

CRIMINAL JUSTICE COMMISSION

ATTITUDES TOWARD
QUEENSLAND POLICE SERVICE

A Report

MAY 1991

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(DETAILED TABULAR RESULTS UNDER SEPARATE COVER)



1.0 INTRODUCTION

The Criminal Justice Commission (CJC) was established by the Queensland government in November 1989, through the Criminal Justice Act, 1988-90.

The decision to establish the CJC was taken in response to the recommendations of the Commission of Inquiry which was appointed following media revelations on crime and corruption in Queensland.

The Commission of Inquiry investigated the policing of organised prostitution, unlawful gambling, sale of illegal drugs, and associated misconduct by members of the Queensland Police Service.

The CJC consists of five organisational units which have an advisory and investigating role. The units are:

- * The Official Misconduct Division;
- * The Misconduct Tribunals;
- * The Research and Coordination Division;
- * The Intelligence Division, and
- * The Witness Protection Division.

The CJC staff are drawn from a wide range of professional groups including experienced police investigators.



The CJC's functions, as required by the Criminal Justice Act, encompass the entire criminal justice system of the State. As well as being required to monitor, review, coordinate and initiate reform of the administration of criminal justice, the CJC is required to conduct research, recommend law reform and reform in law enforcement. The CJC is also to develop and foster cooperation between agencies in the State.

The success of the CJC depends largely on its ability to establish effective links with other law enforcement agencies as well as the people of Queensland. Members of the Public are encouraged to contact the CJC if they possess any information which may assist the Commission.

The CJC commissioned Reark Research to conduct research seeking the public's view of the Queensland Police Service and their assessment of the changes introduced since the Commission of Inquiry (Fitzgerald Inquiry). The study comprised of two phases, the first a qualitative phase was reported separately (Ref: CB-1108, February 1991). This report outlines the findings of the second phase, a quantitative survey. The findings of this survey will be used to identify issues requiring further information.



2.0 RESEARCH OBJECTIVES

The primary objectives of the research were:

"To ascertain the public perception and attitudes toward the Queensland Police Service (QPS) and to measure the public's assessment of changes to the service".

There will be three phases to the research, initially a qualitative approach had been taken to meet objectives and the design of a questionnaire to quantify those objectives. This phase now quantifies those issues found in the qualitative phase of the study. A number of specific information objectives were used to meet the overall objectives in this phase. These information objectives were:

- . To ascertain public perception of the QPS.
- . To gauge the public's and other organisations attitude toward the QPS.
- . To measure the public's experiences with the QPS.
- . To identify the public's expectations of the QPS.
- . To obtain the public's assessment of the changes in the QPS since the Fitzgerald Inquiry.



3.0 METHODOLOGY

The research methodology that was proposed for the study involved two major phases of research, namely:

- . Qualitative Phase
- . Quantitative Phase

This report covers the general population quantitative phase that was designed to measure the key issues and concepts identified in the qualitative phase. Consideration for other focus groups that will be conducted now that the quantitative phase is completed will assist in understanding the meaning behind statements and emphasise issues brought out in the quantitative phase.

3.1 Quantitative Phase

The quantitative phase was designed to measure those issues and concepts identified in the qualitative phase and other aspects hypothesised that would address the objectives as stated.

This phase of the study was split into two parts, namely:

- * General Population Survey - 900 respondents
- * Aboriginal Community Survey - approximately 100 respondents.

3.1.1 Sample

The sample for the general population was randomly selected using the most recent edition of Telecom's CD-ROM White Pages listings to ensure a proportional sample within each region selected was obtained against the number of listings in each of the centres within those regions.

A 50/50 male/female quota was also placed on the sample selection with respondents in households selected 18 years and older whose birthday was nearest to the date of the interview.

The distribution of the general population sample was as follows:

Region	Number
Brisbane	300
South East (excluding Brisbane)	150
Far West	150
Mid North	150
Far North	150
	<u>901</u>

The sample for the Aboriginal Communities was selected by choosing three communities spread across Queensland and then allocating 33 interviews to each community.

The respondent in each community was to be Aboriginal and selected from age groups 18-34, 35-54 and 55 and over. There was also a sex quota of 50/50 if at all possible. Within Aboriginal Communities it is difficult to obtain age selections due to many older Aborigines not having records of their actual birth dates.

The following communities were sampled:

	Planned	Actual
Cherbourg	34	34
Woorabinda	33	29
Mornington Island	33	31
	<u>100</u>	<u>94</u>



4.0 SUMMARY AND CONCLUSIONS

The study involved just over 900 respondents across Queensland seeking attitudes and perceptions toward the Queensland Police Service (QPS). Brisbane and four regional areas were defined to determine if any measurable differences might occur between them. The responses have all been post weighted to the regional and Brisbane areas and Queensland for the population 18 years and over. Additional analysis of the three Aboriginal Communities will form a separate report to these findings.

PUBLIC EXPECTATIONS OF POLICE SERVICE

Major expectations of police held by the public (unprompted) are 'protection of people' (31%) and 'law and order' (22%). Prompted results combined with unprompted increases the responses for the above two concerns to 44% and 35% respectfully.

Just over half of the Queensland public (54%) believe the Queensland Police Service (QPS) is meeting their expectations. Most reported it to be adequate. However, 17% felt the performance versus expectations is poor.

PUBLIC SATISFACTION OF POLICE SERVICE

Just over three-quarters (76%) of the Queensland population are satisfied with the service received from the Queensland Police Service. The level of satisfaction, however, is slightly lower in Brisbane (69%) than any other region surveyed.



IMAGE

There is agreement across Queensland that the QPS has a bad image and that revenue raising is a higher concern than catching big criminals. However, there is strong agreement that most police are honest but also the belief that there will always be corruption in a police force.

ROLE

The police force is understaffed, they have a tough job and do too much paperwork. The public do not believe that police are out to get you. There is agreement that a faster response to calls would be better at the cost of more police stations.

POLICE AND PUBLIC

The public do not have a lot of respect for police and support the bad image the police have portrayed. The public have an unhealthy fear of police, however, the community believe they should be supporting the police more in preventing and detection of crime.

POLICE AND ABORIGINES

The public believe that the police have problems in handling Aborigines and that Aborigines are let off more than any other groups. Some age groups and the Brisbane public do not necessarily agree with the latter statement.

PERCEPTION OF CRIME RATE

Comparing the mean scores indicated crime in the State and in their city (town) ranks around medium to high. Whereas neighbourhood crime and crime to the individual is between low to medium. Perception of risk increases in the more populated urban areas.



RISK TO INDIVIDUAL AND NEIGHBOURHOOD

In general, the Queensland public believe that the risk of crime effecting them is low to very low (42%).

Surprisingly, crime in the respondents neighbourhood is rated lower than risk to the individual.

Almost half the population of Queensland believe crime has increased over the past 12 months as a risk to themselves.

Over 50% of Queenslanders believe that over the past 12 months crime in their neighbourhood has remained the same (54%).

Seventy-seven percent (77%) of Queenslanders rated their neighbourhood crime levels lower than the level of crime in Australia.

Ten percent (10%) of Queenslanders who consider their neighbourhood crime to be lower than the rest of Australia rated their neighbourhood crime as high to very high.

TOWN/CITY AND QUEENSLAND CRIME LEVELS

Generally, the crime rate for the town/city that people live in is perceived to high to very high (47%) compared to only 20% saying it is low to very low.

Forty-seven percent (47%) of Queenslanders rated the level of crime in Queensland to be high to very high, with 34% saying it was medium.

Sixty-eight percent (68%) of Queenslanders believe that crime in their city/town has increased.



REASONS FOR INCREASE IN CRIME AND ACTION NEEDED

In most instances increasing crime was not related to the law or police. Fifteen percent (15%) felt the increase was a response to insufficient police numbers and only 5% thought inadequate laws were responsible.

Although insufficient police numbers is not high on the list of reasons for increasing crime more police being available/greater presence (48%), is the major action suggested by the Queensland public required to improve the service.

There was a very positive response to the question what could the local community do to assist the police.

COMMUNITY/POLICE SCHEMES

Unprompted neighbourhood watch is top of mind for more than a third of the Queensland population as a service that police are involved with the community.

The three main reasons give for not being involved in a scheme from the Queensland public were:

- | | | |
|---|----------------------|-----|
| * | Not in my area | 27% |
| * | Not enough time | 23% |
| * | Never been contacted | 21% |

FITZGERALD

Although the level of awareness is high with regard to the actual Fitzgerald inquiry/report, 61% of the Queensland population said they were not aware of any recommendations, and the Far West this was as high as 71%.



