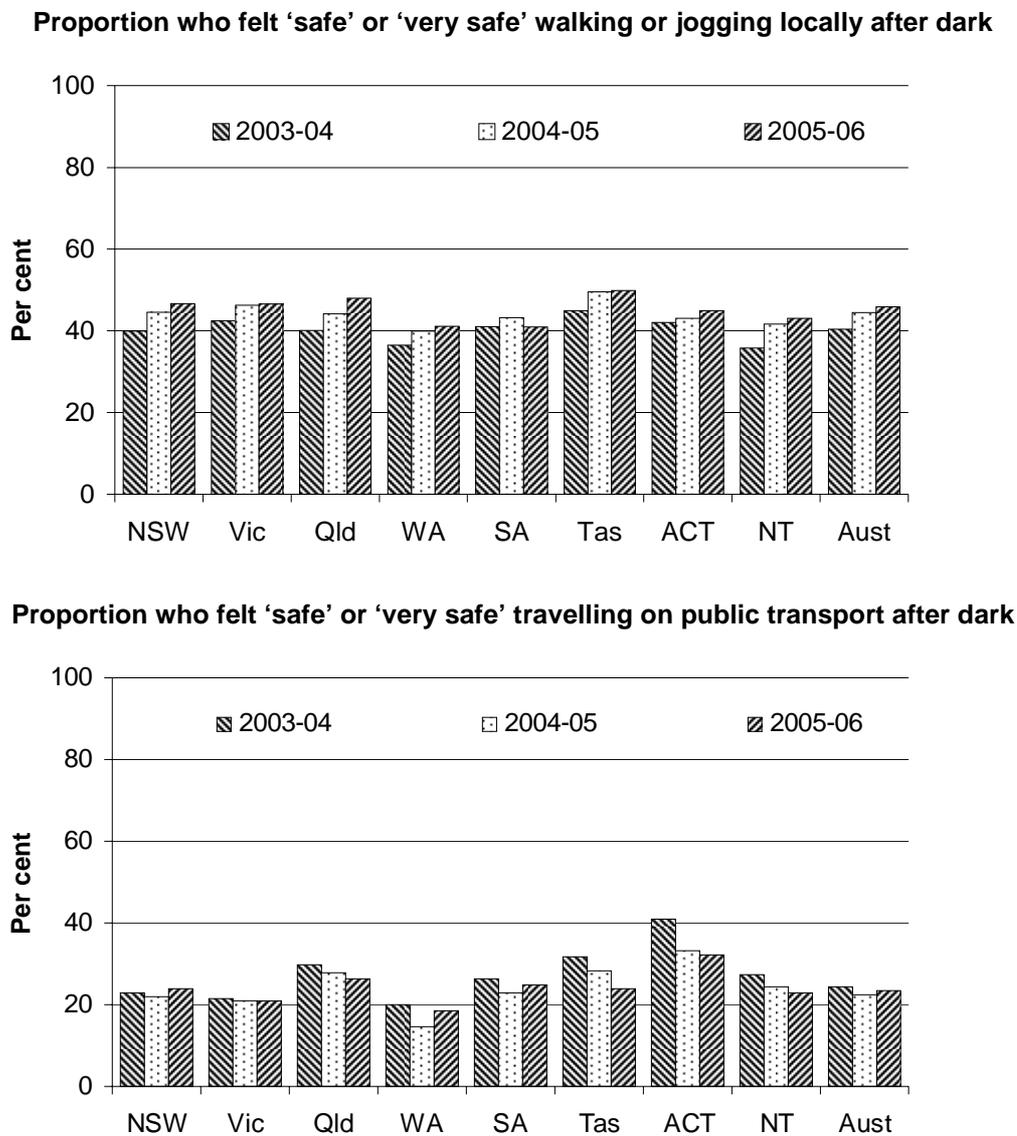
The results are influenced by the mix (that is, trains, buses, ferries and trams) of public transport in each jurisdiction. The ACT, the NT and Tasmania do not operate a suburban train network. A jurisdiction breakdown of these results is presented in tables 5A.24, 5A.25 and 5A.26.

Figure 5.13 Perceptions of safety at home alone



Source: ACPR (unpublished); table 5A.24.

Figure 5.14 Perceptions of safety in public places<sup>a, b, c</sup>



<sup>a</sup> Data are based on responses from people aged 15 years or over. <sup>b</sup> For this survey question, the response 'not applicable' was very large and varied significantly across jurisdictions in line with the availability of public transport. <sup>c</sup> 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 (unpublished); tables 5A.25 and 5A.26.

### *Perceptions of crime problem*

'Perceptions of crime problem' is another indicator of how safe the members of the community feel in public and private (box 5.11).

---

### Box 5.11 Perceptions of crime problem

'Perceptions of crime problem' is an outcome indicator of governments' objective to reassure the public by ensuring the community feels safe (within themselves and regarding their property) in public and private.

Two measures are reported:

- the proportion of people who considered that various types of crime were a 'major problem' or 'somewhat of a problem' in their State or Territory
- the proportion of people who considered that various types of crime were a 'major problem' or 'somewhat of a problem' in their neighbourhood.

For both indicators, a lower proportion of people who felt the selected types of crime were a 'major problem' or 'somewhat a problem' is a more desirable outcome.

Care needs to be taken in interpreting data on perceptions of crime, however, because 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.

Nationally, when people were asked in 2005-06 about crime problems in their State or Territory, the proportion of people who perceived a particular crime as a 'major problem' or 'somewhat of a problem' was: 91.1 per cent for illegal drugs; 90.7 per cent for poor driver behaviour (speeding cars, dangerous or noisy driving); 90 per cent for housebreaking; 86.9 per cent for vehicle theft; 85.9 per cent for graffiti and other vandalism; 85.1 per cent for physical assault in a public place; 84.4 per cent for sexual assault; 83.7 per cent for drunken and disorderly behaviour; 82.9 per cent for louts and gangs and 80 per cent for family violence (tables 5A.30–5A.32).

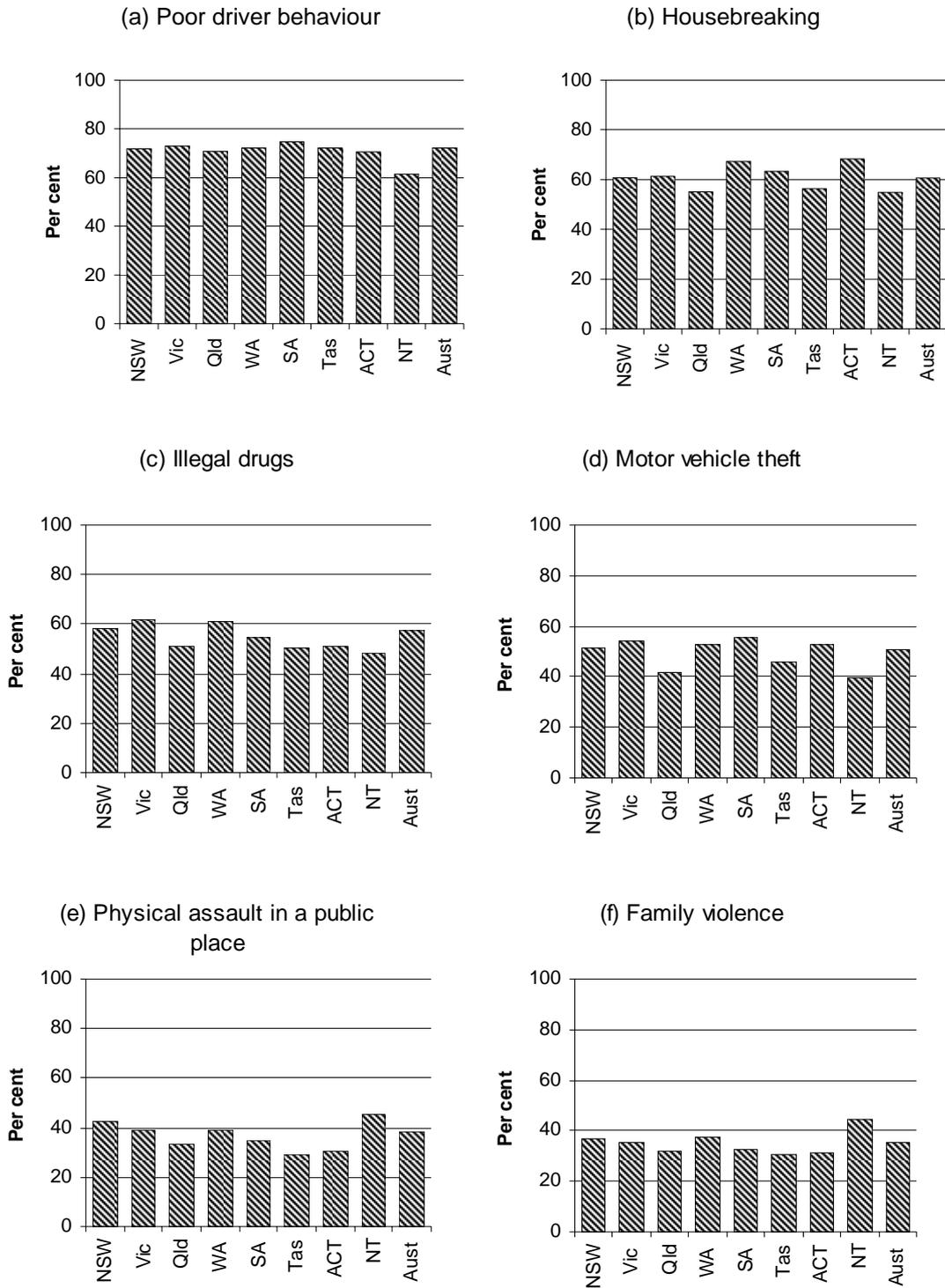
The following major areas of concern were identified by people in relation to crime problems in their neighbourhood:

- *Poor driver behaviour* — nationally, 72.1 per cent of people believed poor driver behaviour to be a 'major problem' or 'somewhat a problem' in their neighbourhood in 2005-06 (down from 74.5 in 2004-05) (figure 5.15a).
- *Housebreaking* — nationally, 60.6 per cent of people believed housebreaking to be a 'major problem' or 'somewhat a problem' in their neighbourhood in 2005-06 (down from 65.2 per cent in 2004-05) (figure 5.15b).
- *Illegal drugs* — nationally, 57.1 per cent of people believed illegal drugs to be a 'major problem' or 'somewhat a problem' in their neighbourhood in 2005-06 (down from 59.6 per cent in 2004-05) (figure 5.15c).

- 
- *Motor vehicle theft* — nationally, 50.7 per cent of people believed motor vehicle theft to be a ‘major problem’ or ‘somewhat a problem’ in their neighbourhood in 2005-06 (down from 55 per cent in 2004-05) (figure 5.15d).
  - *Physical assault in a public place* — nationally, 38.6 per cent of people believed physical assault to be a ‘major problem’ or ‘somewhat a problem’ in their neighbourhood in 2005-06 (down from 40.5 per cent in 2004-05) (figure 5.15e).
  - *Family violence* — nationally, 35.1 per cent of people believed family violence to be a ‘major problem’ or ‘somewhat a problem’ in their neighbourhood in 2005-06 (down from 38.5 per cent in 2004-05) (figure 5.15f). (Tables 5A.27–5A.29).

Comparisons between perceptions of crime problems and the level of crime raise questions about the factors that affect perceptions. The preceding NSCSP results indicate that perceptions of crime fall as the respondent focuses on their local neighbourhood rather than the State or Territory in which they live.

**Figure 5.15 Proportion of people who consider the identified issues to be either a 'major problem' or 'somewhat of a problem' in their neighbourhood, 2005-06**



Source: ACPR (unpublished); tables 5A.27–5A.29.

---

## 5.5 Crime

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

### Framework of performance indicators

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

### Key crime performance indicator results

#### *Outcomes*

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

#### *Victims of crime data in Australia*

Information on the level of selected crimes against the person and crimes against property is obtained from three sources for this chapter. The first source, the Crime and Safety Survey, was last conducted in 2005, and the second, the ABS Recorded Crime Victims series, was last published in 2006 (for the 2005 calendar year). The third source of data is provided by the Australian Institute of Criminology (AIC) on a yearly basis.

#### *Crime and Safety Survey*

The Crime and Safety Survey is a national survey that is conducted periodically by the ABS. Previous surveys were conducted in 1983, 1993, 1998, 2002 and 2005. Information is collected from individuals and households, and focuses on those categories of more serious crime occurring in the 12 months prior to the survey that affect the largest number of people. The ABS is reviewing the current range of Australian crime and safety surveys with a view to better meeting the requirements of data users.

---

The survey provides information on crime victimisation for selected personal and household crimes, including the number of crimes reported to police. Personal crimes include robbery, assault and sexual assault. Household crimes include break-in, attempted break-in and motor vehicle theft.

### *Trends in Recorded Crime in Australia*

The Recorded Crime Victims collection provides details of selected offences reported to, or detected by, police, whose details are subsequently recorded on police administrative systems. Victims in this collection can be persons, premises or organisations. Selected offences include homicide and related offences, kidnapping and abduction, robbery, blackmail and extortion, unlawful entry with intent, motor vehicle theft and other theft.

Crime and Safety Survey data are considered to be more comparable across jurisdictions than the Recorded Crime collection, given differences in the way in which recorded crime data are compiled (box 5.12). Neither of these sources will provide a definitive measure of crime victimisation but, together, they provide a more comprehensive picture of victimisation than either measure alone.

This chapter reports the *level of crime* using the more comparable Crime and Safety Survey data, and the *annual trends* using the Recorded Crime Victims data.

#### **Box 5.12 ABS crime victimisation statistics**

When an incident of crime victimisation occurs, it can be measured in a number of ways and at different stages; from the time a person perceives that they have been a victim, through to the reporting to police and the laying of charges. From among a range of possible ways of measuring crime, the ABS produces two major sources of data that can inform the user about crime victimisation. The first of these is a measure of crimes reported to and recorded by police sourced from administrative records obtained from State and Territory police agencies; and the second is direct reports from members of the public about their experiences of crime as collected in ABS household surveys. In some instances, the results may provide different pictures of crime in the community, with administrative data indicating a trend in one direction and personal experience indicating the opposite.

(Continued on next page)

---

**Box 5.12 (Continued)**

The full extent of crime is unlikely ever to be captured — Recorded Crime Victims data understate the true level of crime in Australia as a result of the behaviour of victims and the limitations of the data. Data relate to recorded crimes, but 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. Similarly, with survey data, it may be difficult to obtain information about some crimes such as sexual assault and assaults that have been committed by members of the same household.

*Comparing recorded crime statistics across jurisdictions*

A number of standards, classifications and counting rules are applied to Recorded Crime statistics, but care needs to be taken when comparing these statistics across states and territories, given the different business rules, procedures, systems, policies, legislation and recording of police agencies.

Findings from the *Differences in Recorded Crime Statistics* (DiRCS) project released in 2005 indicated that data for assault and sexual assault were not comparable across all jurisdictions, but that information for other offence types were satisfactory for the level of comparison presented in the ABS national *Recorded Crime – Victims* publication. The ABS is currently working with police agencies to develop a National Crime Recording Standard to improve further the national comparability of the recorded crime victims' collection. The standard is aimed at developing a uniform set of guidelines and scenarios to enable consistency in recording. This will complement the already established national counting rules and classifications.