When asked what changes have taken place in the QPS, since the Fitzgerald Inquiry 17% of the Queensland population said they were not aware of any change. Sixteen percent (16%) said that a new commissioner of police had been appointed. Fifteen percent (15%) of the Queensland population said the getting rid of corruption at the top was a change they were aware of.

CHANGES TO QPS SINCE FITZGERALD

When asked what changes to the QPS respondents would like to see, 36% of Queensland population said more police. Eleven percent (11%) of the population said both a better public image and get rid of corrupt police.

CJC

A high proportion of the population (77%) have heard of the CJC, it is not as well known in the Far West (69%) or Far North (67%) compared to other regions in the study. The most significant awareness level of the CJC was in Brisbane with 85% hearing about it.

Although the majority of the respondents had heard of the CJC, of these respondents, 53% said they did not know what the CJC did, this was highest in the Far West region with 63% not knowing.

The purpose of the CJC was explained to the respondents. Eighty-two percent (82%) of the Queensland population believe that such a body as the CJC is necessary to initiate law reform and associated issues.

Forty-one percent (41%) of the Queensland population believe the CJC has been effective in carrying out its tasks.

Although 82% of the Queensland population believe there should be a body such as the CJC, only 53% believe it is possible for such a body to operate independently of the government or legal system.

Three-quarters (75%) of the Queensland population consider it to be important that the CJC function as a totally independent body.



TREATMENT OF MEMBERS OF QPS

Just over a third (37%) of the Queensland population consider that the State Government treats members of the QPS well. Twenty percent (20%) of the Queensland population consider that members of the QPS are treated poorly.

Just over half (51%) of the Queensland population consider that local authorities treat members of the QPS well, however, only 43% of Brisbane residents surveyed believe local authorities treat the QPS well.

Nearly 40% of the Queensland population believe the public treat members of the QPS poorly, Generally just under a third (31%) of the Queensland population believe that the public treat the QPS well.

Forty-four percent (44%) did not know how to rate the treatment of members of the QPS by the CJC. Just over a quarter (26%) of the Queensland population considered the CJC treated members of the QPS well.

Generally, over half (55%) of the Queensland population and similarly for each region surveyed believe that members of the QPS are well treated by the QPS.

CONCLUSIONS

The Queensland Police Service generally has a bad image with the Queensland public. The public also have an unhealthy fear of the police believing that the police see them as guilty until proven innocent. In contrast to this the public see their responsibility as a community to help the police and become involved in joint schemes to assist in the prevention of crime.



There is obviously considerable communication problems with The Queensland Police Service (QPS) to the public and the public to the QPS. From the qualitative research there was evidence that the majority of contact the public had with the QPS was mainly traffic related and a negative image had formed as a result (unfortunately in discussion groups there can be a strong tendency to discuss the bad experiences rather than the good ones).

The quantitative results do however show that the general public expectations of a police service is for the protection of persons and law and order, with just over half the Queensland population believing that this is being met by the QPS. A major positive aspect of the findings is that just over three quarters of the Queensland population are satisfied with the service received from the QPS with Brisbane not quite as high.

Although the general population of Queensland believe crime is on the increase in Queensland, there is still the belief that Queensland is much lower than the rest of Australia. The increase in crime is not blamed on the QPS but issues that are outside of their control such as unemployment. However, if the crime is not controlled or reduced, the general public will tend to turn the blame directly to the QPS because of their expectations. The Queensland public also see the need for more police and the reduction of clerical related work.

There is a high awareness of the Fitzgerald Inquiry/Report, but very little is known of the recommendations or reforms that were to eventuate as a result of the inquiry. Similarly the CJC is known by more than three quarters of the Queensland population but little is known of what is the role taken by the CJC or the changes that have taken place in the QPS.

The public perceive that the general population are not treating the QPS well but do believe that most authorities involved with the QPS are treating them well.



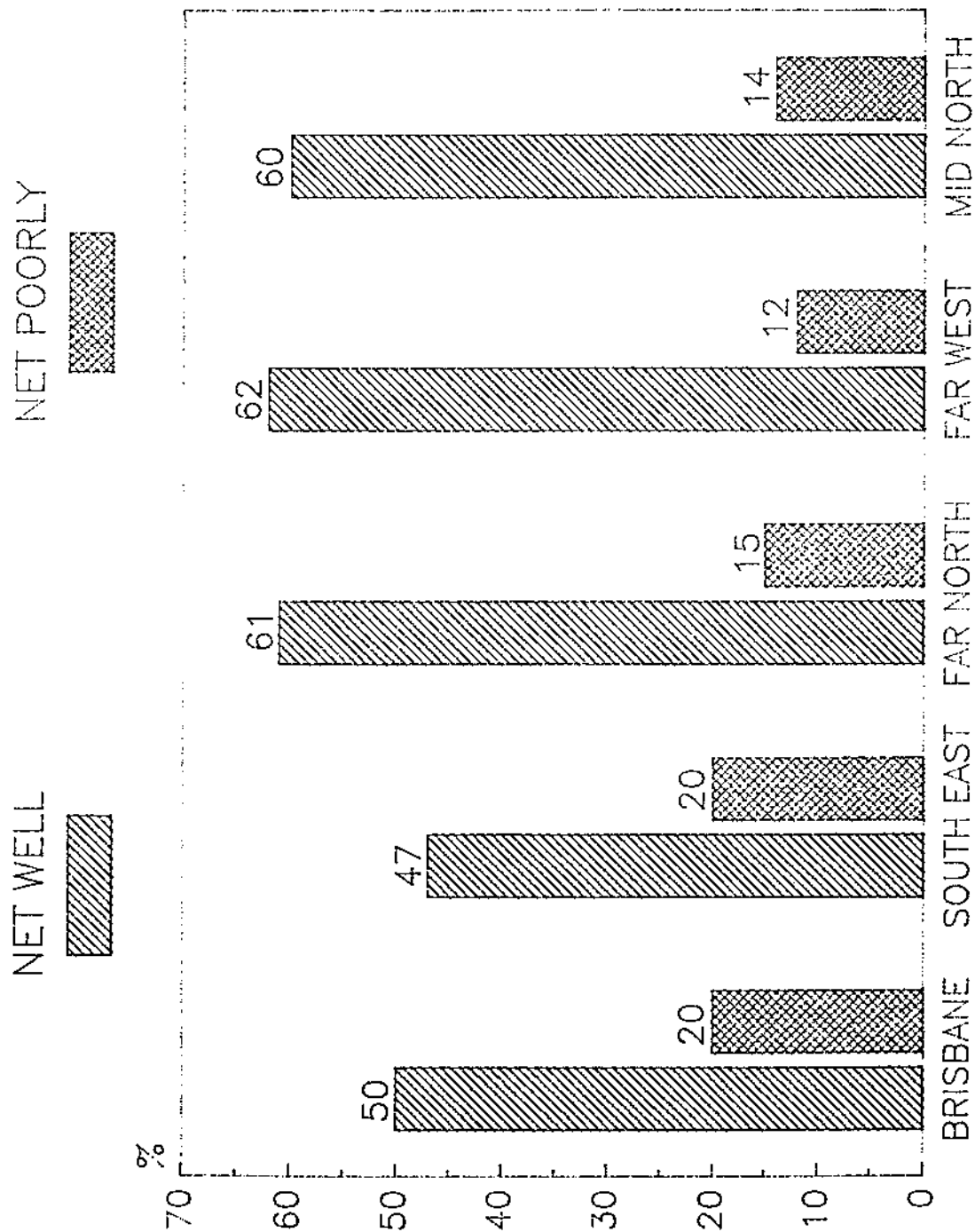
RECOMMENDATIONS

It is recommended that a public relations campaign be undertaken to provide communication to the public the service the QPS are doing well in the area of personal and property protection. The law and order protection agency must be brought to the forefront and the traffic control bullies of the public image diminished. The public believe in the services provided and have expectations that services can and are provided quite satisfactorily. However, there is a fear element toward police but a willingness to help. The QPS need to educate both their members and the public to find working solutions of community and police crime prevention schemes.

The public believe the police job is a difficult one and wish to support and help to make the job easier. The public are not blaming the police for rising crime rates, rather aspects outside the QPS control, the QPS need to grasp opportunities which shows a service functioning efficiently and effectively.