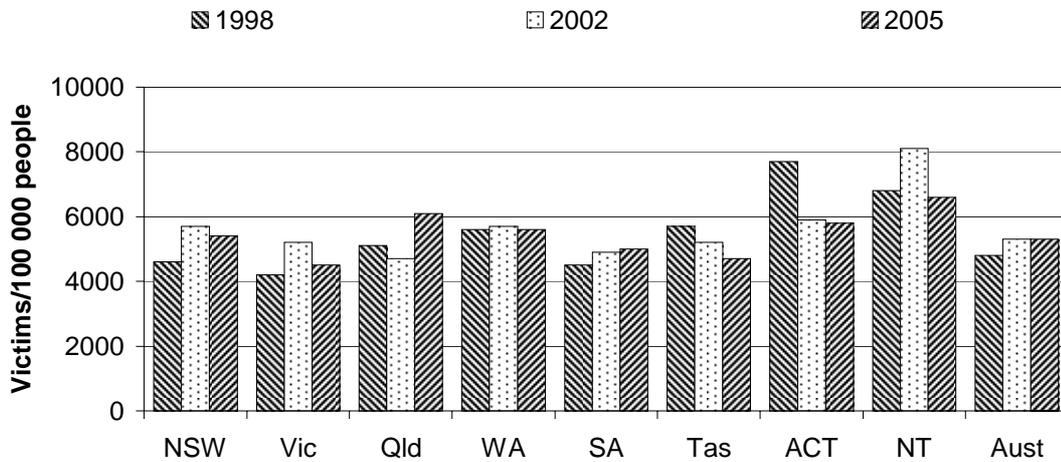
*Comparing recorded crime statistics with jurisdiction-specific data*

Care needs to be taken if attempting to compare ABS Recorded Crime Statistics with data reported by police agencies. The former are *victim based* (that is, based on the number of victims for each individual Australian Standard Offence Classification (ASOC) division offence category), whereas some 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, if multiple offences per victim of the same incident fall within the same ASOC division the victim is only counted once according to the most serious offence within that division, whereas police agencies may count separately each offence committed against the same victim.

*Rate of crime victimisation in Australia (from ABS Crime and Safety survey)*

Expressed as a rate, there were 5300 victims of personal crime per 100 000 people in Australia in 2005, which is consistent with the findings of the last survey conducted in 2002. The rate in 2005 varied across jurisdictions (figure 5.16).

Figure 5.16 Estimated victims of personal crime<sup>a</sup>

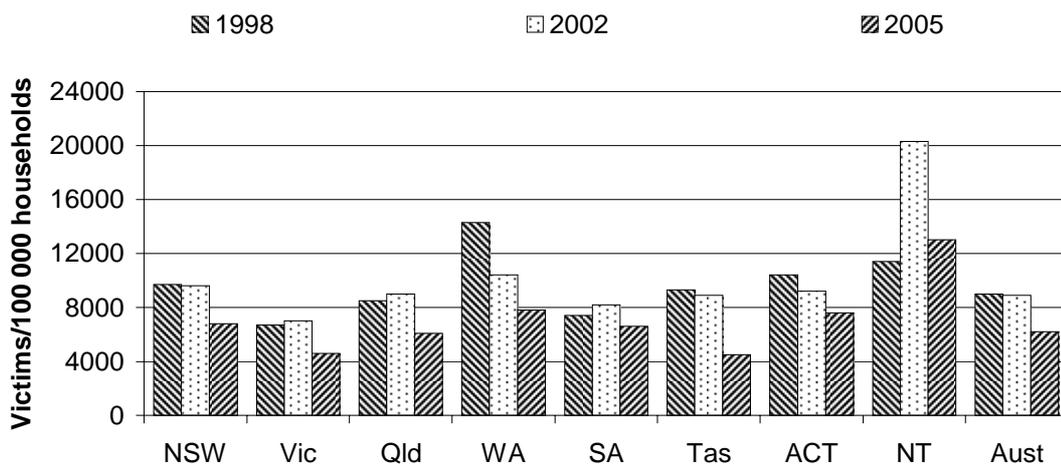


<sup>a</sup> Data report only the prevalence of crime, not the incidence. A victim is defined as a person reporting at least one of the offences surveyed. Victims were counted once only for each type of offence, regardless of the number of incidents of that type.

Source: ABS Crime and Safety, Australia (various years), Cat. no. 4509.0; table 5A.38.

There were 6200 household victims of crime per 100 000 households in Australia in 2005, a fall from 8900 in 2002 (the difference is not statistically significant), when the previous survey was held (table 5A.39). There was a general fall in the rate across jurisdictions between 2002 and 2005 (figure 5.17).

Figure 5.17 Estimated household victims of property crime<sup>a</sup>



<sup>a</sup> Data report only the prevalence of crime, not the incidence. A victim is defined as a person reporting at least one of the offences surveyed. Victims were counted once only for each type of offence, regardless of the number of incidents of that type.

Source: ABS Crime and Safety, Australia (various years), Cat. no. 4509.0; table 5A.39.

---

## *Trends in Crime Victimization*

As noted previously, two ABS collections are used as the source of the majority of crime victimisation data in this Report: the Crime and Safety Survey and the Recorded Crime collection. Trend data are also drawn from the third data source for the chapter, the Australian Institute of Criminology (AIC). (See box 5.14).

### *Crime victimisation — crimes against the person*

The prevalence and trends in personal crime and the level of homicide in the community are important measures of the effectiveness of police services (box 5.13 and 5.14).

Nationally, there were 1.5 recorded victims of homicide per 100 000 people in 2003-04 (down from 1.6 in 2002-03) (figure 5.18).

#### **Box 5.13 Crime victimisation — crimes against the person**

‘Crime victimisation’ is included as an outcome indicator of governments’ objective to enforce the law and improve community safety.

Three measures are reported on the level of crime against the person:

- victims of homicide per 100 000 people
- estimated victims of assault per 100 000 people
- estimated victims of robbery per 100 000 people.

For each measure, a lower rate of crime victimisation is a more desirable outcome.

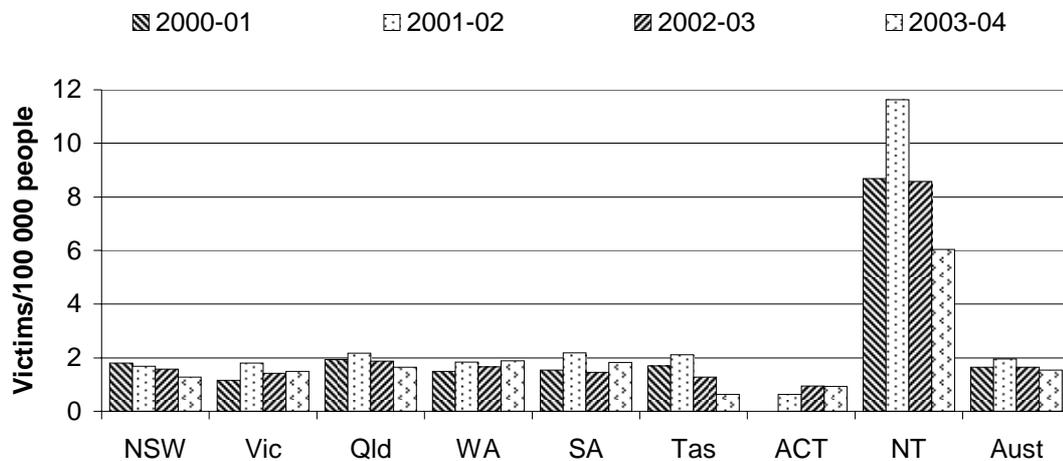
Data on trends in crime victimisation, based on the number of crimes reported to police, are presented in index form. Differences in the way in which crimes are recorded on jurisdictions’ police administrative systems (due to legislation, recording systems and recording practices) mean that comparing the level of recorded crime across jurisdictions is problematic.

One measure is reported on trends in crime against the person:

- victims of armed robbery (index 2001 = 100).

For this measure, a fall in the index number is a more desirable outcome. The recorded number of victims may vary from the actual incidence of crimes against people for a number of reasons, however, including confidence in the judicial system as a whole.

Figure 5.18 Recorded victims of homicide<sup>a</sup>



<sup>a</sup> Homicide is defined by the criminal law of each State and Territory. The specific wording of the definition varies between states and territories in terms of degree and culpability.

Source: AIC Homicide in Australia: National Homicide Monitoring Program (2006); table 5A.34.

**Box 5.14 Australian Institute of Criminology homicide data**

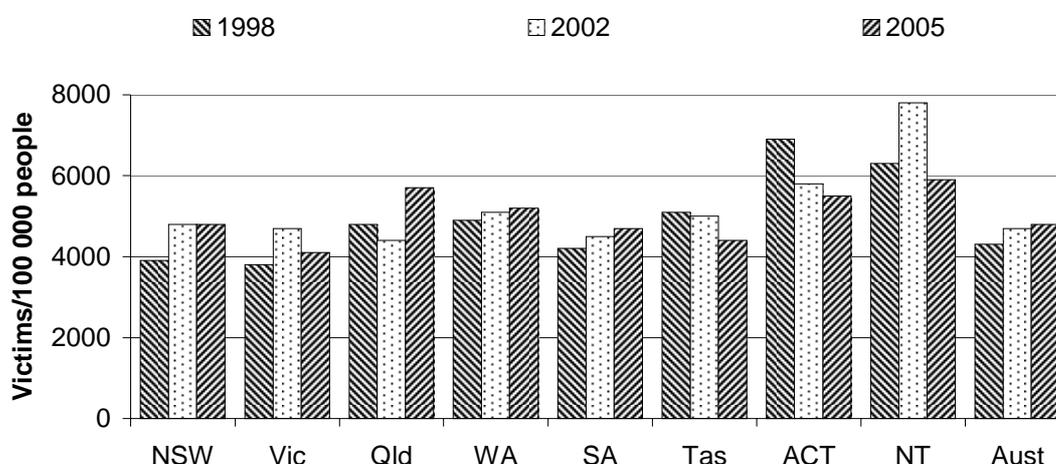
The Australian Institute of Criminology (AIC) undertake research in the field of criminal justice ranging from high-tech crime, transnational and organised crime issues and the monitoring and analysis of patterns in major crimes including homicide, sexual assault, armed robbery and firearms traffic.

The AIC provides data on homicide through its *National Homicide Monitoring Program* (NHMP), which has been operating within the AIC since 1989. The NHMP was established by the National Committee on Violence and has continued since with the support from all Australian Police Services. The program uses two main data sources:

- Police reports (supplemented by information from individual investigating officers)
- Coronial files (namely toxicology reports).

Based on ABS Crime and Safety Survey data, there were 4800 victims of assault per 100 000 people in Australia in 2005 (up from 4700 per 100 000 people in 2002 and 4300 per 100 000 people in 1998) (figure 5.19).

Figure 5.19 Estimated victims of assault<sup>a</sup>



<sup>a</sup> A victim is defined as a person reporting at least one assault. Victims were counted once only, regardless of the number of incidents of assault. Assault is defined as an incident, other than a robbery where the respondent was threatened with force or violence or physically attacked.

Source: ABS Crime and Safety, Australia (various years), Cat. no. 4509.0; table 5A.38.

Based on ABS Crime and Safety Survey data, there were 370 victims of robbery per 100 000 people in Australia in 2005 (down from 600 victims per 100 000 people in 2002 and 500 in 1998). Available data for all jurisdictions are presented in figure 5.20.

Figure 5.20 Estimated victims of robbery<sup>a</sup>

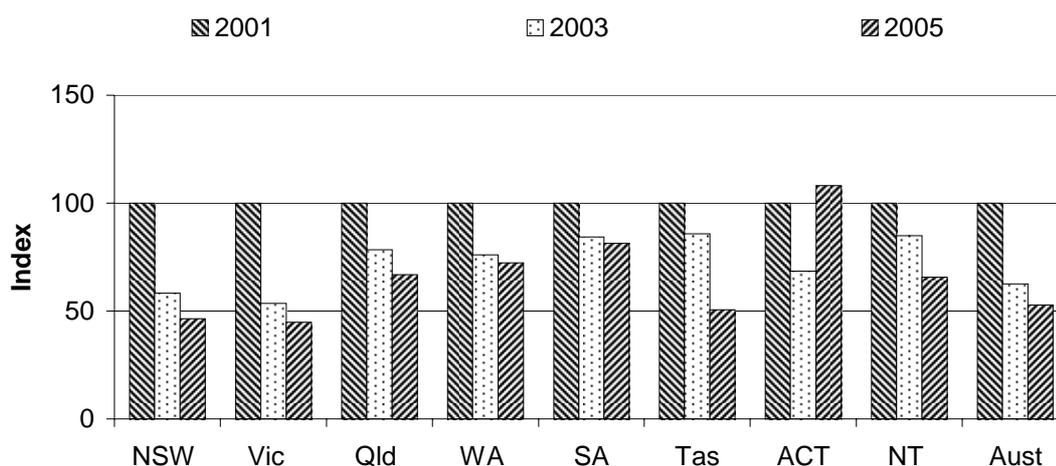


<sup>a</sup> A victim is defined as a person reporting at least one robbery. Victims were counted once only, regardless of the number of incidents of robbery. Robbery is defined as an incident, where someone has stolen (or tried to steal) property from a respondent by physically attacking them or threatening them with violence.

Source: ABS Crime and Safety, Australia (various years), Cat. no. 4509.0; table 5A.38.

Based on the ABS Recorded Crime Victims collection, the indexed rate of victims of armed robbery fell 47.2 per cent in Australia between 2001 and 2005. Although there were fluctuations across the years in some jurisdictions, there has been a general downward trend in the rate of victims of armed robbery in most jurisdictions since the base period of 2001 (figure 5.21).

Figure 5.21 Trends in recorded crime — victims of armed robbery index<sup>a, b, c</sup>



<sup>a</sup> Index 2001 = 100. <sup>b</sup> Data are based on crimes recorded by police. <sup>c</sup> Data are reported in index form because the variations in the rate of recorded victims across jurisdictions are influenced by different legislation, reporting systems and practices and reporting rates in jurisdictions.

Source: ABS Recorded Crime – Victims, Australia (various years), Cat. no. 4510.0; table 5A.35.

### *Crime victimisation — crimes against property*

The prevalence and trends in crimes against property in the community are important measures of the effectiveness of police services (box 5.15).

Based on ABS Crime and Safety Survey data, there were 5400 break-ins or attempted break-ins per 100 000 households in Australia in 2005 (down from 7400 victims per 100 000 households in 2002 and 7600 in 1998). Jurisdictions rates are shown in figure 5.22.

### Box 5.15 Crime victimisation — crimes against property

'Crime victimisation' is an outcome indicator of governments' objective to enforce the law (and improve community safety).

Two measures are reported on the level of crime against property:

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

For each of the indicators, a lower rate of crime victimisation is a more desirable outcome.

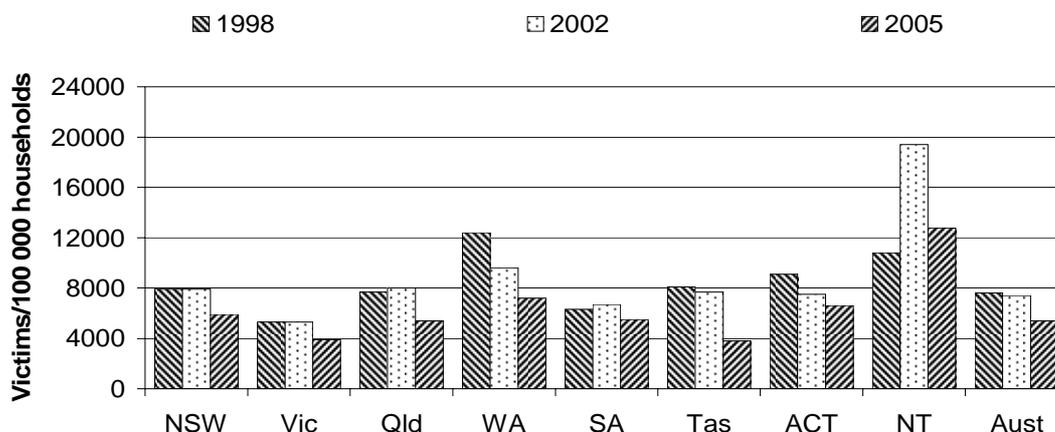
Data on trends in crime victimisation, based on the number of crimes reported to police, are presented in index form. Differences in the way in which crimes are recorded on jurisdictions' police administrative systems (due to legislation, recording systems and recording practices) mean that comparing the level of recorded crime across jurisdictions is problematic.

Two measures are reported on trends in property crime in the community:

- victims of unlawful entry with intent (index 2001 = 100)
- victims of motor vehicle theft (index 2001 = 100).

For both measures, a fall in the index number is a more desirable outcome. The number of crimes reported to police may vary from the actual incidence of crimes against property for a number of reasons, including confidence in the judicial system as a whole.