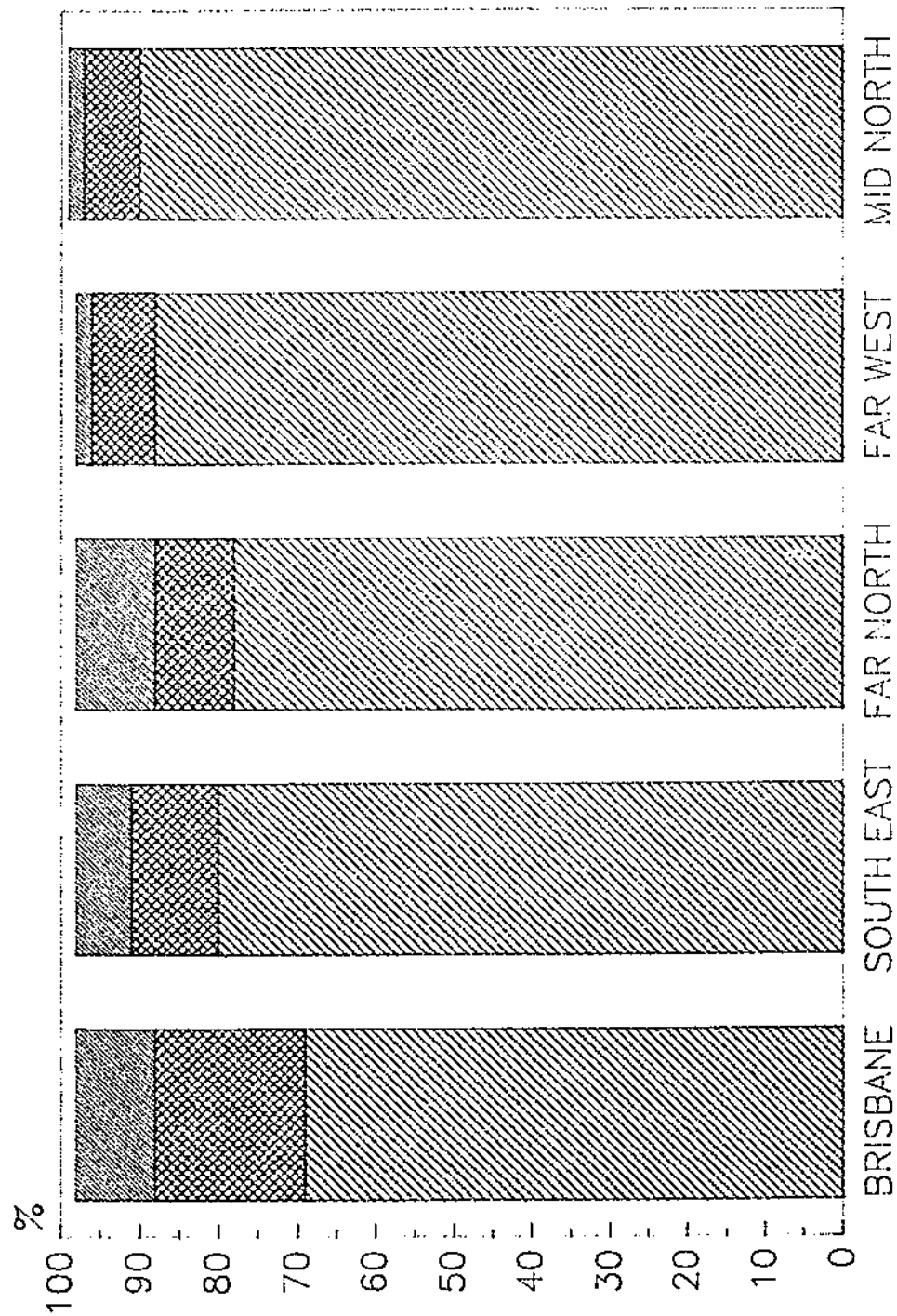
HOW WELL PUBLIC BELIEVE THE QPS IS MEETING THE PUBLIC'S EXPECTATIONS



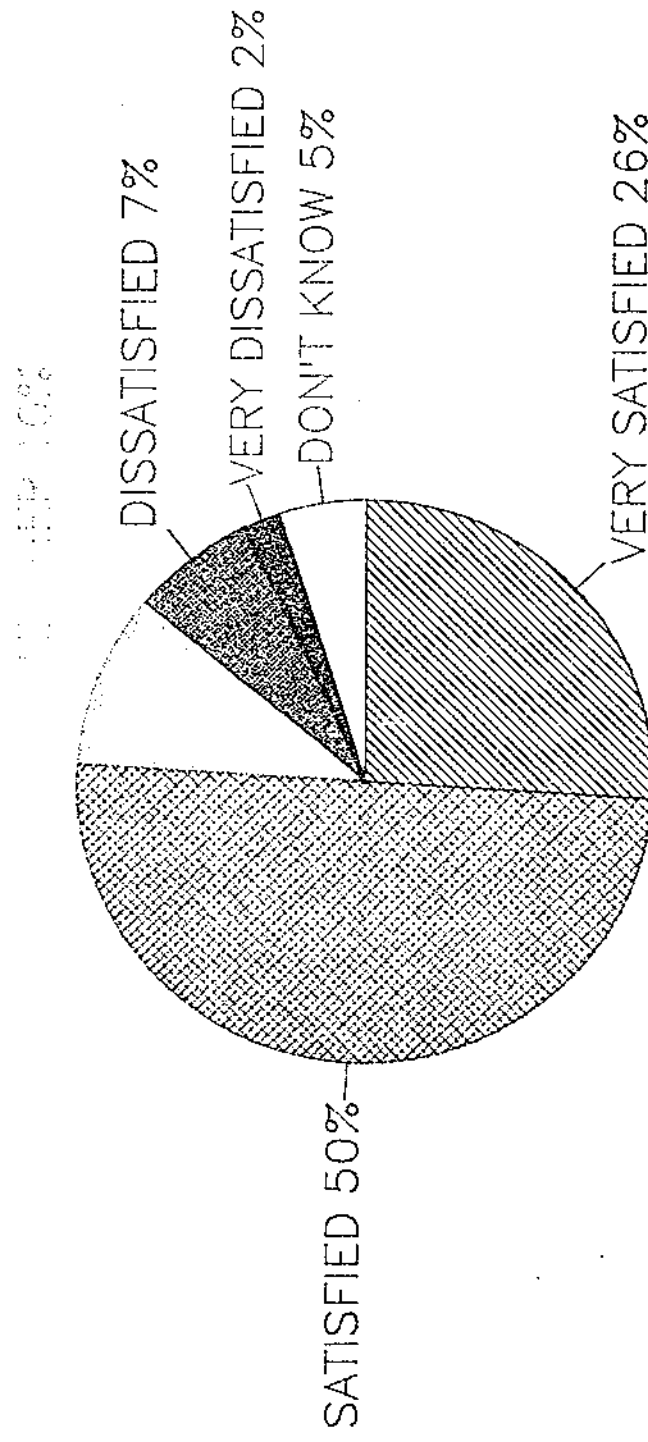
RATING OF LEVEL OF CRIME IN OWN NEIGHBOURHOOD COMPARED WITH AVERAGE LEVEL OF CRIME IN