Figure 5.22 Estimated victims of break-in/attempted break-in<sup>a</sup>

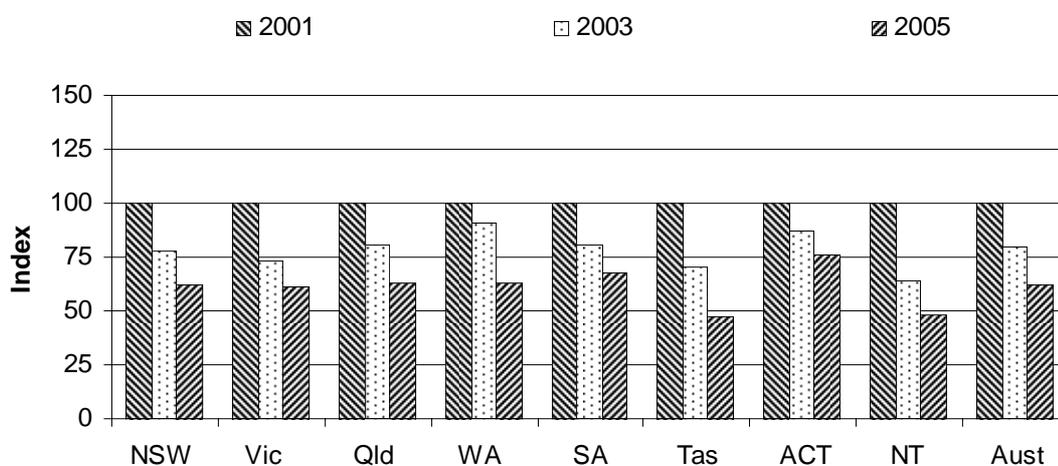


<sup>a</sup> A victim is defined as a household reporting at least one break-in/attempted break-in. Victims were counted once only, regardless of the number of incidents of break-in/attempted break-in. Break-in is defined as an incident where the respondent's home had been broken into. Break-in offences relating to respondents' cars or gardens are excluded.

Source: ABS Crime and Safety, Australia (various years), Cat. no. 4509.0; table 5A.39.

Based on the ABS Recorded Crime collection, the number of victims of unlawful entry with intent per 100 000 people fell 37.7 per cent in Australia between 2001 and 2005. Although the victimisation rate fluctuated across the years in some jurisdictions, there has been a general downward trend in the rate in all jurisdictions since the base period of 2001. At the national level, this is a statistically significant movement (figure 5.23).

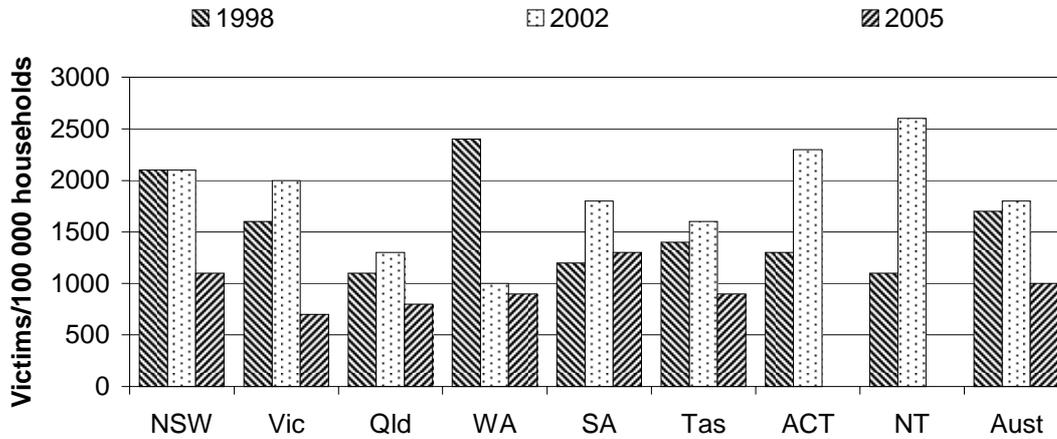
Figure 5.23 Trends in recorded crime — victims of unlawful entry with intent index<sup>a, b, c</sup>



<sup>a</sup> Index 2001 = 100. <sup>b</sup> Data are based on crimes recorded by police. <sup>c</sup> Data are reported in index form because the variations in the rate of recorded victims across jurisdictions are influenced by different legislation, reporting systems and practices and reporting rates in jurisdictions.

Source: ABS Recorded Crime – Victims (various years), Cat. no. 4510.0; See also table 5A.36 for numbers per 100 000 persons.

Figure 5.24 Estimated victims of motor vehicle theft<sup>a</sup>



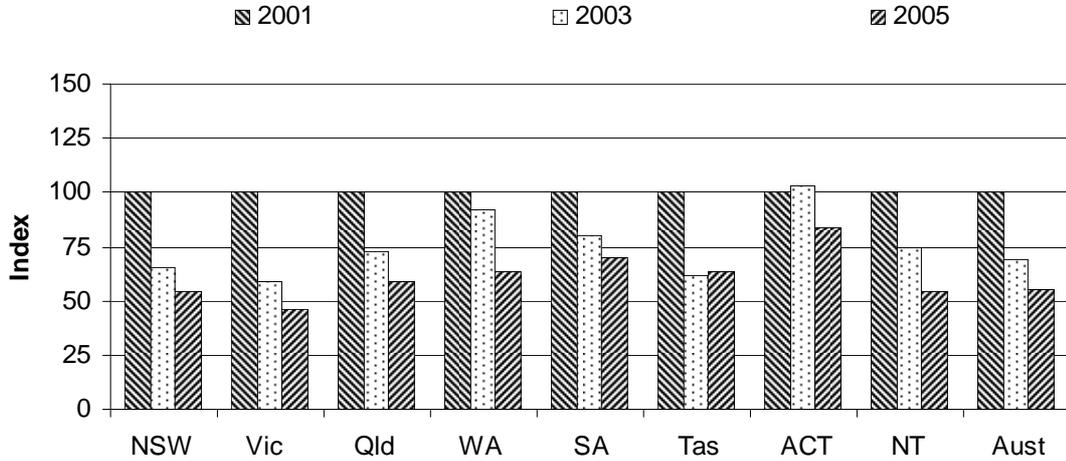
<sup>a</sup> A victim is defined as a household reporting at least one motor vehicle theft. Victims were counted once only, regardless of the number of incidents of motor vehicle theft. Motor vehicle theft is defined as an incident where a motor vehicle was stolen from any member of the respondent's household. It includes privately owned vehicles, as well as business/company vehicles used exclusively by members of the household.

Source: ABS Crime and Safety, Australia (various years), Cat. no. 4509.0; table 5A.39.

Based on ABS Crime and Safety Survey data, 1000 motor vehicles were stolen per 100 000 households in 2005 in Australia (down from 1800 per 100 000 households in 2002 and 1700 in 1998). Rates for all jurisdictions are presented above in figure 5.24.

Based on the ABS Recorded Crime collection, the number of victims of motor vehicle theft per 100 000 people fell 44.9 per cent in Australia between 2001 and 2005. Although there were rate fluctuations across the years in some jurisdictions, there has been a general downward trend in the rate in all jurisdictions since 2001 (figure 5.25).

Figure 5.25 Trends in recorded crime — victims of motor vehicle theft index<sup>a, b, c</sup>



<sup>a</sup> Index 2001 = 100. <sup>b</sup> Data are based on crimes recorded by police. <sup>c</sup> Data are reported in index form because the variations in the rate of recorded victims across jurisdictions are influenced by different legislation, reporting systems and practices and reporting rates in jurisdictions.

Source: ABS Recorded Crime – Victims (various years), Cat. no. 4510.0; See also table 5A.36 for numbers per 100 000 persons.

### Reporting rates

The ABS defines a reporting rate as the total number of the most recent incidents of an offence that were reported to police, expressed as a percentage of the total victims of that offence (box 5.16). Reporting rates vary across different crime types (table 5A.37).

#### Box 5.16 Reporting rates

‘Reporting rates’ is an outcome indicator of governments’ objective to enforce the law (and improve community safety by engendering public confidence in the police and judicial system).

The indicator is defined as the total number of the most recent incidents of a particular offence (break and enter, attempted break and enter, motor vehicle theft, robbery, assault, sexual assault and total victims of crimes against the person and property) that were reported to police, as a percentage of the total victims of that offence. A higher proportion is more desirable.

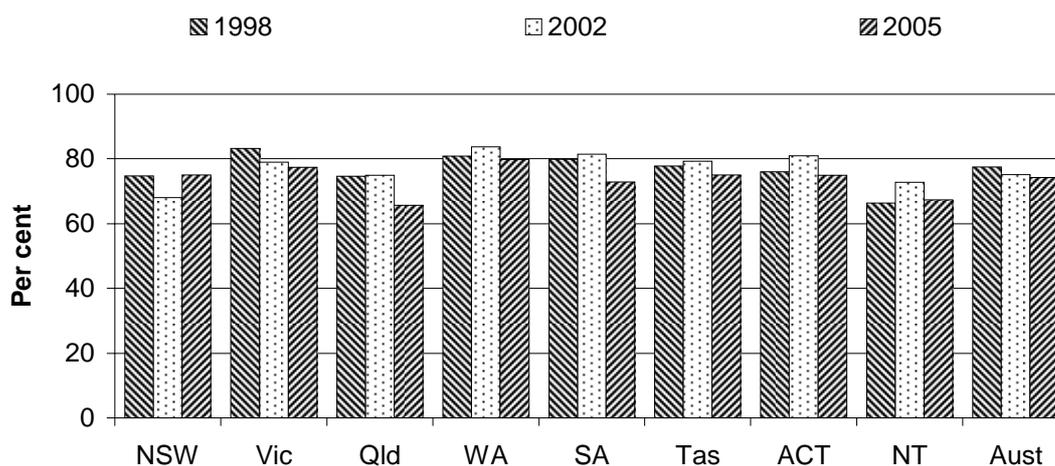
This indicator does not, however, provide information on why some people choose not to report particular offences to the police.

---

### Reporting rate — break and enter

Nationally, the reporting rate for break and enter offences was 74.2 per cent in 2005 (compared with 75.1 per cent in 2002 and 77.5 per cent in 1998) (figure 5.26).

Figure 5.26 Reporting rate for break and enter<sup>a</sup>



<sup>a</sup> Break and enter estimates for 2002 for the ACT and the NT have a relative standard error between 25 and 50 per cent and should be used with caution.

Source: ABS Crime and Safety, Australia (various years), Cat. no. 4509.0; table 5A.37.

### Reporting rate — attempted break and enter

Nationally, the reporting rate for attempted break and enter offences was 30.7 per cent in 2005 (similar to that in 2002 and 1998, 31.1 and 31.7 per cent respectively). Reporting rates for each jurisdiction are presented in table 5A.37.

### Reporting rate — motor vehicle theft

Nationally, the reporting rate for motor vehicle theft was 90.3 per cent in 2005 (compared with 95.0 per cent in 2002 and 95.1 per cent in 1998). Reporting rates for each jurisdiction are presented in table 5A.37.

### Reporting rate — robbery

Nationally, the reporting rate for robbery offences was 38.5 per cent in 2005. Reporting rates for each jurisdiction for 1998 and 2002 are presented in table 5A.37.

---

### *Outcomes of investigations — personal crimes*

‘Outcomes of investigations — personal crimes’ is an outcome indicator of governments’ objective to bring to justice those people responsible for committing an offence (box 5.17).

Activities associated with this indicator include gathering intelligence on suspects and locations to assist with investigations and collecting and securing evidence in relation to both the offence and the suspect.

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

#### **Box 5.17 Outcomes of investigations — personal crimes**

‘Outcomes of investigations — personal crimes’ is an output indicator of governments’ objective to bring to justice those people responsible for committing an offence.

Two measures are reported:

- the proportion of investigations finalised within 30 days of the offence becoming known to police
- the proportion of finalised investigations which decided to proceed against the alleged offender within 30 days of the offence becoming known to police.

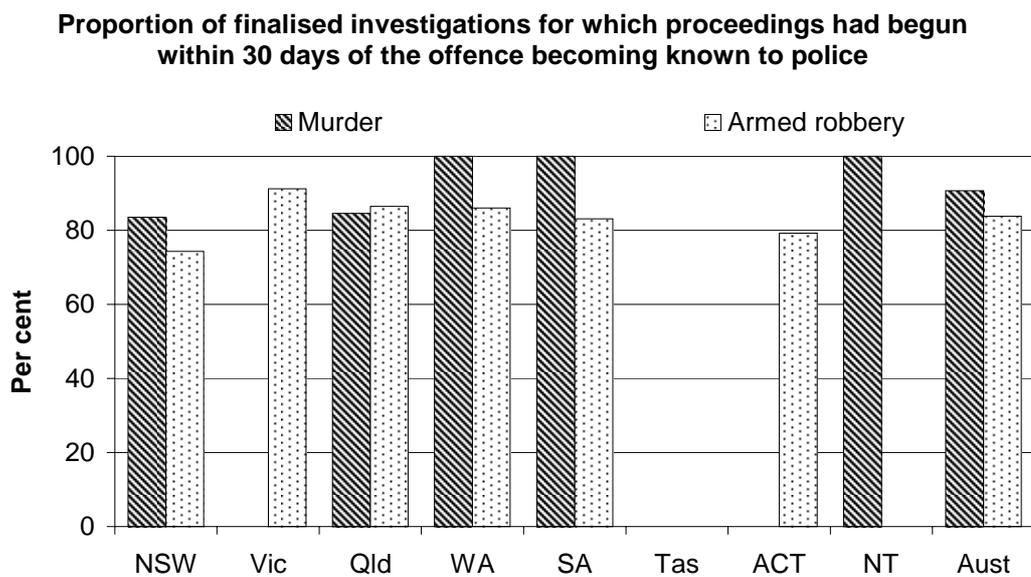
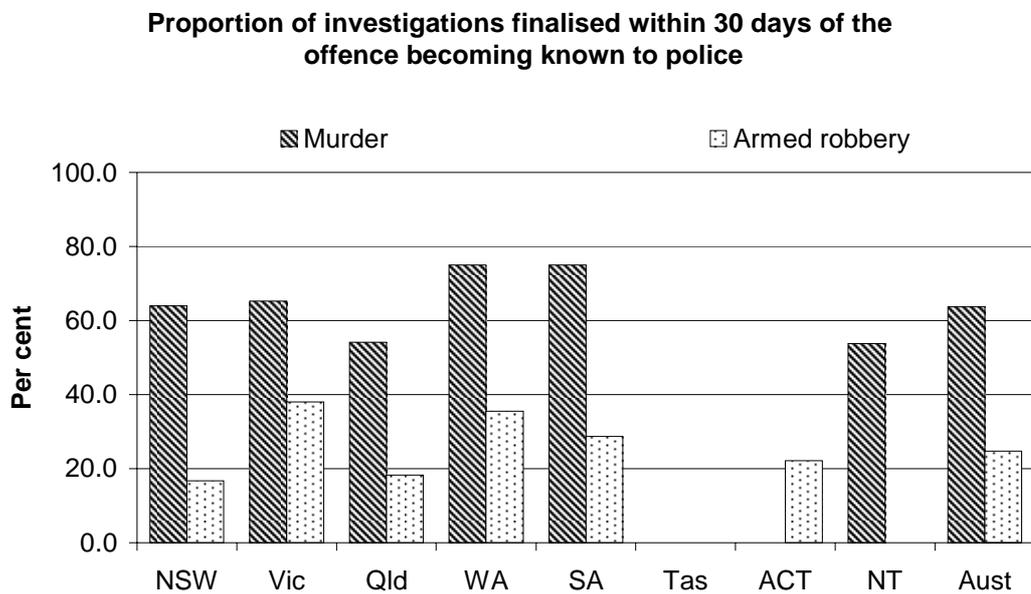
Outcomes of investigations indicators are reported for a range of offences against the person including murder and armed robbery. Data on assault and sexual assault are no longer available nationally in recorded crime statistics. A higher proportion of investigations finalised within 30 days of the offence becoming known to police is a more desirable outcome. Similarly, a higher proportion of finalised investigations where proceedings had started against the alleged offender within 30 days of the offence becoming known to police, is a more desirable outcome.