AUSTRALIA

LOWER
 THE SAME
 HIGHER



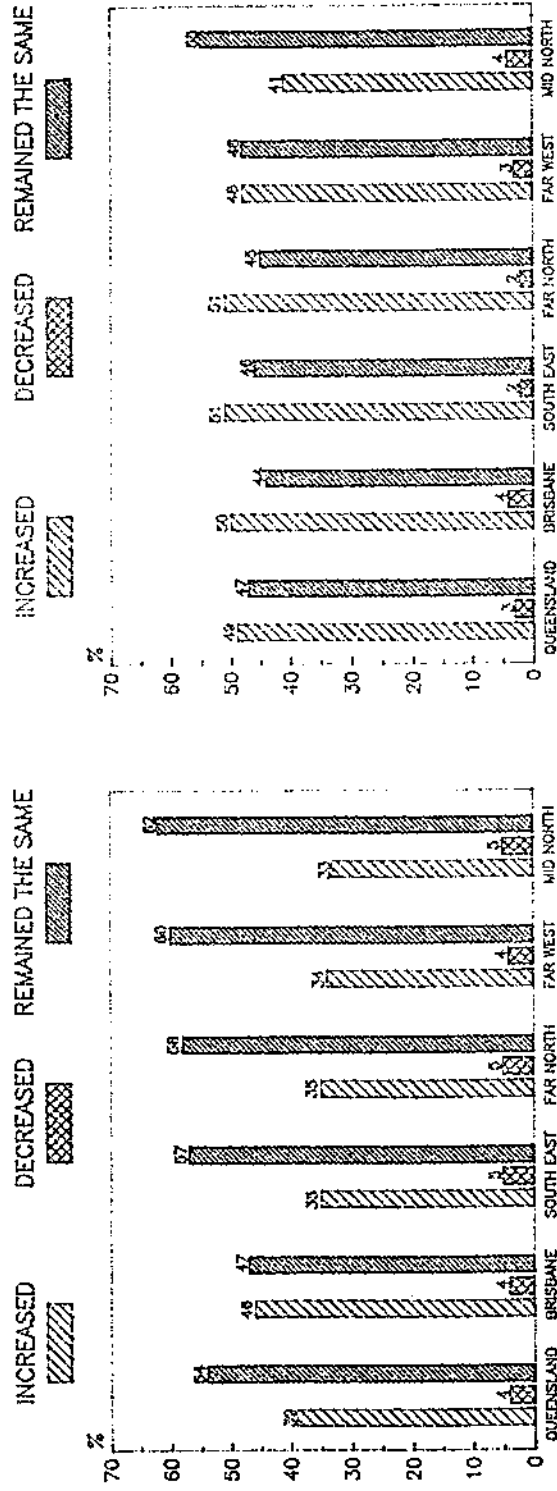
SATISFACTION LEVEL OF SERVICE RECEIVED BY QUEENSLAND POLICE SERVICE



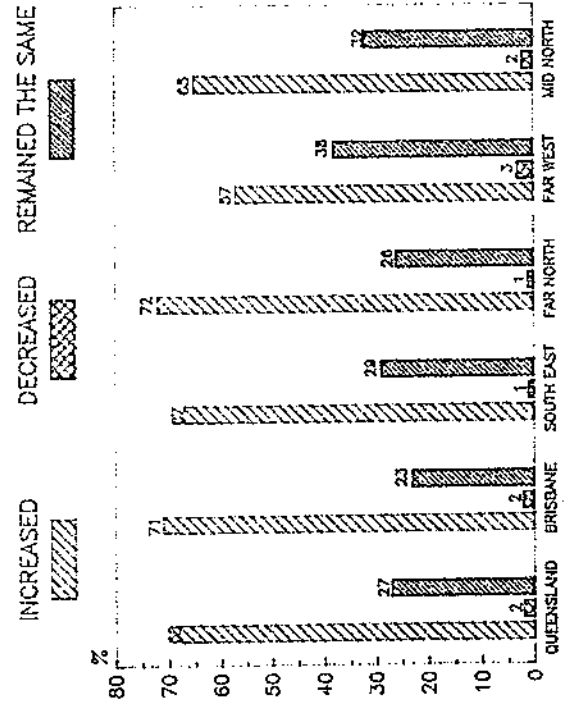
CRIME INCREASE OVER PAST 12 MONTHS

IN NEIGHBOURHOOD

RISK TO INDIVIDUAL

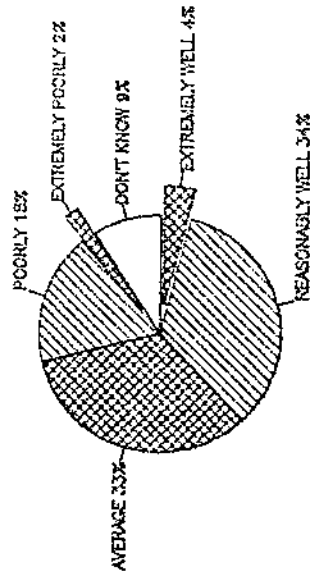


IN CITY (TOWN OR AREA)

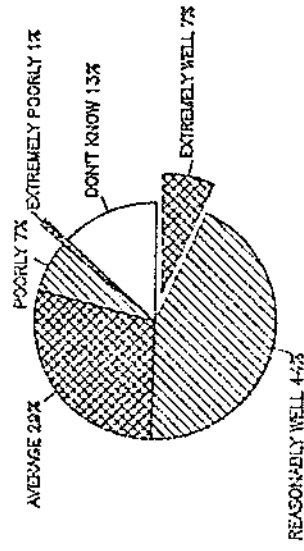


RATING OF TREATMENT OF QUEENSLAND POLICE SERVICE

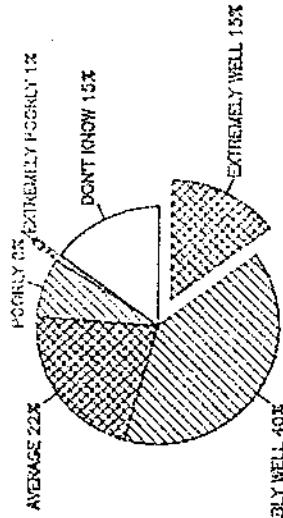
BY THE STATE GOVERNMENT



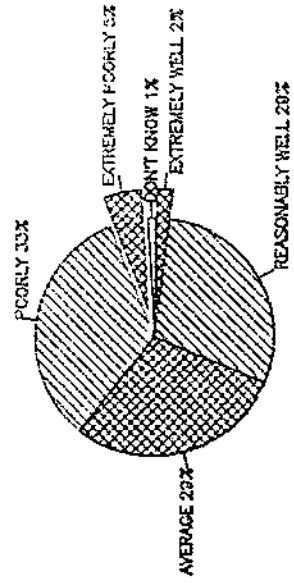
BY THE LOCAL AUTHORITIES



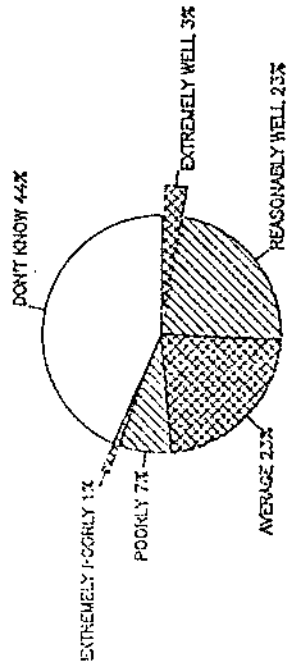
BY QUEENSLAND POLICE SERVICE



BY THE PUBLIC



BY CJC



5.0 SUMMARY OF FINDINGS



Q.1 Firstly can you tell me what services do you expect the Queensland Police Service to provide to you and the public in general? (First Mention)

BASE: All respondents

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
Protection of people.	31	32	29	28	32	31
Law and order.....	22	19	22	27	23	26
Provide a safe community.....	9	10	11	10	8	3
Making us feel safe..	8	10	5	4	8	7
Protection of property.....	6	8	5	6	4	5
Catch crooks.....	5	6	6	3	4	3
Traffic enforcement..	5	4	6	9	3	6
Keep the peace.....	2	2	3	4	1	2
Provide road safety measures.....	2	1	5	3	5	2
Provide advice on road safety.....	-	-	-	-	-	-
Provide advice on personal security....	-	-	1	-	-	1
Other.....	6	5	2	4	10	8
Don't Know.....	3	2	4	3	1	5
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

To initially establish the general public expectations from the Queensland Police Service (QPS), the respondents were asked to nominate the services they expect to be provided.

The first mentioned major expectations of police held by the public are 'protection of people' (31%) and 'law and order' (22%). Providing a safe community (9%) and making us feel safe (8%) are the next two services the public expect the QPS to provide as part of their service to the community.

There is no significant difference between expectations disaggregated by regions in the study, safety of person and property remain the major aspects.



Q.1 Firstly can you tell me what services do you expect the Queensland Police Service to provide to you and the public in general? (Total Mentions)

BASE: All respondents

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
Protection of people.	44	46	44	37	42	45
Law and order.....	35	34	35	39	35	37
Protection of property.....	22	22	24	24	21	14
Provide a safe community.....	21	21	22	23	18	17
Traffic enforcement..	19	19	14	24	18	17
Making us feel safe..	15	19	12	10	11	14
Catch crooks.....	13	17	10	10	9	10
Provide road safety measures.....	10	10	9	8	11	10
Keep the peace.....	5	6	5	7	2	4
Provide advice on road safety.....	4	5	3	3	3	2
Provide advice on personal security....	3	3	2	3	3	2
Provide advice on business security....	-	-	1	1	-	-
Other.....	20	17	15	26	21	26
Don't Know.....	3	2	4	3	1	5
BASE (Pop. '000s)....(2037)	(930)	(273)	(278)	(282)	(274)	

In combining all aspects of expectations mentioned, protection of people (44%) and law and order (35%) are still the highest of all mentioned services. However, protection of property (22%) increases significantly to a new level of concern with providing a safe community (21%) traffic enforcement (19%), making us feel safe (15%) and catch crooks (13%) in that order.



Q.2 How well do you believe the Queensland Police Service is meeting these expectation?