‘Outcomes of investigations — personal crimes’ are not directly comparable because of differences in the way data are compiled by jurisdictions.

Figure 5.27 presents for each jurisdiction in 2005, the proportion of recorded murder investigations and armed robbery investigations that were finalised within 30 days of the offence becoming known to police.

For these finalised investigations, it also presents the proportion of proceedings that had commenced against an alleged offender within 30 days of the offence becoming known to police. Data for each jurisdiction are presented in table 5A.40.

**Figure 5.27 Victims of crimes against the person: outcomes of investigations, 30 day status, 2005<sup>a</sup>**



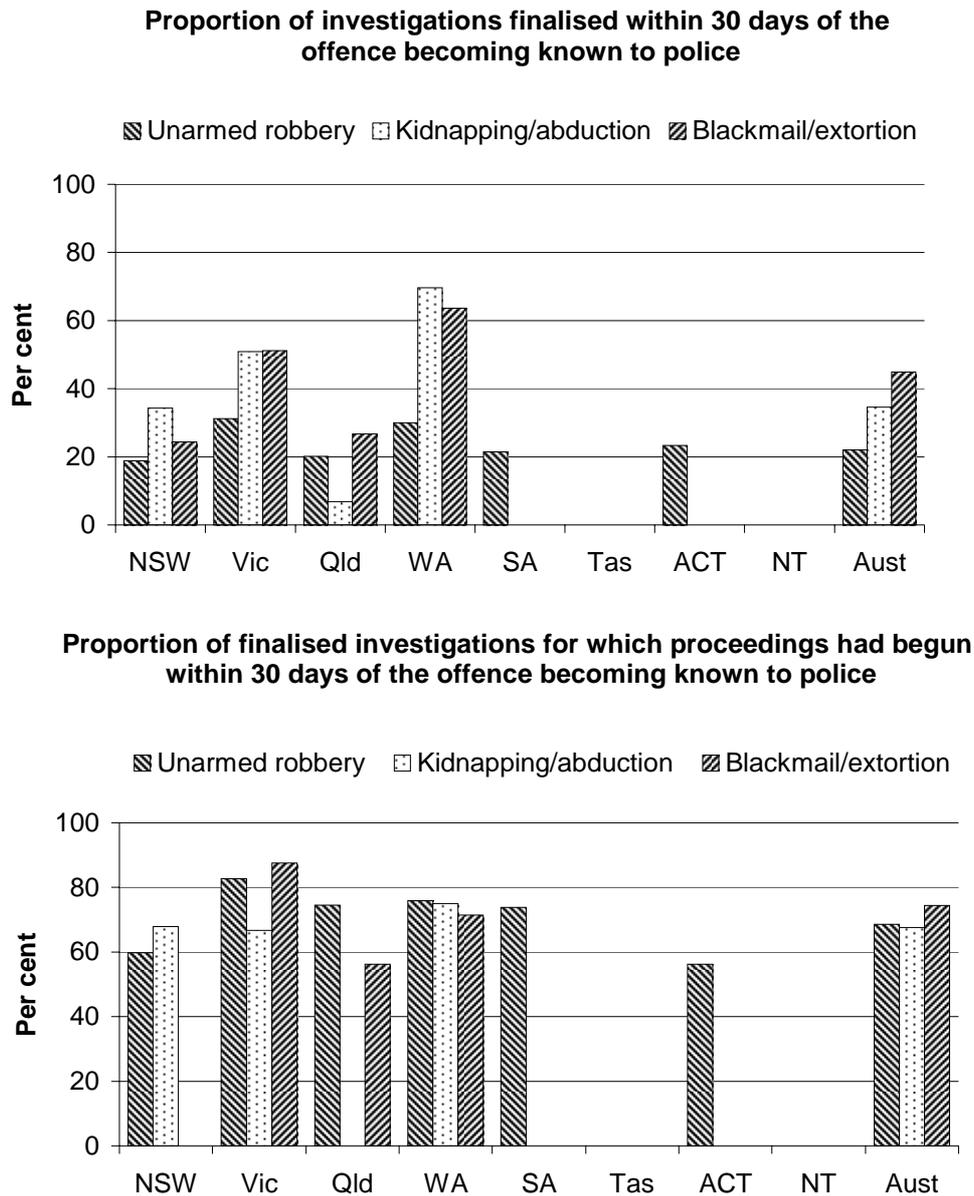
<sup>a</sup> Data not published for some jurisdictions.

Source: ABS Recorded Crime – Victims (various years), Cat. no. 4510.0; table 5A.40.

Figure 5.28 reports for each jurisdiction in 2005 the proportion of recorded unarmed robbery investigations, kidnapping/abduction investigations and blackmail/extortion investigations that were finalised within 30 days of the offence becoming known to police.

For these finalised investigations, it also presents the proportion of proceedings that had started against an alleged offender within 30 days of the offence becoming known to police. Data for each jurisdiction are presented in table 5A.40.

Figure 5.28 **Crimes against the person: outcomes of investigations, 30 day status, 2005<sup>a</sup>**



<sup>a</sup> Data not published for some jurisdictions.

Source: ABS Recorded Crime – Victims (various years), Cat. no. 4510.0; table 5A.40.

---

*Outcomes of investigations — property crimes*

‘Outcomes of investigations — property crimes’ is an outcome indicator of governments’ objective to bring to justice those people responsible for committing an offence (box 5.18).

**Box 5.18 Outcomes of investigations — property crimes**

‘Outcomes of investigations — property crimes’ is an output indicator of governments’ objective to bring to justice those people responsible for committing an offence.

Two measures are reported:

- the proportion of investigations finalised within 30 days of the offence becoming known to police
- the proportion of finalised investigations for which proceedings had started against the alleged offender within 30 days of the offence becoming known to police.

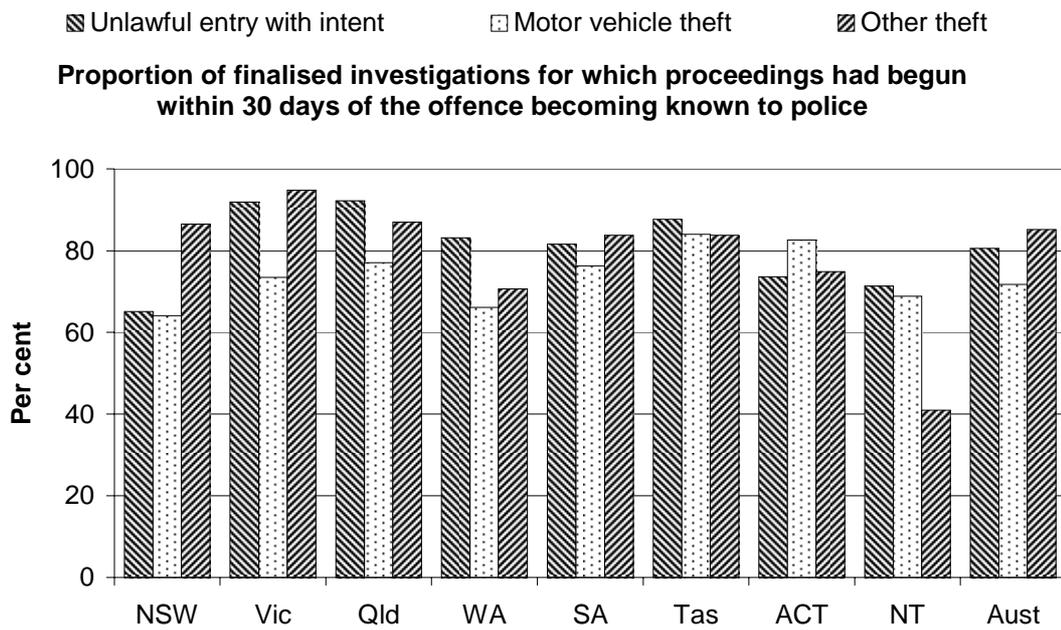
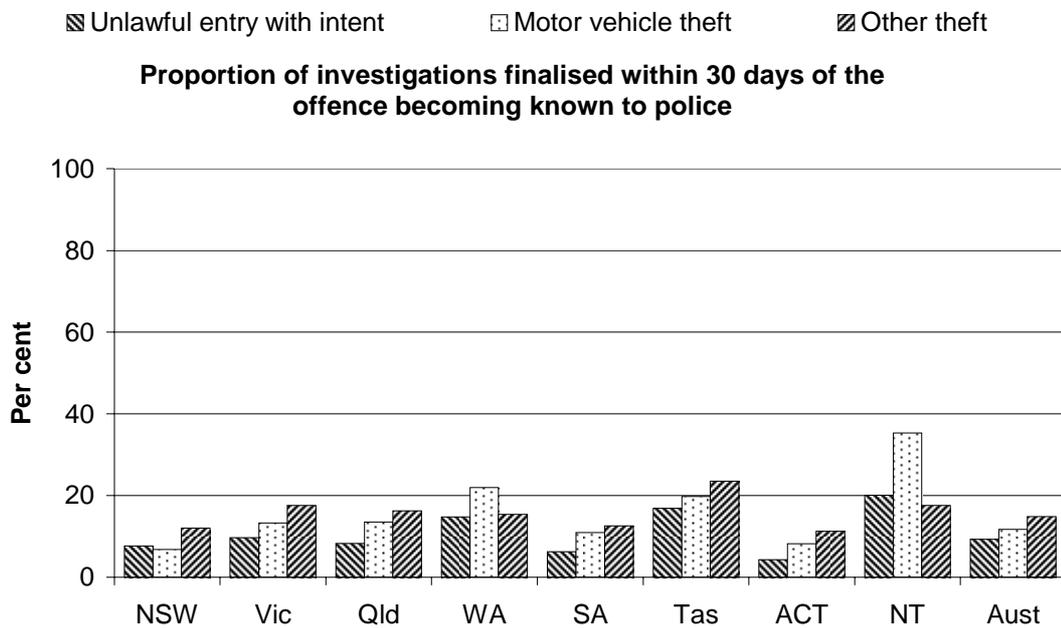
Outcomes of investigations indicators are reported for three property offences: unlawful entry with intent, motor vehicle theft and other theft. A higher proportion of investigations finalised within 30 days of the offence becoming known to police is a more desirable outcome. Similarly, a higher proportion of finalised investigations where proceedings had started against the alleged offender within 30 days of the offence becoming known to police, is a more desirable outcome.

‘Outcomes of investigations — property crimes’ are not directly comparable because of differences in the way data are compiled by jurisdictions.

Figure 5.29 reports for each jurisdiction in 2005 the proportion of recorded unlawful entry with intent investigations, motor vehicle theft investigations and other theft investigations that were finalised within 30 days of the offence becoming known to police.

For these finalised investigations, it also presents the proportion of proceedings that had started against an alleged offender within 30 days of the offence becoming known to police. Data for each jurisdiction are presented in table 5A.41.

Figure 5.29 **Property crime: outcomes of investigations, 30 day status, 2005**



Source: ABS Recorded Crime – Victims (various years), Cat. no. 4510.0; table 5A.41.

---

## 5.6 Road safety

This section reviews the role of police in maximising road safety through targeted operations to reduce the incidence of traffic offences and through attendance at, and investigation of, road traffic 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
- improving public education and awareness of traffic and road safety issues.

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

### Key road safety performance indicator results

#### *Outputs*

#### *Equity — access*

The Steering Committee has identified equity and access for road safety as an area for development in future reports (box 5.19).

**Box 5.19 Performance indicator — access**

An output indicator of governments' objective to facilitate equitable access for people with special needs for road safety services has yet to be developed.

---

## *Outcomes*

The objective of police road safety programs is to promote safer behaviour on roads and influence road user behaviour so as to reduce the incidence of road crashes and the severity of road trauma. Most of these programs target the non-wearing of seat belts, excessive speed and drink driving.

This section reports data from the NSCSP about respondents' road use habits.

For contextual purposes, 86.5 per cent of NSCSP respondents in 2005-06 stated that they had driven a motor vehicle in the past 6 months (table 5A.42).

### *Use of seat belts*

'Use of seatbelts' is an indicator of the effectiveness of police programs that aim to influence road user behaviour (box 5.20).

#### **Box 5.20 Use of seatbelts**

'Use of seatbelts' is an outcome indicator of governments' objective to promote safer behaviour on the road.

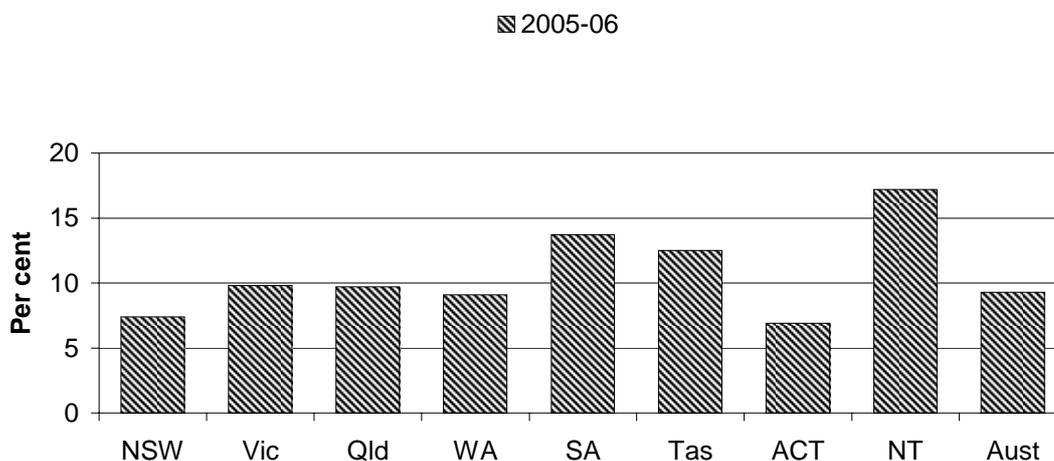
The indicator is defined as the proportion of people who had driven in the past 6 months and 'rarely' or more often ('sometimes', 'most of the time' or 'always') travelled in a car without wearing a seatbelt.

A lower proportion of people who had 'rarely', or more often, travelled in the car without wearing a seatbelt, is more desirable.

The use of seatbelts in the population is affected by a number of factors in addition to activities undertaken by police services, such as driver education and advertising campaigns.

Nationally in 2005-06, 8.9 per cent of people surveyed who had driven in the previous 6 months said they 'rarely' or more often ('sometimes', 'most of the time' or 'always') travelled in a car without wearing a seat belt (figure 5.30).

Figure 5.30 **People who had driven in the previous 6 months and ‘rarely’ or more often (‘sometimes’, ‘most of the time’ or ‘always’) travelled in a car without wearing a seat belt<sup>a</sup>**



<sup>a</sup> Data are based on responses from people aged 15 years or over.

Source: ACPR (unpublished); table 5A.43.

### *Driving under the influence*

‘Driving under the influence’ is another indicator of the effectiveness of police programs that aim to influence road user behaviour (box 5.21).

#### **Box 5.21 Driving under the influence**

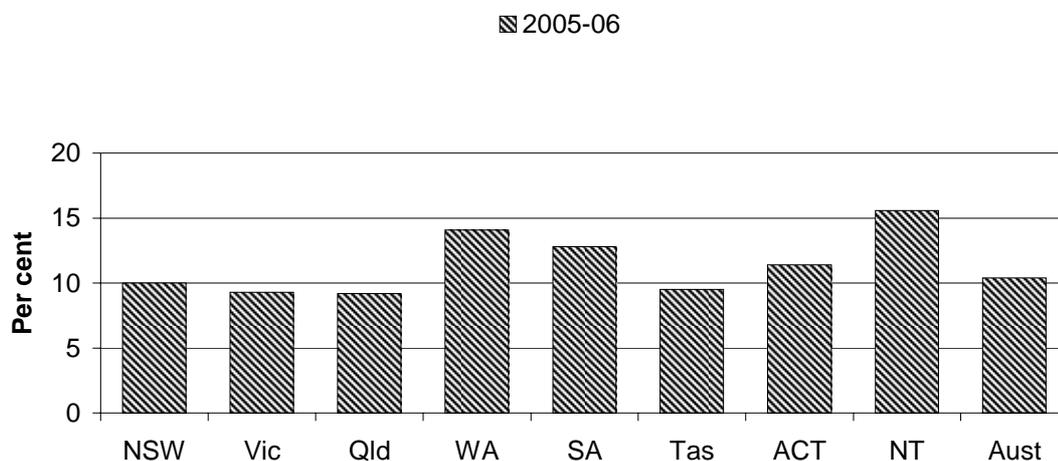
‘Driving under the influence’ is an outcome indicator of governments’ objective to promote safer behaviour on the road.

The indicator is defined as the proportion of people who drive and who indicated that they had ‘rarely’ or more often (‘sometimes’, ‘most of the time’ or ‘always’) driven when possibly over the 0.05 alcohol limit in the previous 6 months.

A lower proportion of people who indicated that they had ‘rarely’ or more often driven when possibly over the 0.05 alcohol limit in the past 6 months, is more desirable. The prevalence of driving under the influence in the population is affected by a number of factors in addition to activities undertaken by police services, such as driver education and advertising campaigns.

Nationally in 2005-06, 10.4 per cent of people surveyed who had driven in the previous 6 months indicated that they had ‘rarely’ or more often (‘sometimes’, ‘most of the time’ or ‘always’) driven when possibly over the 0.05 blood alcohol limit (figure 5.31).

Figure 5.31 **People who indicated that they had driven in the previous 6 months when possibly over the 0.05 alcohol limit ‘rarely’ or more often (‘sometimes’, ‘most of the time’ or ‘always’)<sup>a</sup>**



<sup>a</sup> Data are based on responses from people aged 15 years or over.

Source: ACPR (unpublished); table 5A.45.

### *Degree of speeding*

‘Degree of speeding’ is another indicator of the effectiveness of police programs that aim to influence road-user behaviour (box 5.22).

#### **Box 5.22 Degree of speeding**

Degree of speeding is an outcome indicator of governments’ objective to promote safer behaviour on the road.

This indicator is defined as the proportion of people who drive and who indicated that they had ‘rarely’ or more often (‘sometimes’, ‘most of the time’ or ‘always’) driven more than 10 kilometres per hour above the speed limit in the previous 6 months.

A lower proportion of people indicating that they had ‘rarely’ or more often driven more than 10 kilometres per hour above the speed limit in the past 6 months, is more desirable.

Nationally in 2005-06, 55.5 per cent of people surveyed who had driven in the previous 6 months reported travelling more than 10 kilometres per hour above the speed limit ‘rarely’ or more often (‘sometimes’, ‘most of the time’ or ‘always’) (figure 5.32).

**Figure 5.32 People who indicated that they had driven in the previous 6 months more than 10 kilometres per hour above the speed limit 'rarely' or more often ('sometimes', 'most of the time' or 'always')<sup>a</sup>**



<sup>a</sup> Data years are based on responses from people aged 15 years or over.

Source: ACPR (unpublished); table 5A.44.

### Road deaths

'Road deaths' is an outcome indicator of governments' objective to promote safer behaviour on the road (box 5.23).

Nationally, there were 1661 road deaths in 2005-06. Road fatalities, for all jurisdictions from 2001-02 to 2005-06 are reported in table 5A.46.

#### Box 5.23 Road deaths

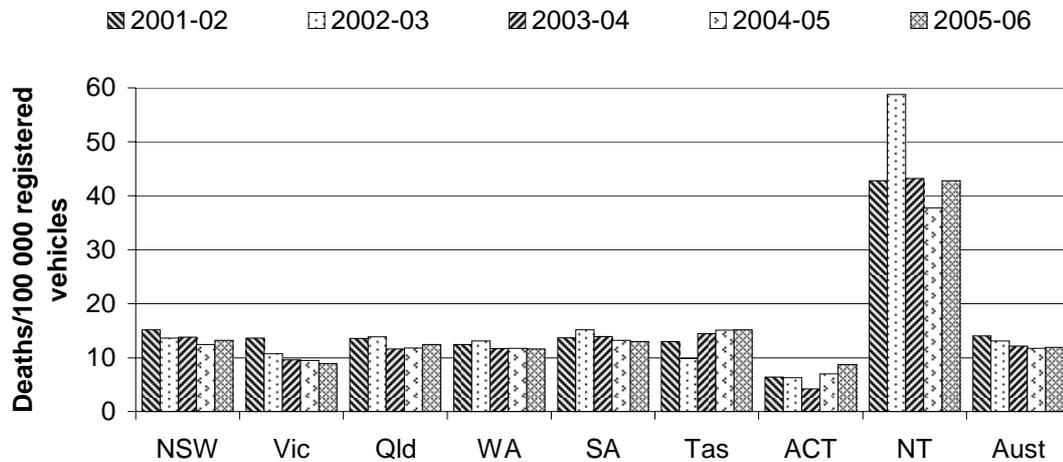
'Road deaths' is an outcome indicator of governments' objective to promote safer behaviour on the road. One aim of policing is to contribute to a reduction in road crashes and related road deaths and hospitalisations.

The indicator is defined as the number of road deaths per 100 000 registered vehicles.

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

There were 12 road deaths per 100 000 registered vehicles in Australia in 2005-06, (the same as in 2004-05). From 2001-02 to 2005-06, the number of deaths per 100 000 registered vehicles varied across jurisdictions (figure 5.33).

Figure 5.33 Road deaths per 100 000 registered vehicles



Source: ATSB, *Fatal Road Crash Database*; ABS Motor Vehicle Census (various years), Cat. no. 9309.0 (unpublished); table 5A.46.

#### *Land transport hospitalisations per registered vehicle*

‘Land transport hospitalisations per registered vehicle’ is another outcome indicator of governments’ objective to promote safer behaviour on the road (box 5.24).

#### **Box 5.24 Land transport hospitalisations per registered vehicle**

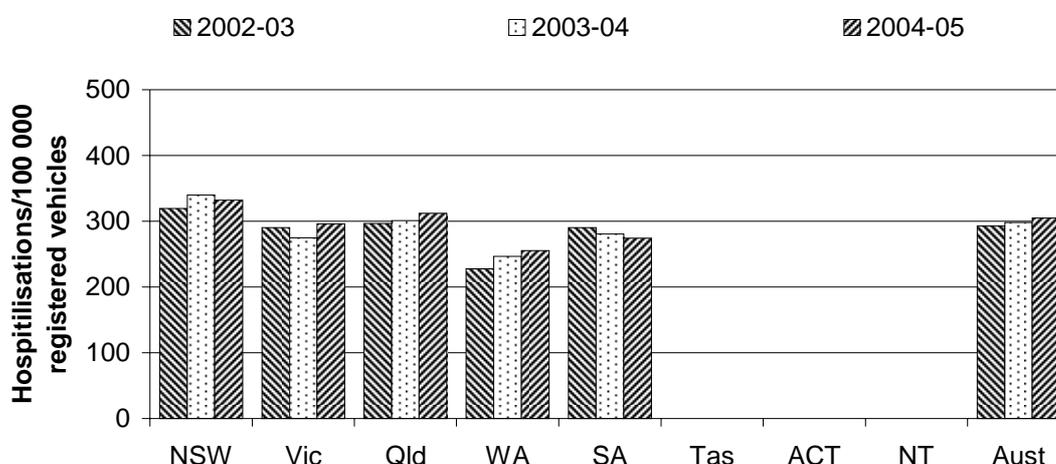
‘Land transport hospitalisations per registered vehicle’ is an outcome indicator of governments’ objective to promote safer behaviour on the road.

The indicator is defined as the number of hospitalisations from traffic accidents per 100 000 registered vehicles.

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

There were on average 305 land transport hospitalisations per 100 000 registered vehicles in 2004-05 in jurisdictions where data were available (figure 5.34). There was no clear trend across jurisdictions between 2002-03 and 2004-05.

Figure 5.34 Land transport hospitalisations per 100 000 registered vehicles<sup>a</sup>



<sup>a</sup> Data not published for some jurisdictions.

Source: ABS (unpublished), ABS Motor Vehicle Census, Australia Cat. no. 9309.0; AIHW (unpublished); table 5A.47.

### *Perceptions of road safety problems*

An objective of police services is to reassure the public by ensuring the community feels safe in driving and using the roads (box 5.25).

#### **Box 5.25 Perceptions of road safety problems**

'Perceptions of road safety problems' is an outcome indicator of police services' objective to promote safer behaviour on the road along with improving the neighbourhood quality of life.

Two measures are reported:

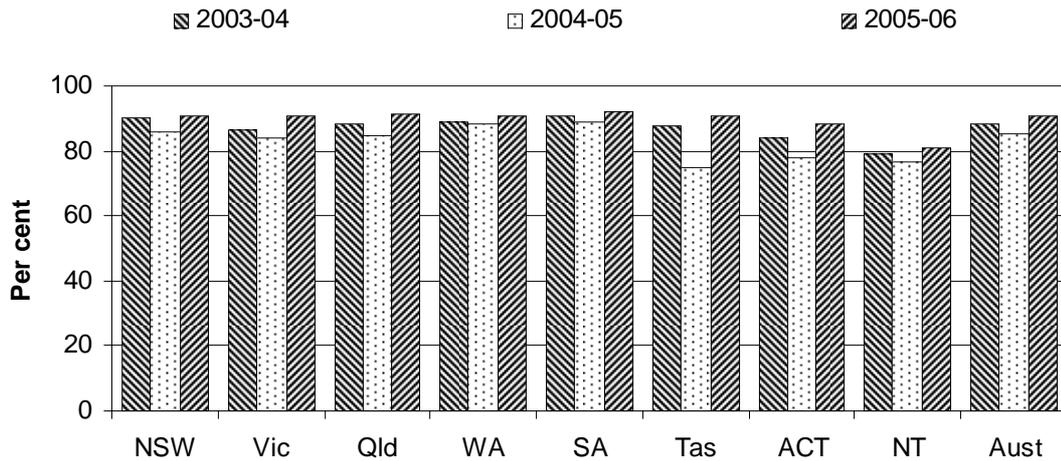
- the proportion of people who believed that speeding cars or dangerous, noisy driving to be a 'major problem' or 'somewhat of a problem' in their State or Territory
- the proportion of people who believed that speeding cars or dangerous, noisy driving to be 'major problem' or 'somewhat of a problem' in their neighbourhood.

A smaller proportion of people who felt that speeding cars or dangerous, noisy driving was a 'major problem' or 'somewhat of a problem' in their local area, is a more desirable outcome. Perceptions of road safety may not reflect actual levels of road safety, however, and many factors (including individual experiences and media reporting) may influence people's perceptions of road safety.

Nationally in 2005-06, 90.7 per cent of people surveyed believed speeding cars or dangerous, noisy driving to be a 'major problem' or 'somewhat of a problem' in

their State or Territory (down from 91.5 per cent in 2004-05) (figure 5.35).

**Figure 5.35 Proportion of people who felt that speeding cars or dangerous, noisy driving was a 'major problem' or 'somewhat of a problem' in their State or Territory<sup>a</sup>**

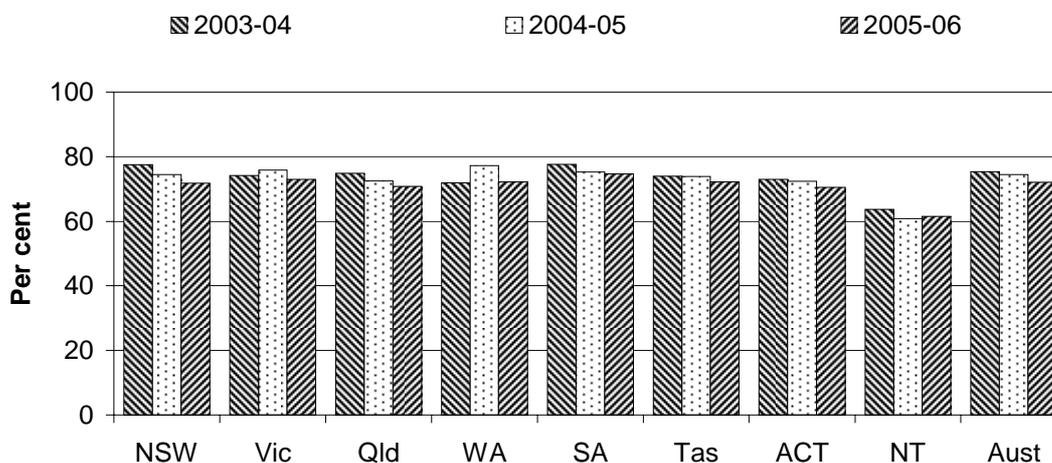


<sup>a</sup> Data are based on responses from people aged 15 years or over.

Source: ACPR (unpublished); table 5A.32.

Nationally in 2005-06, 72.1 per cent of people surveyed believed speeding cars or dangerous, noisy driving to be a 'major problem' or 'somewhat of a problem' in their neighbourhood (down from 74.5 per cent in 2004-05) (figure 5.36).

Figure 5.36 **Proportion of people who felt that speeding cars or dangerous, noisy driving was a ‘major problem’ or ‘somewhat of a problem’ in their neighbourhood<sup>a</sup>**



<sup>a</sup> Data are based on responses from people aged 15 years or over.

Source: ACPR (unpublished); table 5A.29.

## 5.7 Judicial services

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

Activities typically include:

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

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

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

---

## Key judicial services performance indicator results

### *Outputs*

#### *Equity — access*

The Steering Committee has identified equity and access for services to the judicial process as an area for development in future reports (box 5.26).

**Box 5.26 Performance indicator — access**

An output indicator of governments' objective to facilitate equitable access for people with special needs for services to the judicial process has yet to be developed.

#### *Effectiveness — proportion of juvenile diversions*

'Proportion of juvenile diversions' is an outcome indicator of governments' objective to achieve efficient and effective court case management for judicial processing (box 5.27).

**Box 5.27 Proportion of juvenile diversions**

'Proportion of juvenile diversions' is an outcome indicator of governments' objective to support the judicial process to achieve efficient and effective court case management.

The indicator is defined as the number of juveniles who would otherwise be proceeded against (that is, taken to court) but who are diverted by police, as a proportion of all juvenile offenders formally dealt with by police. A high proportion of juvenile diversions represents a more desirable outcome.

When police apprehend offenders, they have a variety of options available. They can charge the offender, in which case criminal proceedings occur through the traditional court processes, or they can use their discretion to divert the offender away from this potentially costly, time consuming and stressful situation (for both the offender and victim). Diversionary mechanisms include cautions and attendances at community and family conferences. These options can be beneficial because they allow the offender to be admonished, without the necessity of traditional court processes. They are particularly useful mechanisms for dealing with juvenile offenders. Not all options are available or subject to police discretion in all jurisdictions.

(Continued on next page)

**Box 5.27 (Continued)**

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). Excluded are offenders who would not normally be sent to court for the offence detected and who are treated by police in a less formal manner (for example, those issued with warnings or infringement notices).

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

**Table 5.1 Juvenile diversions as a proportion of juvenile offenders (per cent)<sup>a</sup>**

	NSW	Vic <sup>b</sup>	Qld <sup>c</sup>	WA <sup>d</sup>	SA <sup>e</sup>	Tas	ACT	NT <sup>f</sup>
2001-02	59	30	44	44	49	68	48	57
2002-03	59	31	44	44	54	57	44	49
2003-04	58	30	45	39	55	56	42	na
2004-05	57	41	45	36	55	66	41	47
2005-06	56	35	47	32	55	64	36	38

<sup>a</sup> 'Juvenile diversion' is defined in box 5.26. <sup>b</sup> For Victoria, results reflect only those instances where a juvenile is taken into police custody and subsequently issued with a formal caution. Instances where a juvenile is released into non-police care or involving a safe-custody application are not included. <sup>c</sup> For Queensland, data also include cautions and community conferences. <sup>d</sup> 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. A charge is counted as a separate 'arrest' even though the actual event of arrest may have involved more than one charge being laid. Hence, the number of 'arrests' will over estimate the number of actual events of arrest. The proportion of juvenile diversions, therefore, may be understated. <sup>e</sup> Diversions include diversion by way of formal cautioning by police, and family conferences. <sup>f</sup> For the NT, data also include verbal warnings. **na** Not available.

Source: State and Territory governments (unpublished); table 5A.50.