BASE: Mentioned at least one service

Scale: Very well = +2
Reasonably well = +1
Adequate = 0
Not very well = -1
Very poorly = -2

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
NET WELL.....	54	50	47	61	62	60
Adequate.....	24	28	24	20	23	19
NET POORLY.....	17	20	20	15	12	14
Don't Know.....	4	3	9	3	4	7
Means.....	0.50	0.39	0.44	0.59	0.66	0.68
BASE (Pop. '000s)....	(1775)	(801)	(230)	(253)	(255)	(236)

Following the identification of these expectations the respondents were asked how well the police were actually meeting their expectations.

Just over half of the Queensland public (54%) believe the Queensland Police Service (QPS) is meeting their expectations. Although only 15% rated the performance of the QPS as meeting expectations very well. Most reported it to be adequate.

The belief that QPS is meeting expectations is significantly higher in all regions outside Brisbane and South East Queensland with South East Queensland below 50%.

Around a quarter of the public believe the expectations of services are adequately met. However, 17% felt the performance versus expectations is poor.

There is a significant difference between the responses when analysed by age. Just under half (47%) the 18-24 year old stated that the QPS provide services to the public reasonably well. Thirty-seven percent of this age group believe the service to the public is poor. However, 70% of the 55-59 age group believe the provision of services are meeting their expectations quite well.



Q.4 A number of statements have been made about the Queensland Police Service. Could you tell me whether you agree or disagree with these statements.

BASE: All respondents

Scale: Agree strongly = +2
 Agree = +1
 Neither = 0
 Disagree = -1
 Disagree strongly = -2

TOTAL	*-----AREA-----*				
	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH

IMAGE:

The police are too concerned with revenue raising to catch the big crims.....	0.15	0.15	0.25	0.05	0.12	0.15
The police have a bad image in Qld.	0.47	0.62	0.17	0.42	0.38	0.39
Most police are honest.....	1.05	1.07	1.14	0.93	1.09	1.00
You will always get corruption in a Police Force.....	1.03	0.98	1.08	1.09	1.14	0.96

ROLE:

The police force is understaffed...	1.30	1.30	1.43	1.24	1.27	1.27
It is a very tough job.....	1.49	1.47	1.60	1.37	1.57	1.47
Police have too much paper work....	1.10	1.12	1.18	1.07	1.04	1.09
The police are 'out to get you'....	-0.97	-0.98	-1.02	-0.84	-1.00	-1.00
It would be better to have faster response to calls for assistance even if this means less local police stations.....	0.32	0.36	0.19	0.30	0.40	0.22

BASE (Pop. '000s).....	(2037)	(930)	(273)	(278)	(282)	(274)
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A number of statements were made about the QPS in the previous qualitative phase. To measure the level of consensus held by the general public on these statements the respondents were asked whether they agreed or disagreed with the statements.

The Queensland public agree with the statement that the police are concerned with revenue raising rather than catch the big crims but not very strongly. The 18-24 and 45-54 age group agree more to this issue than any other age group.

The Queensland public agree that the Queensland police Service has a bad image. The South East Region does not agree as strongly as all other regions.

The Queensland public agree strongly that most police are honest.

The Queensland public strongly agree that there will always be corruption in a police force.

There is a strong agreement across all regions surveyed that the police service is understaffed.

There is strong agreement across all regions that policing is a very tough job.

There is a strong agreement that police have too much paper work.

The Queensland public do not agree that the police are out to get you, there is a strong disagreement to this statement across all regions.

The general Queensland population agree that it would be better to have faster response to calls for assistance at the expense of local police stations. The only exception to this is the 55-59 age group disagree and the 60 and over only just agree with this statement.



Q-4 A number of statements have been made about the Queensland Police Service. Could you tell me whether you agree or disagree with these statements.

BASE: All respondents

Scale: Agree strongly = +2
 Agree = +1
 Neither = 0
 Disagree = -1
 Disagree strongly = -2

TOTAL	AREA				
	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH

POLICE AND PUBLIC:

The public have little respect for the police.....	0.34	0.41	0.17	0.36	0.38	0.2
The police consider you to be guilty until proven innocent.....	0.23	0.21	0.13	0.32	0.20	0.32
You wonder what you've done wrong when a police officer approaches you.....	0.56	0.51	0.74	0.52	0.50	0.67
The community should work more with the police in crime prevention.....	1.53	1.57	1.46	1.48	1.55	1.52

POLICE AND ABORIGINES:

The police service has a problem handling Aborigines.....	0.97	0.87	1.02	1.15	0.98	1.09
Aborigines tend to be let off more than other groups by the police service.....	0.09	-0.19	0.04	0.45	0.41	0.38

BASE (Pop. '000s).....	(2037)	(930)	(273)	(278)	(282)	(274)
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The Queensland public agree that they have little respect for police.

There is agreement by the public that police consider you guilty until proven innocent.

There is a stronger agreement to the statement that you wonder what you've done wrong when police approach you than to the previous statement.

The Queensland public strongly agree that the community should work more with police in crime prevention. The strength of agreement is expressed similarly across all regions.

There is an agreement by the Queensland public that the police have problems in handling Aborigines. The agreement to this statement is strongest in the Far North, Mid North and South East region.

In general the Queensland public agree that Aborigines are let off more than any other groups. The exception to this is the Brisbane public generally the 25-34 and 55-59 age groups who do not agree with this statement.



Q.5/6 Rating of current level of crime

BASE: All respondents

Scale: Very low = 1-2
Low = 3-4
Medium = 5-6
High = 7-8
Very high = 9-10

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
Rating of current level of crime in state.....	6.48	6.28	6.39	6.59	6.53	7.06
Rating of current level of crime in city (town or area)..	6.15	6.72	6.19	6.15	4.81	5.55
Rating of current level of crime effecting individual.	4.66	5.12	4.62	4.45	3.79	4.21
Rating of current level of crime in neighbourhood.....	4.20	4.67	4.32	4.12	3.34	3.46
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

The respondents were asked to rate on a scale of one to ten crime as a risk to themselves in their neighbourhood, city and in Queensland overall.

Comparing the mean scores indicated crime in the State and in their city (town) ranks around medium to high. Whereas neighbourhood crime and crime to the individual is between low to medium. Perception of risk increases in the more populated urban areas.

The Far West and Mid North regions have tended to rate crime in issues tested below the Queensland stated ratings. However, the Mid North, Far North and West regions are the highest ratings for crime levels within the State and above the Queensland population overall rating for this issue.



Q.5/6 Rating of current level of crime

BASE: All respondents

Scale: Very low = 1-2
 Low = 3-4
 Medium = 5-6
 High = 7-8
 Very high = 9-10

	-----SEX-----		*-----AGE GROUP-----*					
	MALE	FEMALE	18-24 YEARS	25-34 YEARS	35-44 YEARS	45-54 YEARS	55-59 YEARS	60 OR MORE
Rating of current level of crime effecting individual.....	4.42	4.90	4.44	4.84	4.96	4.64	4.56	4.35
Rating of current level of crime in neighbourhood.....	3.86	4.53	4.46	4.29	4.29	3.87	4.33	4.00
Rating of current level of crime in city (town or area).....	5.74	6.56	6.43	6.06	6.10	5.82	5.93	6.39
Rating of current level of crime in state.....	5.99	6.95	6.53	6.54	6.57	6.20	6.40	6.48
BASE (Pop. '000s). (1013)	(1024)	(330)	(459)	(420)	(288)	(118)	(423)	

Males tend to rate the level of crime below females for all the issues raised. Most age groups rate the level of crime for each issue similarly to the total rating across Queensland. The one exception of note to this would be the 45-54 year age group, who have rated the crime level in their neighbourhood and city below the Queensland average rating.



Q.5 On a scale of one to ten, where one is very low and ten is very high how would you rate the risk of crime effecting you as an individual?

BASE: All respondents

Scale: Very low = 1-2
Low = 3-4
Medium = 5-6
High = 7-8
Very high = 9-10

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH	FAR	FAR	MID
	%	%	EAST	NORTH	WEST	NORTH
	%	%	%	%	%	%
Very low.....	21	16	20	21	36	27
Low.....	21	18	20	30	23	27
Medium.....	32	36	39	26	26	24
High.....	19	24	17	18	11	15
Very high.....	4	6	4	3	2	3
Don't know.....	2	1	1	2	2	4
Means.....	4.66	5.12	4.62	4.45	3.79	4.21
Standard Deviation...	2.31	2.27	2.26	2.25	2.27	2.25
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

In the qualitative research it was indicated the groups in Brisbane expressed higher concern about the risk of crime to themselves than that in the other groups. This was verified in this survey.