The proportion of juvenile offenders undergoing diversionary programs varied across jurisdictions (table 5A.50). Across all jurisdictions, the proportion of juvenile diversions in 2005-06 was similar to that in 2004-05 (see table 5.1 above).

### *Efficiency — costs awarded against police in criminal actions*

Another indicator of the efficiency with which police undertake activities associated with the judicial process is 'costs awarded against police in criminal actions' (box 5.28).

### Box 5.28 Costs awarded against police in criminal actions

'Costs awarded against police in criminal actions' is an output indicator of governments' objective to undertake activities associated with police services to the judicial process in an efficient manner.

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

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

Real costs awarded against police, for those jurisdictions providing data in 2005-06 are presented in table 5.2. Data are presented for total dollar amounts and costs per person in the relevant jurisdiction.

Table 5.2 Real costs awarded against the police in criminal actions (2005-06 dollars)<sup>a</sup>

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total costs									
2001-02	\$'000	601	1390	238	1132	579	11	132	na
2002-03	\$'000	749	1114	188	1426	517	na	192	na
2003-04	\$'000	641	1771	114	1149	520	na	233	na
2004-05	\$'000	510	2050	171	1471	722	na	235	na
2005-06	\$'000	654	2213	145	2066	713	21	137	na
Total costs per person									
2001-02	\$	0.09	0.29	0.07	0.59	0.38	0.02	0.41	na
2002-03	\$	0.11	0.23	0.05	0.74	0.34	na	0.60	na
2003-04	\$	0.10	0.36	0.03	0.59	0.34	na	0.72	na
2004-05	\$	0.08	0.41	0.04	0.74	0.47	na	0.72	na
2005-06	\$	0.10	0.44	0.04	1.02	0.46	0.04	0.42	na

<sup>a</sup> 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.51.

## Outcomes

### *Deaths in police custody and custody-related operations, and Indigenous deaths in custody-related operations*

'Deaths in custody and custody-related operations', and 'Indigenous deaths in custody' are outcome indicators of governments' objective to provide safe custody

---

for alleged offenders, and ensure fair and equitable treatment for both victims and alleged offenders (box 5.29).

**Box 5.29 Deaths in custody and custody-related operations, and Indigenous deaths in custody**

‘Deaths in custody and custody-related operations’, and ‘Indigenous deaths in custody’, are outcome indicators of governments’ objective to provide safe custody for alleged offenders, and ensure fair and equitable treatment for both victims and alleged offenders.

The indicators are defined as the number of non-Indigenous and Indigenous deaths in police custody and custody-related operations, reported both as numbers and as a rate per 100 000 of the relevant population.

For both indicators, a lower number of deaths in custody and custody-related operations is a better outcome.

Nationally, there were 20 deaths in police custody and custody-related operations in 2005 (down from 30 in 2004). This total comprised 12 non-Indigenous deaths and 8 Indigenous deaths. Across jurisdictions, there is a wide variation in the number of deaths, and caution needs to be taken when comparing jurisdictions’ rates due to small absolute numbers. Nationally, the death rate per 100 000 people over the period 2001–2005 was 0.77 (table 5.3).

Table 5.3 **Deaths in police custody and custody-related operations<sup>a</sup>**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust<sup>b</sup></i>
Non-Indigenous deaths									
2001	15	8	4	1	3	–	–	–	31
2002	12	7	4	2	–	1	–	–	26
2003	11	4	7	3	2	–	1	–	28
2004	8	4	5	2	2	–	1	–	22
2005	2	5	4	–	1	–	–	–	12
Indigenous deaths									
2001	–	–	–	2	2	–	–	–	4
2002	4	–	–	1	1	–	–	5	11
2003	1	–	2	4	–	–	–	1	8
2004	2	1	2	1	–	–	–	2	8
2005	1	–	1	6	–	–	–	–	8
Total deaths									
2001	15	8	4	3	5	–	–	–	35
2002	16	7	4	3	1	1	–	5	37
2003	12	4	9	7	2	–	1	1	36
2004	10	5	7	3	2	–	1	2	30
2005	3	5	5	6	1	–	–	–	20
<b>Total 2001–2005</b>	56	29	29	22	11	1	2	8	158
Rate per 100 000 people (2001–2005) <sup>b</sup>	0.82	0.57	0.72	1.09	0.71	0.20	0.61	3.94	0.77

<sup>a</sup> 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). <sup>b</sup> Rate calculated by using the average population during 2001–2005.

– Nil or rounded to zero.

Source: AIC (various years), *Deaths in Custody, Australia*; table 5A.48.

### *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.

Two sources are used to provide data on the outcomes of court cases for the 2007 Report:

- *ABS Criminal Courts collection* — higher court data for all jurisdictions.
- Jurisdiction data — lower court cases data based on Magistrates' criminal court data provided by each jurisdiction.

---

It is anticipated that future reports will include comparable ABS data for both higher and lower courts.

*Proportion of lower court cases resulting in a guilty plea*

The 'proportion of lower court cases resulting in a guilty plea' is an outcome indicator of governments' objective to support the judicial process (box 5.30).

**Box 5.30 Proportion of lower court cases resulting in a guilty plea**

'Proportion of lower court cases' resulting in a guilty plea is an outcome indicator of governments' objective to support the judicial process to achieve efficient and effective court case management for judicial processing.

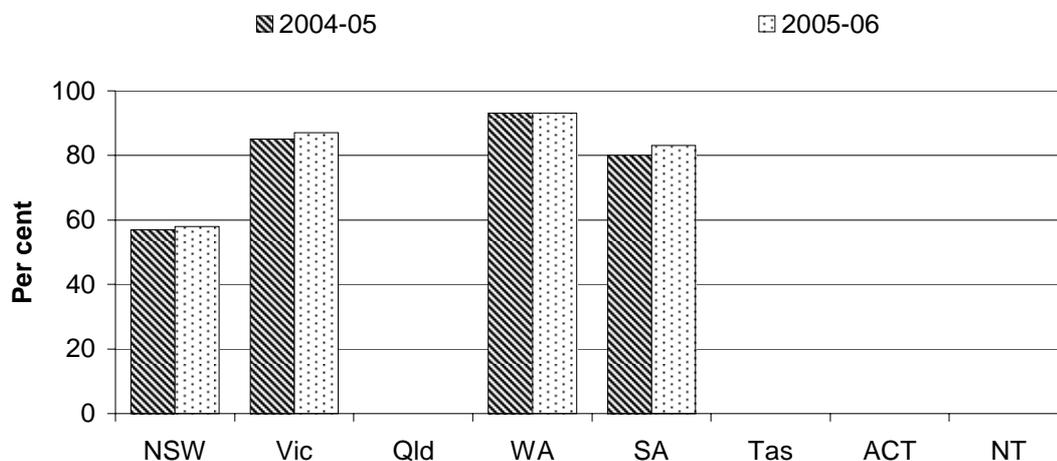
The indicator is defined as the number of lower court cases resulting in a guilty plea, as a proportion of the total number of lower court cases.

A higher proportion of lower court cases resulting in a guilty plea is a more desirable outcome.

This indicator does not provide information on the number of cases where police have identified a likely offender but choose not to bring the case to trial due to a number of factors. It also does not provide information on the number of minor offences where defendants opt for a guilty plea due to a variety of factors.

Four jurisdictions provided data on the proportion of lower court cases resulting in a guilty plea in 2005-06 (figure 5.37). Data should be treated with caution, however, as data are not directly comparable across jurisdictions.

**Figure 5.37 Proportion of lower court cases resulting in a guilty plea<sup>a, b, c, d, e, f, g</sup>**



<sup>a</sup> Data are not comparable across jurisdictions. <sup>b</sup> Lower court cases data are based on magistrates' criminal court data provided by each jurisdiction. <sup>c</sup> Data for NSW relate to calendar years. Excludes cases heard ex-parte, ie where defendant is not present and therefore has not made a formal statement admitting culpability. <sup>d</sup> For Queensland, the Queensland Wide Interlinked Courts database is unable to provide information consistent with the data dictionary — for example, 'no plea' includes ex-parte cases that are not recorded as a finding of guilty in this Report. <sup>e</sup> For WA, the proportion of lower court cases resulting in a guilty plea is based on the number of guilty pleas expressed as a percentage of the sum of guilty pleas and matters listed for trial. Data include cases that have been placed before the Children's Court and Magistrates' Courts throughout the State by the police. The data may also include a small number of cases placed before the Keeling Islands (Christmas Island and Cocos Island) Court by the Australian Federal Police. Criminal cases placed before the District and Supreme courts are not included. <sup>f</sup> For SA, data refer to prosecutions finalised. The figure relates to a percentage of the total number of defendants appearing before a court. The court jurisdiction includes the Magistrates and the Youth Court. The percentage figure is a combination of both a guilty plea and a result of a guilty verdict, that is, the defendant was convicted, a charge was found proved without conviction or a charge was found proved with some other penalty/outcome. <sup>g</sup> Lower court data were not available for Tasmania, the ACT or the NT.

Source: State and Territory governments (unpublished); table 5A.49.

### *Proportion of higher court cases resulting in a guilty plea or finding*

The 'proportion of higher court cases resulting in a guilty plea or finding' is another outcome indicator of governments' objective to support the judicial process (box 5.31).

**Box 5.31 Proportion of higher court cases resulting in a guilty plea or finding**

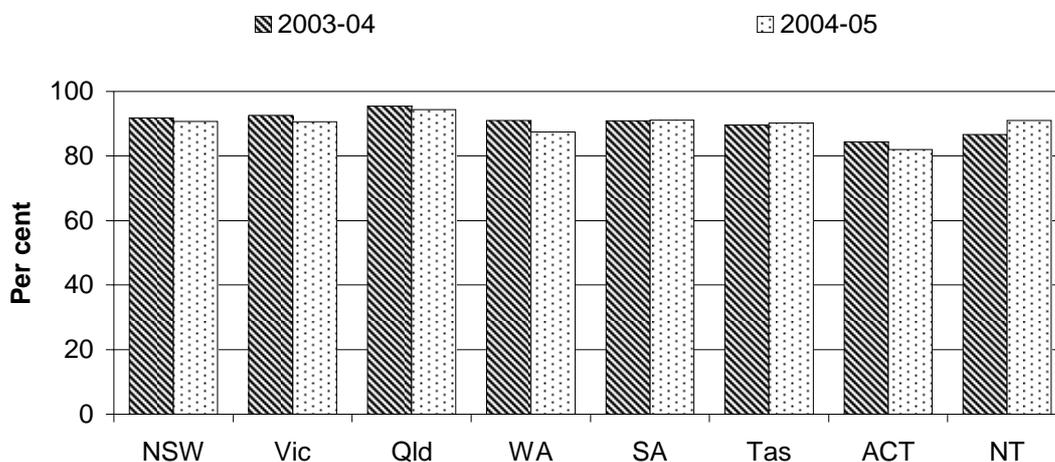
‘Proportion of higher court cases resulting in a guilty plea or finding’ is an outcome indicator of governments’ objective to support the judicial process to achieve efficient and effective court case management for judicial processing.

The indicator is defined as the number of higher courts finalised defendants who either submitted a guilty plea or were found guilty, as a proportion of the total number of higher courts finalised defendants.

A higher proportion of higher courts finalised defendants submitting a guilty plea or being the subject of a guilty finding represents a better outcome. This indicator does not provide information on the number of cases where police have identified a likely offender, but choose not bring the case to trial due to a variety of factors.

In 2004-05, the proportion of higher courts finalised defendants who either submitted a guilty plea or were found guilty varied slightly across jurisdictions (figure 5.38).

**Figure 5.38 Proportion of higher courts finalised defendants who either submitted a guilty plea or were found guilty<sup>a, b</sup>**



<sup>a</sup> All jurisdictions’ data include guilty findings and guilty pleas. <sup>b</sup> A defendant can be either a person or organisation against whom one or more criminal charges have been laid.

Source: ABS Criminal Courts, Australia (various years) Cat. no. 4513.0; table 5A.49.

---

## 5.8 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 5A.1–5A.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 thus 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* (SCRCSSP 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 are relatively small, because capital costs represent a relatively small proportion of total cost. A key message from the study is that the adoption of nationally uniform accounting standards across all service areas would be a desirable outcome from the perspective of the Review. (The study results are discussed in more detail in chapter 2.)

## 5.9 Future directions in performance reporting

The Review continues to examine alternative indicators of performance, consistent with the ongoing development of performance evaluation and reporting frameworks in individual jurisdictions.

The development of additional efficiency indicators is a challenging and complex process. It is acknowledged that there are significantly different costing methodologies and service delivery imperatives in each jurisdiction that directly impact on the suitability and availability of comparative data. Research into and discussion of methods used by police services overseas and other areas of government service delivery is ongoing.

Two particular directions currently present challenges to performance evaluation and reporting in the context of the Review.

Police are increasingly required to be working in close partnership with other sectors of government, including health and community services, corrections, courts, other emergency service providers and transport. These partnerships address

---

the need to deliver agreed whole-of-government outcomes at the State/Territory and national level. Police services are also working more frequently with Commonwealth government agencies on crime data issues, to combat the threat and impact of terrorism, and to manage environmental issues such as the policing response to emergencies and natural disasters. Measuring the efficiency and effectiveness of discreet police contributions to these outcomes is particularly challenging.

Additionally, a number of police jurisdictions are moving towards using more locally focused service delivery models, recognising that communities and the people who live in them demand more direct participation in service delivery priorities and approaches. Increasingly therefore, police service delivery is targeted at the community safety needs and aspirations of the wider State and Territory population and more localised communities and neighbourhoods. This accords with the now well established policing emphasis on performance planning, measurement and accountability at both levels, for internal and external performance reporting purposes.

## **5.10 Jurisdictions' comments**

This section provides comments from each jurisdiction on the services covered in this chapter. Appendix A contains data that 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 NSW Police is to have police and the community working together to reduce crime, violence and fear. Inherent in this mission statement are the following:

- The primary objectives are Reduced crime and Reduced fear of crime
- Police are not solely responsible – the community has a role to play.

The bulk of policing work is done by operational officers at Local Area Commands (LACs). Depending on their location, environment and demographics, LACs can have very different demands placed on them. To this end, NSW Police, by working closely within local communities, is providing a service to reach the individual needs of each community. Specialist commands complement local police and provide further services required by LACs in continuing to provide the community with the best possible policing response. Strike forces are formed when resources are needed to be concentrated on a particular crime or on crime types such as drugs or other organised crime.

On any day, a police officer may be called upon to provide a range of services including response to calls for assistance, investigation of crime and other incidents, visible patrolling of hot spots, arrest and custody of offenders or attendance at court. The presence of police may act to reassure the community and so add to feelings of safety. A visible presence of marked police vehicles, whether designated highway patrol or general duties, may lead to improved driver and other road user behaviour and thereby improve road safety. An holistic approach is therefore required for the assessment of the performance of any jurisdiction, since any action may give rise to a number of results.

NSW, in keeping with other States, has experienced decreasing levels of crime over the last few years. Also, the community survey results point to a growing appreciation of police and to reduced fear of crime. It would therefore appear that NSW Police is getting the right balance between curbing opportunities for criminality and the civil liberties of individuals.

Interstate comparison of the indicators used in this Report show little difference between States. One area where NSW results compare unfavourably is in regard to the outcome of investigations, where the percentage of incidents finalised within 30 days in NSW is, in relation to certain offences, lower than other states. Comparison is not considered valid since it is indeterminable whether this is due to differences in process or recording practices. All police jurisdictions are cooperating with the Australian Bureau of Statistics to develop a National Crime Recording Standard (NCRS), the implementation of which could be expected to give more comparable information with regard to recorded crime.”

---

## Victorian Government comments

“

Throughout 2005-06, Victoria Police continued to focus on the crime and safety issues that are important to the Victorian community – preventing and reducing the overall incidence of crime, making the roads safer for all users, ensuring that community members are able to feel safe in their homes and going about their daily lives and improving satisfaction with the service the community receives from its local police.

In 2005-06, the overall crime rate in Victoria was reduced by 2.1 per cent over the previous year's result, which means that total crime has fallen by some 22.5 per cent since 2000-01. In that same period, Victoria Police has focused particularly on reducing the incidence of certain high volume crimes which affect the highest number of Victorians. In 2005-06, motor vehicle theft fell by a further 7.9 per cent, making a total reduction of 48 per cent over the five year period. In the case of residential burglary, the 2005-06 reduction was 10.6 per cent, with a total reduction of 36 per cent since 2000-01.

Transition to the Major Crime Management Model (MCMM) commenced in July 2005 and gathered pace in 2006. It recognises that the nature and scope of major and organised crime in Victoria, as elsewhere, is changing rapidly. This required Victoria Police to rethink how to best position itself in order to maximise its impact on such crime. Among the key objectives of the MCMM are providing a more flexible and dynamic organisational capacity to manage major and organised crime, to improve the efficiency of existing investigative capacity and to spread and better utilise existing expertise.

While 323 Victorians were killed on the State's roads in 2005-06, this number does represent a reduction over the previous year and is the lowest ever toll recorded. There is always room to further reduce the incidence of road deaths and serious injuries. In 2006, Victoria Police initiated a new Road Policing Strategy (RPS), which is expected to further enhance and support its contribution to reducing road trauma. The RPS maximises the links between all key players in road safety and includes changes in the way the State's roads are policed, including shifts in responsibilities to regional commands and restructure of traffic management resources.

Victoria Police has also undertaken a major review of its service delivery methodology, recognising that more sophisticated demands and expectation of communities and governments had resulted in a need to explore and create better ways to anticipate and meet new challenges. A series of key Service Delivery Principles have been developed, which will ensure that the planning and delivery of policing services will be based on an understanding of the needs of different local communities, community client groups, stakeholders and individuals.

”

---

## Queensland Government comments



The Police Service has continued to progress the implementation of Government Priorities throughout 2005-06 aimed at “*protecting our children and enhancing community safety*”. In recognition of the increasing demand for policing services, and Queensland’s rapidly expanding population, the Government funded 278 additional police positions in 2005-06, increasing police numbers to 9,378. This will exceed the Government’s commitment to maintaining a police to population ratio above the national average.

The Government also funded a range of new infrastructure and technology, including the Queensland Police Records and Information Management Exchange (QPRIME) project. QPRIME is currently being implemented and will replace over 200 existing information systems, delivering additional functionality and improving the efficiency and effectiveness of policing services and operations.

The level of crime in the community is one of the key indicators of police performance, and Queensland’s overall crime rate has fallen for the fourth consecutive year. This trend is positive and encouraging, reflecting the success of police/community partnerships and support provided by other agencies and the community generally. Police managers across the State pursue continuous improvement strategies involving the analysis of crime trends, identification of the causes of crime and the development of appropriate responses in partnership with key stakeholders and the community.

Addressing illicit drug crime continues to be a strategic priority for the Queensland Government and the Service. As part of its Tough on Drugs Strategy, the Government enacted legislation that allows police officers to use specially trained drug detection dogs in public places, including at special events and night clubs. This approach is already having an impact on drug crime.

The use of DNA matching continues to yield very positive results. The Queensland Police Service, with the support of Government, has taken a leading role in implementing DNA matching through the national DNA database. As a result, the Service has been able to identify suspects and prosecute offenders that were previously beyond reach.

The Queensland Road Safety Summit has generated new ideas to enhance the Government’s response to the road toll and road safety generally. The Police Service is implementing eleven initiatives including new powers for police to impound the vehicles of repeat drink drivers, new laws for policing drug driving and the introduction of fixed digital speed cameras.



---

## Western Australian Government comments

“ Throughout 2006, the WA Police continued to implement its Reform Program and in particular imbed the **Frontline First** strategy into the day-to-day business of the agency. This strategy is about enhancing WA Police’s capacity to provide better policing services to the community through focusing actions on increasing police presence and visibility, increasing the number of police officers on the frontline, reducing administrative duties for frontline officers and increasing the quality of the police response to calls for assistance

As a result of **Frontline First**, police are seen to be more visible than in past years, and that visibility is producing encouraging results. The combination of **Frontline First** strategies contributing to this higher visibility include:

- More police in operational areas.
- Increasing the capacity of flexible central units such as the Regional Operations Group and the Traffic Enforcement Group.
- More focus on demand-led rostering and prioritising resources to the frontline.

This increased presence and visibility on the streets has had an impact on crime and anti-social behaviour and is resulting in increased perceptions of safety and security for the community. While there have been some excellent results to date, the WA Police realise that there is still room for improvement, and will continue to focus our efforts to address those issues that cause the most angst for the community, such as high-volume crime, errant driver behaviour and anti-social behaviour.

On the issue of Anti-social Behaviour, a new Reduction Strategy was launched during the year. This strategy provides a framework for reducing the incidence of anti-social behaviour within the community, with a commitment to preventing this behaviour and adopting a no-tolerance approach to apprehending offenders.

The tyranny of distance and the remoteness of some communities is a key issue for the WA Police. One of the agency’s strategies to address this issue is the placement of a full-time policing presence in selected remote Aboriginal communities. Additionally, policing capacity is being expanded through a Government commitment to increase the number of police officers by 350 and police staff by 160 over the next few years. The net result of this increase in numbers will be 500 more police officers deployed to frontline duties throughout the State.”

---

## South Australian Government comments

“

Working towards achieving the crime reduction targets in South Australia's Strategic Plan – Creating Opportunity continued to be a major focus of South Australia Police (SAPOL) activity in 2005-06. The Plan recognises that successful economies are based on strong and inclusive communities within a safe and secure environment. In support of this goal, the continued application of the South Australia Policing Model again resulted in a pleasing steady decline in reported crime figures for 2005-06. This result demonstrates the SAPOL commitment to achieving and maintaining a safe, secure and economically strong South Australian community under the direction of South Australia's Strategic Plan.

While SAPOL can be proud of its community safety achievements in crime reduction and enhancing road safety, it is not complacent. An emphasis on analysing and strategically targeting emerging crime trends ensures a continuous improvement of policing approaches to developing issues. Equally, policing partnership approaches and integrated strategies across government build on established crime prevention, crime reduction and road safety work, to consolidate previous gains while developing new and creative problem solving opportunities for further improvement in these areas.

For example, a new SAPOL Road Safety Strategy 2006-2010 has been initiated for a more innovative and comprehensive policing approach. This is aimed at increasing the safety of all road users, through coordinating resources and operations and a lower tolerance of any driver behaviour that creates a risk on the roads.

SAPOL has also continued to utilise and recognise the value of DNA as a powerful crime fighting tool, advocating for further state based legislative reform.

The community response to this wider community policing approach is very positive, with 83.7 per cent of South Australians expressing a high level of confidence in their police during 2005-06. An actively engaged and supportive community is essential to successful policing operations.

Maintaining this momentum internally is very important. The development of the new iteration of the SAPOL Future Directions Strategy 2006-2010 by the major reform program, Project Compass has continued. The new Strategy will further drive enhanced organisational structures and an achievement culture. This will ensure that SAPOL is well placed to be able to meet the future challenges of modern policing, supporting a safe, secure, and prosperous South Australia.

”

---

## Tasmanian Government comments

“ Tasmania remains on track to meet the Tasmania *Together* target of halving crime between 2000 and 2020. In 2005-06 total offences numbered 41 297 offences, of which 44 per cent were cleared, compared to 60 422 offences in 1999-2000.

The Australian Bureau of Statistics *Crime and Safety Survey 2005* published in the Report shows the victimisation rate for total personal crimes continued to fall in Tasmania from 5.7 per cent 1998 to 4.7 per cent in 2005. This compares favourably against the national result where an increase to 5.3 per cent was evident.

Tasmania Police also performed well across a range of national performance measures. Results from the ACNielsen *National Survey of Community Satisfaction with Policing 2005-06* show that Tasmanians rated their police service higher than last year and, once again, higher than the national average. 75 per cent of Tasmanians were ‘satisfied’ or ‘very satisfied’ with services provided by the police and significantly, 83.6 per cent of people who had contact with police in the past twelve months expressed satisfaction with police in their most recent contact. Tasmanians also continued to feel safe in their homes and in public places.

The high priority the State Government places on law and order and ensuring all members of the Tasmanian community have access to the highest standard of front-line policing saw it provide funding to recruit and train an additional 48 police officers who graduated in June 2006.

Tasmania Police’s commitment to the highest professional and ethical standards is reflected by the continuing downward trend in the number of complaints received against its members. The 87 Complaints Against Police during 2005-06 was the lowest number of complaints since records commenced in 1994. ”

---

## Australian Capital Territory Government comments



ACT Policing continued to focus on its capacity to respond quickly and appropriately to community policing needs in 2005-06. The year was also characterised by forward planning to develop and introduce new community based strategies contingent on a clear definition of core community issues, a greater emphasis on cross-portfolio capability management, detailed workforce planning and more effective public information strategies.

This strategic planning has now been realised within a *Suburban Policing Strategy* which is to be introduced early in the next financial year. The new strategy will assign police patrols to suburban areas across the ACT to increase police visibility within the community and to facilitate stronger local interaction between police and suburban communities. The new strategy accords with a Ministerial Direction released by the ACT Minister for Police and Emergency Services which requires ACT Policing to focus on issues including further capacity to respond to incidents, increased police visibility in the community and support to the ACT Government Property Crime Reduction Strategy.

ACT Policing continued to focus property crime reduction efforts through Operation *Halite* investigative teams which were established to specifically target volume crime. The Operation *Halite* model will be further enhanced in the new financial year by the creation of a dedicated property crime reduction team with ready access to specialised intelligence services. ACT Policing will apply a more holistic approach towards supporting the Property Crime Reduction Strategy and targeting associated criminal behaviours.

ACT Policing has worked closely with Government to deliver new policy initiatives which will, over time, realise an increase to police numbers which will be attributed to community policing general duties patrols.

The emphasis of police public information messages has been to increase public awareness of law and order issues through positive engagement with police without stimulating an undue fear of crime. The latest public information campaign, entitled “It’s Our Community Too”, has delivered a message that whilst ACT Policing members police the community on a professional basis, they also participate in all aspects of daily life as members of that community.



---

## Northern Territory Government comments

“

During 2005-06, the Northern Territory Police continued to grow and develop following staffing and equipment increases and the implementation of several important initiatives targeting offences against the person and property crime.

During the past five years the NT Police has achieved considerable reductions in reported property crime, resulting in the Australian Bureau of Statistics 2004 - 2006 *'Recorded Crime – Victims'* report revealing that reported property crime is at its lowest since the early 1990's. One dramatic decrease was for Unlawful entry where there has been a 50 percent decrease in reported crime over the five year period.

In relation to crimes against the person, some important factors have contributed to the increase in reported crime in this category during 2005-06. A Violent Crime Reduction Strategy has been introduced, which included the formation of the Personal and Domestic Violence Protection Unit and the implementation of enhanced Domestic Violence Investigation training. These initiatives have led to an increased emphasis on policing responses to personal and domestic violence, including domestic violence orders and aggravated assaults. They have also resulted in victims of domestic violence reporting these offences to a greater extent than in past reporting periods. A direct correlation can be drawn between the increase in reported assaults associated with domestic violence interventions and the increase in total personal crime.

In much the same way as the Violent Crime Reduction Strategy, the NT Police has implemented initiatives to stem the flow of drugs into remote communities. The 'drug desk' within the Drug Enforcement Section has established strong linkages with these communities, designed to improve the information about drug suppliers. In combination with the police drug detector dogs, criminal intelligence gleaned through this strategy is having a marked effect on reducing the amount of drugs available. The 'drug desk' concept, which was introduced in Alice Springs during the reporting period, will be enhanced by the introduction of drug detector dogs in the Southern Region in the 2006-07 financial year.

These strategies and initiatives align with the strong commitment of Northern Territory Police towards enhancing community safety and protection through the continued provision of excellent policing services.

”

---

## 5.11 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, therefore, are subject to sampling error. The data obtained from a sample may be different from the 'value' that would have been obtained from the entire group or population. 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 from the 'true value' because only a sample was taken. If the survey is performed repeatedly, then the difference between the sample estimate and the true value will be less than one standard error approximately 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 interval of the estimate'. For any particular survey, there is a tradeoff between the confidence interval of the estimate (68 per cent, 95 per cent 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 of the estimate. It indicates the margin of error that should be attached to the estimate. The smaller the estimate, the higher is the relative standard error.

Table 5.5 indicates the confidence interval for sample estimates reported in this chapter. For example a point estimate of 50 per cent for NSW has a 95 per cent confidence interval of 48.5 per cent to 51.5 per cent. When comparing jurisdictions, estimates are statistically different only when confidence intervals do not overlap. A similar situation applies when comparing estimates between years.

**Table 5.4 95% Confidence bound to be applied to estimates from National Community Satisfaction with Policing Survey<sup>a</sup>**

<i>Estimate %</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>1 to 3</i>	+/- 0.5	+/- 0.5	+/- 0.5	+/- 1.0	+/- 1.0	+/- 1.0	+/- 0.5	+/- 1.0	+/- 0.2
<i>4 to 5</i>	+/- 1.0	+/- 1.0	+/- 0.5	+/- 1.0	+/- 1.0	+/- 1.0	+/- 1.0	+/- 1.5	+/- 0.4
<i>6 to 8</i>	+/- 1.0	+/- 1.0	+/- 1.0	+/- 1.5	+/- 1.5	+/- 1.5	+/- 1.5	+/- 2.0	+/- 0.4
<i>9 to 14</i>	+/- 1.5	+/- 1.0	+/- 1.0	+/- 2.0	+/- 2.0	+/- 2.0	+/- 2.0	+/- 2.5	+/- 0.5
<i>15 to 25</i>	+/- 2.0	+/- 1.5	+/- 1.5	+/- 2.5	+/- 2.5	+/- 2.5	+/- 2.5	+/- 3.0	+/- 0.7
<i>26 to 30</i>	+/- 2.0	+/- 1.5	+/- 1.5	+/- 2.5	+/- 2.5	+/- 2.5	+/- 2.5	+/- 3.5	+/- 0.7
<i>31 to 46</i>	+/- 2.0	+/- 2.0	+/- 1.5	+/- 3.0	+/- 3.0	+/- 3.0	+/- 2.5	+/- 4.0	+/- 0.8
<i>47 to 53</i>	+/- 2.5	+/- 2.0	+/- 1.5	+/- 3.0	+/- 3.0	+/- 3.0	+/- 2.5	+/- 4.0	+/- 0.8
<i>54 to 69</i>	+/- 2.0	+/- 2.0	+/- 1.5	+/- 3.0	+/- 3.0	+/- 3.0	+/- 2.5	+/- 4.0	+/- 0.8
<i>70 to 74</i>	+/- 2.0	+/- 1.5	+/- 1.5	+/- 2.5	+/- 2.5	+/- 2.5	+/- 2.5	+/- 3.5	+/- 0.7
<i>75 to 85</i>	+/- 2.0	+/- 1.5	+/- 1.5	+/- 2.5	+/- 2.5	+/- 2.5	+/- 2.0	+/- 3.0	+/- 0.7
<i>86 to 91</i>	+/- 1.5	+/- 1.0	+/- 1.0	+/- 2.0	+/- 2.0	+/- 2.0	+/- 2.0	+/- 2.5	+/- 0.5
<i>92 to 94</i>	+/- 1.0	+/- 1.0	+/- 1.0	+/- 1.5	+/- 1.5	+/- 1.5	+/- 1.5	+/- 2.0	+/- 0.4
<i>95 to 96</i>	+/- 1.0	+/- 1.0	+/- 0.5	+/- 1.0	+/- 1.0	+/- 1.0	+/- 1.0	+/- 1.5	+/- 0.4
<i>97 to 99</i>	+/- 0.5	+/- 0.5	+/- 0.5	+/- 1.0	+/- 1.0	+/- 1.0	+/- 0.5	+/- 1.0	+/- 0.2
<b>Comparing years</b>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
	<b>+/- 2.5</b>	<b>+/- 2.0</b>	<b>+/- 1.5</b>	<b>+/- 3.0</b>	<b>+/- 3.0</b>	<b>+/- 3.0</b>	<b>+/- 2.5</b>	<b>+/- 4.0</b>	<b>+/- 0.8</b>

<sup>a</sup> 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 need to be treated with caution and viewed as merely indicative of the magnitude involved.