In general, the Queensland public believe that the risk of crime effecting them is low to very low (42%). However, 23% of the Queensland public believe the risk to them is high to very high. This perception of risk is highest in Brisbane (30%) compared to the Far West being only 13%. Significantly the 25-34 age group see risk to themselves as high compared to the 60 and over age group seeing it as very low.



Q.6a) On a scale of one to ten, where one is very low and ten is very high how would you rate the current level of crime in your neighbourhood?

BASE: All respondents

Scale: Very low = 1-2
Low = 3-4
Medium = 5-6
High = 7-8
Very high = 9-10

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
Very low.....	27	19	25	28	43	38
Low.....	30	30	28	32	28	32
Medium.....	22	23	30	19	15	18
High.....	15	21	11	13	11	8
Very high.....	4	4	5	6	2	2
Don't know.....	2	2	1	1	1	2
Means.....	4.20	4.67	4.32	4.12	3.34	3.46
Standard Deviation...	2.36	2.38	2.22	2.36	2.22	2.10
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

Surprisingly, crime in the respondents neighbourhood is rated lower than risk to the individual.

In general, crime in the neighbourhood is rated low (57%) by the Queensland public. The Far West and Mid North regions have the lowest perceived rating of 71% and 70% respectfully. Brisbane perception of neighbourhood crime is higher with only 49% rating it low to very low. A quarter (25%) of the Brisbane public rate crime from high to very high where as the Mid North is only rated by 10% as high to very high.

The 45-54 and 60 and over age groups significantly compared with other age groups see the current level of crime in the neighbourhood as very low.



Q.6b) On a scale of one to ten, where one is very low and ten is very high how would you rate the current level of crime in your city (town/area)?

BASE: All respondents

Scale: Very low = 1-2
 Low = 3-4
 Medium = 5-6
 High = 7-8
 Very high = 9-10

	-----AREA-----					
	TOTAL %	BRISBANE %	SOUTH EAST %	FAR NORTH %	FAR WEST %	MID NORTH %
Very low.....	6	3	6	4	16	6
Low.....	14	7	12	17	27	23
Medium.....	31	30	29	30	30	38
High.....	35	41	42	31	20	25
Very high.....	12	17	11	15	3	7
Don't know.....	2	2	1	2	4	1
Means.....	6.15	6.72	6.19	6.15	4.81	5.55
Standard Deviation...	2.17	2.00	2.06	2.22	2.20	1.99
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

Generally, the crime rate for the town/city that people live in is perceived to high to very high (47%) compared to only 20% saying it is low to very low. Brisbane is perceived to have a high to very high crime rating by 58% of its population. Where as towns in the Far West are rated high to very high by only 23%. However, 43% of respondents in the Far West believe the perceived rate of crime is low to very low for towns in this region. The towns in South East Queensland are perceived to be high to very high by a similar percentage as Brisbane (53% compared with 58%).



Q.6b) On a scale of one to ten, where one is very low and ten is very high how would you rate the current level of crime in your state?

BASE: All respondents

Scale: Very low = 1-2
Low = 3-4
Medium = 5-6
High = 7-8
Very high = 9-10

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
Very low.....	2	2	2	2	1	-
Low.....	10	11	9	7	10	9
Medium.....	34	37	38	36	37	20
High.....	35	35	35	31	34	45
Very high.....	12	10	10	16	12	17
Don't know.....	6	6	6	6	6	8
Means.....	6.48	6.28	6.39	6.59	6.53	7.06
Standard Deviation...	1.88	1.91	1.76	2.00	1.76	1.77
BASE (Pop. '000s).....	(2037)	(930)	(273)	(278)	(282)	(274)

Forty-seven percent (47%) of Queenslanders rated the level of crime in Queensland to be high to very high, with 34% saying it was medium. Only 12% of the Queensland population stated the rate of crime in Queensland to be low to very low. More people in the Mid North region (62%) rated the crime rate for Queensland as high to very high compared to all other regions where their responses were on a similar level (in the mid forties).

Males tend to rate the State level of crime to be medium whereas the female population have tended to rate the crime rate for Queensland high to very high.



Q.7 How would you rate the level of crime in your neighbourhood compared with the average level of crime in Australia?

BASE: All respondents

	-----AREA-----					*-----SEX-----*		
	TOTAL %	BRISBANE %	SOUTH EAST %	FAR NORTH %	FAR WEST %	MID NORTH %	MALE %	FEMALE %
Lower.....	77	69	80	78	88	90	77	77
The same.....	14	19	11	10	8	7	12	15
Higher.....	7	10	7	10	2	2	8	6
Don't Know.....	2	3	3	2	2	1	3	2
BASE (Pop. '000s)..	(2037)	(930)	(273)	(278)	(282)	(274)	(1013)	(1024)

Seventy-seven percent (77%) of Queenslanders rated their neighbourhood crime levels lower than the level of crime in Australia. However, 14% rated their neighbourhood crime level as the same as Australia. The Far West (83%) and Mid North (90%) tended to rate their regions neighbourhood crime levels compared to the rest of Australia lower than any other regions in the study.



Q.6a) On a scale of one to ten, where one is very low and ten is very high how would you rate the current level of crime in your neighbourhood?

BASE: All respondents

Scale: Net Low = 1-4
Medium = 5-6
Net High = 7-10

—RATING OF CRIME IN—				
NEIGHBOURHOOD TO AUSTRALIA				
	TOTAL %	HIGHER %	THE SAME %	LOWER %
NET LOW.....	57	20	25	67
Medium.....	22	11	27	22
NET HIGH.....	19	64	46	10
Don't know.....	2	5	2	1
Means.....	4.20	6.77	5.79	3.66
Standard Deviation.....	2.36	2.78	2.23	2.02
BASE (Pop. '000s).....	(2037)	(144)	(278)	(1570)

Ten percent (10%) of Queenslanders who consider their neighbourhood crime to be lower than the rest of Australia rated their neighbourhood crime as high to very high. Forty-six percent (46%) of Queenslanders compared their perceived high to very high crime neighbourhood rate as the same as the rest of Australia. However, 20% of Queenslanders compared their perceived low to very low neighbourhood crime rate as higher than the rest of Australia.



Q.8a) Over the past 12 months would you say crime has increased, decreased or remained the same as a risk to you?

BASE: All respondents

	-----AREA-----						*-----SEX-----*	
	TOTAL %	BRISBANE %	SOUTH EAST %	FAR NORTH %	FAR WEST %	MID NORTH %	MALE %	FEMALE %
Increased.....	49	50	51	51	48	41	47	51
Remained the same.	47	44	46	45	48	55	47	47
Decreased.....	3	4	2	2	3	4	4	2
Don't Know.....	1	2	1	1	-	1	2	-
BASE (Pop. '000s)..	(2037)	(930)	(273)	(278)	(282)	(274)	(1013)	(1024)

	-----FAMILY LIFE CYCLE-----					
	SINGLE PEOPLE	YOUNG COUPLE	YOUNG FAMILY	MIDDLE FAMILY	MATURE FAMILY	LATER FAMILY/ OLDER COUPLE
Increased.....	47	45	48	54	53	45
Remained the same....	47	46	51	41	44	51
Decreased.....	4	7	-	4	2	3
Don't Know.....	2	2	1	1	1	1
BASE (Pop. '000s)....	(356)	(181)	(235)	(370)	(435)	(460)

Almost half the population of Queensland believe crime has increased over the past 12 months as a risk to themselves.

In the Mid North region, although 41% say crime has increased as a risk to themselves, the perceived increase in crime is considerably lower to any other area. Fifty-one percent of females consider the crime risk to themselves has increased over the past 12 months but 47% of females in Queensland say it has remained the same.

The middle and mature family groups believe that crime has increased more so over the past 12 months as a personal risk than the other family groups surveyed.



Q.8b) Over the past 12 months would you say crime has increased, decreased or remained the same in your neighbourhood?

BASE: All respondents

	-----AREA-----						*-----SEX-----*	
	TOTAL %	BRISBANE %	SOUTH EAST %	FAR NORTH %	FAR WEST %	MID NORTH %	MALE %	FEMALE %
Increased.....	39	46	35	35	34	33	39	40
Remained the same.	54	47	57	58	60	62	54	53
Decreased.....	4	4	5	5	4	5	4	4
Don't Know.....	3	3	4	3	2	-	3	2
BASE (Pop. '000s)..	(2037)	(930)	(273)	(278)	(282)	(274)	(1013)	(1024)

	-----FAMILY LIFE CYCLE-----					
	SINGLE PEOPLE	YOUNG COUPLE	YOUNG FAMILY	MIDDLE FAMILY	MATURE FAMILY	LATER FAMILY/ OLDER COUPLE
Increased.....	37	35	42	48	42	33
Remained the same....	53	55	55	47	52	59
Decreased.....	6	4	1	4	4	5
Don't Know.....	4	6	1	1	2	3
BASE (Pop. '000s)....	(356)	(181)	(235)	(370)	(435)	(460)

Over 50% of Queenslanders believe that over the past 12 months crime in their neighbourhood has remained the same (54%). This belief is stronger in the Far West (60%) and Mid North (62%) regions. Both males and females believe crime has remained the same more than those who believe it has increased. Only 4% of Queenslanders believe that crime in their neighbourhood has decreased.

The middle family group (48%) believe more than any other family groups that crime has increased in their neighbourhood. Of all other family groups, more than 50% believe that crime has remained the same in their neighbourhood.



Q.8c) Over the past 12 months would you say crime has increased, decreased or remained the same in your city (town or area)?

BASE: All respondents

	-----AREA-----						*-----SEX-----*	
	TOTAL %	BRISBANE %	SOUTH EAST %	FAR NORTH %	FAR WEST %	MID NORTH %	MALE %	FEMALE %
Increased.....	68	71	67	72	57	65	67	69
Remained the same.	27	23	29	26	38	32	28	27
Decreased.....	2	2	1	1	3	2	2	1
Don't Know.....	3	4	3	1	2	1	3	3
BASE (Pop. '000s).	(2037)	(930)	(273)	(278)	(282)	(274)	(1013)	(1024)

	-----FAMILY LIFE CYCLE-----					
	SINGLE PEOPLE	YOUNG COUPLE	YOUNG FAMILY	MIDDLE FAMILY	MATURE FAMILY	LATER FAMILY/ OLDER COUPLE
Increased.....	67	67	60	75	71	64
Remained the same....	29	33	38	22	23	28
Decreased.....	2	-	-	1	3	2
Don't Know.....	3	-	2	2	3	5
BASE (Pop. '000s)....	(356)	(181)	(235)	(370)	(435)	(460)

Sixty-eight percent (68%) of Queenslanders believe that crime in their city/town has increased. This belief is held similarly for all regions except the Far West where only 57% believe there has been an increase of the past 12 months.

The middle (75%) and mature (71%) family groups believe crime has increased in their city/town over the last 12 months with other family groups having similar beliefs to those held generally by Queenslanders.



Q.9 Why do you think crime is increasing?

BASE: Increase in crime mentioned (Multiples Accepted)

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
Unemployment.....	55	52	61	51	60	57
The economy.....	25	23	27	30	26	24
Drug related.....	15	11	21	18	18	14
Not enough police....	15	16	16	18	9	15
Lack of parental control.....	14	13	18	16	16	14
Lack of respect.....	9	11	8	9	8	3
Family breakdown.....	7	8	7	4	5	8
Inadequate laws.....	5	6	4	4	3	5
Increased divorce....	-	-	-	-	2	1
Other.....	35	36	31	38	35	31
Don't Know.....	1	2	1	-	1	-
BASE (Pop. '000s)....	(1570)	(749)	(217)	(207)	(191)	(204)

Those respondents who believed crime to have increased in the past 12 months were asked to identify the reasons for the increase.

In most instances increasing crime was not related to the law or police. Fifteen percent (15%) felt the increase was a response to insufficient police numbers and only 5% thought inadequate laws were responsible.

Unemployment (55%) was cited as the main reason for increase in crime followed by the economy (25%). Also drug related problems (15%) are considered as reasons for the increase in crime. Interestingly 14% of Queenslanders believe it is a lack of parental control that is causing an increase in crime. These main reasons are similar for all regions surveyed, however, in the Far West region only 9% believe there is not enough police compared to all other regions with similar levels of response to the Queensland average mentioned above.



Q.10a) What schemes are you aware of that the Queensland Police Service operate in conjunction with members of the community?
(UNPROMPTED)

BASE: All respondents

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH	FAR	FAR	MID
	%	%	EAST	NORTH	WEST	NORTH
			%	%	%	%
Neighbourhood watch..	39	43	40	44	30	33
Adopt a cop.....	12	7	9	14	16	22
Blue Light Discos....	15	13	17	18	13	18
Safety Houses.....	13	14	15	10	9	14
Crime Stoppers.....	4	7	-	1	2	1
Other.....	36	35	36	36	38	33
None of these.....	6	6	10	4	6	7
Don't know.....	17	16	18	15	22	18
BASE (Pop. '000s)....(2037)	(930)	(273)	(278)	(282)	(274)	

Increased community involvement with policing was recommended by the Fitzgerald inquiry. To gauge the public's reaction to this suggestion the respondents were asked their awareness of already existing community campaigns and their level of interest in the schemes.

Unprompted neighbourhood watch is top of mind for more than a third of the Queensland population as a service that police are involved with the community. Blue Light Discos is known to 15% of the population. Adopt a cop is better known outside the Brisbane and South East Queensland region. The responses common in the 'other' category were:

- * Police Youth Clubs/Groups
- * Stranger Danger
- * Operation Noah
- * Defensive Driving Courses
- * Juvenile Aid/Counselling
- * Identifying/Engraving of property.



Q.10a) What schemes are you aware of that the Queensland Police Service operate in conjunction with members of the community?

Which of the following have you heard of ...

BASE: All respondents

	-----AREA-----					
	TOTAL %	BRISBANE %	SOUTH EAST %	FAR NORTH %	FAR WEST %	MID NORTH %
Neighbourhood watch..	97	98	96	96	95	98
Blue Light Discos....	89	85	89	97	87	94
Safety Houses.....	89	89	87	87	91	93
Crime Stoppers.....	73	80	69	48	85	70
Adopt a cop.....	63	55	59	66	74	82
Other.....	36	35	36	36	38	33
None of these.....	-	-	1	-	-	-
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

Following prompts, there is a high level of awareness for neighbourhood Watch (97%), Blue Light Discos (89%) and Safety Houses (89%) as QPS services known to the Queensland public. Although 63% of the Queensland public have heard of Adopt a cop, the Brisbane and South East region are less likely to have heard of this project than any other region.



Q.10d) For those aware of but not involved in any of the schemes. Why are you not involved in these schemes?

BASE: Not involved in scheme

	TOTAL	BRISBANE	SOUTH EAST	AREA FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
Not in my area.....	27	21	28	28	38	31
Not enough time.....	23	25	24	18	19	22
Never been contacted.....	21	20	26	29	12	18
No children.....	11	10	8	16	11	15
Don't know anything about them	8	10	5	7	5	4
Too old/haven't got the energy/invalid pensioner.....	8	9	9	4	9	9
We have just moved here/new to area.....	4	6	1	6	3	-
Never thought about it/never bothered/apathetic.....	3	4	2	4	1	1
Not necessary/low risk area/low crime/'safe'.....	3	3	4	2	6	3
Don't want anything to do with neighbours.....	1	-	1	1	1	1
Children are too young.....	1	1	1	1	1	2
Children are too old/wrong aged children.....	1	2	2	-	1	-
Health problems.....	1	2	1	1	1	1
Don't agree with them/don't want to be involved.....	1	1	3	3	1	1
Know all my neighbours /have our own watch, etc.....	1	3	-	-	1	-
Police are in the area/close by.....	1	1	-	1	-	-
All other.....	7	9	4	5	5	4
Don't know.....	4	4	-	5	4	6
BASE (Pop. '000s).....	(1490)	(680)	(196)	(193)	(219)	(202)

The three main reasons give for not being involved in a scheme from the Queensland public were:

- * Not in my area 27%
- * Not enough time 23%
- * Never been contacted 21%

Eight percent of Queenslanders claim they have never heard of these schemes. A similar percentage of respondents said they were too old. The trend to these responses is very similar across all regions surveyed.

It is interesting to note very few respondents said they were not interested. This indicates the community and police schemes could increase the level of involvement currently being experienced.



Q.11 What actions do you think the Queensland Police Service could take to improve the service they provide in your local community?