Source: ACPR (unpublished).

---

## 5.12 Definitions of key terms and indicators

<b>Armed robbery</b>	<p>Robbery conducted with the use (actual or implied) of a weapon, where a weapon can include, but is not restricted to:</p> <ul style="list-style-type: none"><li>• firearms — pistol, revolver, rifle, automatic/semi-automatic rifle, shotgun, military firearm, airgun, nail gun, cannon, imitation firearm and implied firearm</li><li>• 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.</li></ul>
<b>Assault</b>	<p>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.</p>
<b>Available full time equivalent staff</b>	<p>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.</p>
<b>Average non-police staff salaries</b>	<p>Salaries and payments in the nature of salary paid to civilian and other employees, divided by the total number of such employees.</p>
<b>Average police salaries</b>	<p>Salaries and payments in the nature of salary paid to sworn police officers, divided by the number of sworn officers.</p>
<b>Blackmail and extortion</b>	<p>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.</p>
<b>Cautioning</b>	<p>A formal method of dealing with young offenders without taking court proceedings. Police officers may caution young offenders instead of charging them if the offence or the circumstance of the offence is not serious.</p>
<b>Civilian staff</b>	<p>Unsworn staff, including specialists (civilian training and teaching medical and other specialists) and civilian administrative and management staff.</p>
<b>Complaints</b>	<p>Number of statements of complaint by members of the public regarding police conduct.</p>
<b>Death in police custody and custody-related incident</b>	<p>Death of a person who was in police custody; death caused or contributed to by traumatic injuries while in custody; death of a person who was fatally injured when police officers attempted to detain that person; or death of a person who was fatally injured when escaping or attempting to escape from police custody.</p>
<b>Depreciation</b>	<p>Where possible, based on current asset valuation.</p>
<b>Executive staff</b>	<p>Number of sworn and unsworn staff at the rank of chief superintendent or equivalent grade to assistant commissioner grade.</p>

<b>Full time equivalent (FTE)</b>	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.
<b>Indigenous staff</b>	Number of staff who are identified as being of Aboriginal or Torres Strait Islander descent.
<b>Land transport hospitalisations</b>	Hospitalisations due to traffic accidents that are likely to have required police attendance; these may include accidents involving trains, bicycles and so on.
<b>Management full time equivalent staff</b>	Number of management full time equivalent staff, including civilian (managers) and sworn (inspector to superintendent) staff.
<b>Motor vehicle theft</b>	The taking of another person's motor vehicle illegally and without permission.
<b>Murder</b>	The wilful killing of a person either intentionally or with reckless indifference to life.
<b>Non-Indigenous full time equivalent staff</b>	Number of full time equivalent staff who do not satisfy the Indigenous staff criteria.
<b>Non-operational full time equivalent staff</b>	Any person who does not satisfy the operational staff criteria, including functional support staff only. Functional support full time equivalent staff include any person (sworn or unsworn) not satisfying the operational or operational support staff criteria (for example, finance, policy, research, personnel services, building and property services, transport services, and management above the level of station and shift supervisors).
<b>Operational staff</b>	<p>An operational police staff member (sworn or unsworn) is any member of the police force whose primary duty is the delivery of police or police related services to an external customer (where an external customer predominately refers to members of the public but may also include law enforcement outputs delivered to other government departments).</p> <p>Operational staff include: general duties officers, investigators, traffic operatives, tactical officers, station counter staff, communication officers, crime scene staff, disaster victim identification, and prosecution and judicial support officers.</p>
<b>Other recurrent expenditure</b>	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.
<b>Other theft</b>	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.
<b>Outcome of investigations</b>	The stage reached by a police investigation after a period of 30 days has elapsed since the recording of the incident.
<b>Practitioner staff</b>	Number of practitioner staff, including civilian (administration) and sworn (constable to senior constable) staff.
<b>Property crimes</b>	<p>Total recorded crimes against property, including:</p> <ul style="list-style-type: none"> <li>• unlawful entry with intent</li> <li>• motor vehicle theft</li> </ul>

---

**Proportion of higher court cases resulting in guilty finding**

- other theft.

Total number of higher courts finalised defendants resulting in a guilty plea or finding, as a proportion of the total number of higher courts finalised defendants. A defendant can be either a person or organisation against whom one or more criminal charges have been laid.

A higher court is either:

- an intermediate court (known either as the district court or county court) that has legal powers between those of a court of summary jurisdiction (lower level courts) and a supreme court, and that deals with the majority of cases involving serious criminal charges
- a supreme court (a higher court level which deals with the most serious criminal charges and has the greatest legal powers of all the State and Territory court levels) (ABS 2003c).

Guilty finding is an outcome of a trial in which a court determines that the criminal charge against a defendant has been proven (ABS 2003c).

**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).

**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.

A lower court is a court of summary jurisdiction (commonly referred to as magistrates' court, local court or court of petty sessions) that deals with relatively less serious charges and has the most limited legal powers of all State and Territory court levels. Such courts are presided over by a magistrate and have jurisdiction to hear trial and sentence matters relating to summary offences. Under some circumstances, this court level may also deal with the less serious indictable offences known as 'minor indictable' or 'triable either way' offences (ABS 2003c).

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 2003c). For this data collection, a plea of 'not guilty' should also include 'no plea', 'plea reserved' and 'other defended plea'.

Further, these definitions:

- exclude preliminary (committal) hearings for indictable offences dealt with by a lower court
- count cases that involve multiple charges as a 'lower court case resulting in a plea of guilty' if a plea of guilty has resulted for at least one of those charges.

---

<b>Real expenditure</b>	Actual expenditure adjusted for changes in prices, using the GDP(E) price deflator, and expressed in terms of final year prices.
<b>Recorded crime</b>	Crimes reported to (or detected) and recorded by police.
<b>Registered vehicles</b>	Total registered motor vehicles, including motorcycles.
<b>Reporting rate</b>	The proportion of crime victims who told police about the last crime incident of which they were the victim, as measured a crime victimisation survey.
<b>Revenue from own sources</b>	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.
<b>Road deaths</b>	Fatal road injury accidents as defined by the Australian Transport Safety Bureau.
<b>Robbery</b>	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.
<b>Salaries and payments in the nature of salary</b>	<p>Includes:</p> <ul style="list-style-type: none"> <li>• base salary package</li> <li>• motor vehicle expenses that are part of employer fringe benefits</li> <li>• superannuation, early retirement schemes and payments to pension schemes (employer contributions)</li> <li>• workers compensation (full cost) including premiums, levies, bills, legal fees</li> <li>• higher duty allowances (actual amounts paid)</li> <li>• overtime (actual amounts paid)</li> <li>• actual termination and long service leave</li> <li>• actual annual leave</li> <li>• actual sick leave</li> <li>• actual maternity/paternity leave</li> <li>• fringe benefits tax paid</li> <li>• 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)</li> <li>• fringe benefits provided (for example, school fee salary sacrifice at cost to the government, car parking, duress alarms, telephone account reimbursements, 'gold passes', other salary sacrifice benefits, frequent flier benefits, overtime meals provided, and any other components that are not part of a salary package)</li> <li>• payroll tax.</li> </ul> <p>These are disaggregated by service delivery area.</p>
<b>Senior executive staff</b>	Number of senior executive staff, including civilian (top senior executive service) and sworn (commissioner, deputy commissioner and equivalent civilian executives) staff.
<b>Sexual assault</b>	Physical contact of a sexual nature directed towards another person where that person does not give consent, that person gives consent as a result of intimidation or fraud, or consent is proscribed (that is, the person is legally deemed incapable of giving consent as a result of youth, temporary/permanent (mental) incapacity or a familial relationship). Includes rape, attempted rape, indecent assault and

---

	assault with intent to commit sexual assault. Excludes sexual harassment not leading to assault.
<b>Supervisory full time equivalent staff</b>	Number of supervisory full time equivalent staff, including civilian (team leaders) and sworn (sergeant to senior sergeant) staff.
<b>Sworn staff</b>	Sworn police staff recognised under each jurisdiction's Police Act.
<b>Total capital expenditure</b>	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.
<b>Total expenditure</b>	Total capital expenditure plus total recurrent expenditure (less revenue from own sources).
<b>Total FTE staff</b>	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.
<b>Total number of staff</b>	Full time equivalent staff directly employed on an annual basis (excluding labour contracted out).
<b>Total recurrent expenditure</b>	Includes: <ul style="list-style-type: none"> <li>• salaries and payments in the nature of salary</li> <li>• other recurrent expenditure</li> <li>• depreciation</li> <li>• less revenue from own sources.</li> </ul>
<b>Unarmed robbery</b>	Robbery conducted without the use (actual or implied) of a weapon.
<b>Unavailable full time equivalent staff</b>	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.
<b>Unlawful entry with intent — involving the taking of property</b>	The unlawful entry of a structure (whether forced or unforced) with intent to commit an offence, resulting in the taking of property from the structure. Includes burglary and break and enter offences. Excludes trespass or lawful entry with intent.
<b>Unlawful entry with intent — other</b>	The unlawful entry of a structure (whether forced or unforced) with intent to commit an offence, but which does not result in the taking of property from the structure. Excludes trespass or lawful entry with intent.
<b>Value of physical assets — buildings and fittings</b>	The value of buildings and fittings under the direct control of police.
<b>Value of physical assets — land</b>	The value of land under the direct control of police.
<b>Value of physical assets — other</b>	The value of motor vehicles, computer equipment, and general plant and equipment under the direct control of police.

---

---

## 5.13 Supporting tables

Supporting tables for chapter 5 are provided on the CD-ROM enclosed with the Report. The files are provided in Microsoft Excel format as \Publications\Reports\2007\Attach5A.xls and in Adobe PDF format as \Publications\Reports\2007\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/gsp](http://www.pc.gov.au/gsp)). Users without Internet access can contact the Secretariat to obtain these tables (see details on the inside front cover of the Report).

<b>Table 5A.1</b>	Police service expenditure, staff and asset descriptors, NSW
<b>Table 5A.2</b>	Police service expenditure, staff and asset descriptors, Victoria
<b>Table 5A.3</b>	Police service expenditure, staff and asset descriptors, Queensland
<b>Table 5A.4</b>	Police service expenditure, staff and asset descriptors, WA
<b>Table 5A.5</b>	Police service expenditure, staff and asset descriptors, SA
<b>Table 5A.6</b>	Police service expenditure, staff and asset descriptors, Tasmania
<b>Table 5A.7</b>	Police service expenditure, staff and asset descriptors, ACT
<b>Table 5A.8</b>	Police service expenditure, staff and asset descriptors, NT
<b>Table 5A.9</b>	Treatment of assets by police agencies, 2005-06
<b>Table 5A.10</b>	Real recurrent expenditure (less revenue from own sources and payroll tax) on police services per person (2005-06 dollars)
<b>Table 5A.11</b>	Police staff, by operational status (per cent)
<b>Table 5A.12</b>	General satisfaction with services provided by the police
<b>Table 5A.13</b>	Satisfaction with the police — dealing with public order problems and supporting community programs
<b>Table 5A.14</b>	Contact with police in the past 12 months
<b>Table 5A.15</b>	People who had contact with police in the past 12 months: satisfaction with police in most recent contact
<b>Table 5A.16</b>	People who had contact with police in the past 12 months: main reason for satisfaction and dissatisfaction with police service in most recent contact
<b>Table 5A.17</b>	Opinions on statement 'police perform job professionally'
<b>Table 5A.18</b>	Opinions on statement 'police treat people fairly and equally'

---

<b>Table 5A.19</b>	Opinions on statement 'most police are honest'
<b>Table 5A.20</b>	Opinions on statement 'have confidence in the police'
<b>Table 5A.21</b>	Trends in complaints
<b>Table 5A.22</b>	Indigenous, sworn and unsworn police staff
<b>Table 5A.23</b>	Police staff, sworn and unsworn, by gender (per cent)
<b>Table 5A.24</b>	Feelings of safety at home alone
<b>Table 5A.25</b>	Feelings of safety walking or jogging locally
<b>Table 5A.26</b>	Feelings of safety on public transport
<b>Table 5A.27</b>	Opinion on whether family violence, sexual assault and other physical assault are problems in the neighbourhood
<b>Table 5A.28</b>	Opinion on whether illegal drugs, housebreaking and motor vehicle theft are problems in the neighbourhood
<b>Table 5A.29</b>	Opinions on whether speeding cars, dangerous or noisy driving, graffiti or other vandalism, louts or gangs and drunken or disorderly behaviour are problems in the neighbourhood
<b>Table 5A.30</b>	Opinion on whether family violence, sexual assault and other physical assault are problems in your State or Territory
<b>Table 5A.31</b>	Opinion on whether illegal drugs, housebreaking and motor vehicle theft are problems in your State or Territory
<b>Table 5A.32</b>	Opinion on whether speeding cars, dangerous or noisy driving, graffiti or other vandalism, louts or gangs and drunken or disorderly behaviour are problems in your State or Territory
<b>Table 5A.33</b>	Whether worried about being a victim by type of crime
<b>Table 5A.34</b>	Victims of homicide — crimes against the person (per 100 000 people)
<b>Table 5A.35</b>	Victims of recorded crimes — crimes against people (per 100 000 persons)
<b>Table 5A.36</b>	Victims of recorded crime — property crime (per 100 000 persons)
<b>Table 5A.37</b>	Reporting rates for selected major offences (per cent)
<b>Table 5A.38</b>	Estimated total victims of crime (unreported and reported) — crimes against the person (per 100 000 people)
<b>Table 5A.39</b>	Estimated total household victims of crime, reported and unreported — crimes against property (per 100 000 households)
<b>Table 5A.40</b>	Outcomes of investigations of crimes against the person: 30 day status, 1 January to 31 December 2005
<b>Table 5A.41</b>	Victims of property crime: outcomes of investigations, 30 day status, 1 January to 31 December 2005
<b>Table 5A.42</b>	People who have driven a motor vehicle in the past 6 months

---

<b>Table 5A.43</b>	People who drive and who have travelled in a car not wearing a seat belt
<b>Table 5A.44</b>	People who drive and have driven 10 kilometres per hour or more over speed limit
<b>Table 5A.45</b>	People who drive and have driven while over alcohol limit
<b>Table 5A.46</b>	Road fatalities
<b>Table 5A.47</b>	Land transport hospitalisations
<b>Table 5A.48</b>	Number of deaths in police custody and custody-related operations, 2001 to 2005
<b>Table 5A.49</b>	Outcomes of court cases
<b>Table 5A.50</b>	Juvenile diversions as a proportion of offenders (per cent)
<b>Table 5A.51</b>	Real costs awarded against the police through criminal actions (2005-06 dollars)

---

## 5.14 References

- ABS (Australian Bureau of Statistics) 2005, *Recorded Crime – Victims, Australia 2005*, Cat. no. 4510.1, Canberra (and various years).
- 2004a, *Information Paper: Measuring Crime Victimization, Australia: The Impact of Different Collection Methodologies*, Cat. no. 5522.0.55.001.
- 2003b, *Crime and Safety, Australia 2002*, Cat. no. 4509.0, Canberra.
- 2006b, *Crime and Safety, Australia 2005*, Cat. no. 4509.0, Canberra.
- 2006c, *Criminal Courts 2004-05, Australia*, Cat. no. 4513.0, Canberra.
- 2003d, *Motor Vehicle Census 2002, Australia*, Cat. no. 9309.0, Canberra.
- 2005, *Information Paper, National Information Development Plan for Crime and Justice Statistics, Australia*, Cat. no. 4520.0, Canberra.
- AIC (Australian Institute of Criminology) 2002, *Deaths in Custody, Australia* (and various years), Canberra.
- 2005, *Homicide in Australia: 2003–2004 National Homicide Monitoring Program (NHMP) Annual Report*, Canberra.
- ATSB (Australian Transport Safety Bureau) 2004, *Fatal Road Crash Database*, [www.atsb.gov.au](http://www.atsb.gov.au) (accessed 30 September 2004).
- CJC (Criminal Justice Commission) 1996, *The Nature of General Police Work*, Research Paper Series, vol. 3, no. 2, Brisbane.
- SCRCSSP 2001, *Asset Measurement in the Costing of Government Services*, Canberra.