BASE: All respondents

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH	FAR	FAR	MID
	%	%	EAST	NORTH	WEST	NORTH
			%	%	%	%
More police being available/greater presence....	48	52	46	44	47	43
More interaction with the community.....	19	18	21	24	16	15
Police walking the beat.....	13	15	8	15	9	12
Police getting to know the locals.....	8	9	6	9	7	3
Police being more understanding.....	5	7	3	9	4	2
Doing a good job in my area/satisfied.....	4	4	3	2	6	5
Attend to request for help quickly.....	3	3	4	4	1	3
24 hour police station/on duty all night.....	3	4	2	1	2	1
Improve community image/profile/more PR.....	3	4	3	3	2	3
All other.....	13	12	15	20	8	16
Nothing.....	2	1	2	3	3	2
Don't know.....	16	13	18	11	21	23
BASE (Pop. '000s).....	(2037)	(930)	(273)	(278)	(282)	(274)

Although insufficient police numbers is not high on the list of reasons for increasing crime more police being available/greater presence (48%), is the major action suggested by the Queensland public required to improve the service. Just over half the population of Brisbane state that this is what is needed to improve the service provided. Over 40% of all regional populations stated this issue as their prime concern.

The next two major statements on how to improve the service provided by the QPS was:

- * More interaction with the community 19%
- * Police walking the beat 13%

More interaction with the community was stated the strongest by the Far North regional population (24%).

Two percent (2%) of the Queensland population want the QPS to do nothing to improve the service provided.

All other included:

- * More attention to crime rather than small offender.
- * Get kids off their streets/youth education.
- * Better follow-up/more attentive.
- * Be more friendly/courteous.
- * Establish more Neighbourhood Watch/Blue Light Discos/Safety House.
- * More car patrols.
- * Lessen paperwork/employ clerical staff.
- * More publicity of schemes/run seminars, etc.



Q.12 What action can the local community take to assist the police to achieve improvement in their service?
BASE: All respondents

		-----AREA-----				
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
Reporting crime/report suspicious/ criminal activities.....	31	30	35	34	27	34
Become involved in schemes/eg. Neighbourhood Watch/Safety House....	19	20	22	20	20	14
Be more aware of what's happening around you/keep an eye out.....	18	19	25	19	13	11
Help the police/assist with their work/provide police with information	13	13	9	15	13	14
Be more cooperative with police/support police in their efforts.....	12	11	9	11	17	18
Don't be frightened to help police/don't tun a blind eye.....	8	10	8	9	5	6
Help improve police's image - better PR/Don't see them as the enemy/'pigs'.....	8	8	6	8	7	10
Be more courteous/polite towards police/show more respect.....	7	8	7	5	5	4
Ensuring that property/ possessions are safe/secure/lock up house.....	5	6	5	-	4	5
Be more law abiding/ responsible citizens.....	4	4	4	4	7	5
Get to know local police/first name basis so as to build trust.....	4	3	2	5	3	7
Regular meetings between community and members of police force.....	4	3	3	7	4	3
Parents should look after their children/discipline them.....	4	4	1	6	6	4
Help to build better rapport between youths and police/eg. Police Youth Clubs.....	4	4	2	7	4	3
All other.....	12	10	14	13	7	9
Nothing.....	4	3	7	2	6	5
Don't know.....	7	7	3	3	11	8
BASE (Pop. '000s).....	(2037)	(930)	(273)	(278)	(282)	(274)

There was a very positive response to the question what could the local community do to assist the police. Only 4% said there was nothing that could be done, 7% could not think of any ways in which the public could help. The remaining 89% put forward many suggestions.

The major way in which the communities saw their ability to assist the QPS achieve improvements to the service were to:

- | | |
|---|-----|
| * Report crime/report criminal activities | 31% |
| * Become involved in community/QPS schemes | 19% |
| * Be more aware of what is happening around you | 18% |
| * Help and provide police with information | 13% |
| * Be more cooperative/support police in their efforts | 12% |

All other included:

- * Recommend to parliament that we need an increase in police/stations.
- * Education programmes/learn more about the police-their job, etc.
- * Petitions/letters/opinions directed towards MPs to improve service.
- * More funds for police/fund raising activities.
- * Allowing community to assist with patrols - in parks/schools/bus stops.
- * Making citizen arrests.



Q.13 How satisfied are you with the service that you receive from your local police service?

BASE: All respondents

Scale: Very satisfied = +2
 Satisfied = +1
 Neither = 0
 Dissatisfied = -1
 Very dissatisfied = -2

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
NET SATISFIED.....	76	69	79	82	83	83
Neither satisfied or dissatisfied.....	10	12	8	9	7	8
NET DISSATISFIED.....	9	10	10	9	6	6
Don't know.....	5	9	3	-	3	3
Means.....	0.96	0.86	0.98	0.98	1.11	1.12
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

The respondents were asked their level of satisfaction with the service that they receive from their local police service. Just over three-quarters (76%) of the Queensland population are satisfied with the service received from the Queensland Police Service. The level of satisfaction, however, is slightly lower in Brisbane (69%) than any other region surveyed. The level of dissatisfaction is low and is significantly lower in the Far West and Mid North regions.



Q.14 Have you heard of the Fitzgerald Report or Inquiry?

BASE: All respondents

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
Yes.....	98	99	97	96	98	96
No.....	2	1	3	4	2	4
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

As was indicated in the qualitative phase of the survey the majority of the Queensland population are aware of the Fitzgerald report or inquiry.



Q.15 Thinking about the Inquiry, what recommendations are you aware of?

BASE: Aware of Fitzgerald Inquiry

	-----AREA-----					
	TOTAL %	BRISBANE %	SOUTH EAST %	FAR NORTH %	FAR WEST %	MID NORTH %
Review police structure.....	11	11	16	9	7	10
Clean up politicians.	9	11	7	8	8	8
To make police service more efficient.....	5	5	7	6	3	4
Form Criminal Justice Commission (CJC).....	4	5	4	3	2	5
EARC (Electoral & Administration Review Commission).....	3	4	3	3	2	2
Change police culture	2	3	2	3	1	1
Review police options	2	2	3	2	1	-
Other.....	16	20	9	19	11	12
None/Don't know.....	61	55	67	62	71	69
BASE (Pop. '000s)....(1993)	(920)	(266)	(267)	(277)	(264)	

Although the level of awareness is high with regard to the actual inquiry/report, 61% of the Queensland population said they were not aware of any recommendations, and the Far West this was as high as 71%. Of those able to identify any of the recommendations the review of the police structure (11%) was the highest. The next highest (9%) was to clean up politicians. In analysing the 'other' category the comments were mainly:

- * Clean up corruption (police everywhere).
- * More police.
- * Decriminalise/legalisation of prostitution.
- * Cut out illegal gambling.



Q.16 What changes are you aware of that have taken place in the Queensland Police Service since the Fitzgerald Inquiry was published?

BASE: Aware of Fitzgerald Inquiry

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
No change yet.....	17	18	14	21	11	16
Assign a new commissioner.....	16	20	16	10	12	11
Get rid of corruption at the top.....	15	14	18	14	20	8
High number of resignations/sackings	12	14	13	9	13	9
New education (QUT/ Griffith).....	3	4	4	1	2	2
Merit based promotions.....	3	3	4	3	3	1
Police more accountable.....	9	8	9	13	10	7
Other.....	18	17	19	21	15	16
Don't know.....	31	27	33	23	39	41
BASE (Pop. '000s)....(1993)	(920)	(266)	(267)	(277)	(264)	

When asked what changes have taken place in the QPS, since the Fitzgerald Inquiry 17% of the Queensland population said they were not aware of any change. Sixteen percent (16%) said that a new commissioner of police had been appointed. Fifteen percent (15%) of the Queensland population said the getting rid of corruption at the top was a change they were aware of, however, there was a significant regional difference with the Mid North region with only 8% recognising this change. The 'other' category was made up of comments such as:

- * Police changing their image.
- * Change of name.
- * Disbandment of vice squad.
- * Changes in academy/training.
- * The Criminal Justice Commission.
- * More Police.
- * Better educated.



Q.17 What changes would you like to see take place within the Queensland Police Service?

BASE: All respondents

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH	FAR	FAR	MID
	%	%	EAST	NORTH	WEST	NORTH
			%	%	%	%
More police.....	36	36	36	31	40	33
Better public image..	11	11	12	12	10	10
Get rid of corrupt police.....	11	10	13	13	10	13
More community interaction.....	9	9	9	7	10	5
Friendlier police....	8	8	5	12	7	4
Better educated police.....	7	9	6	5	4	4
Localised service....	4	5	4	3	1	1
Other.....	39	40	37	43	36	33
Don't know.....	20	19	21	19	20	24
<hr/>						
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

When asked what changes to the QPS respondents would like to see, 36% of Queensland population said more police. Eleven percent (11%) of the population said both a better public image and get rid of corrupt police. These responses mirrored those put forward by the participants of the groups in the qualitative phase. Corruption repeatedly arises but there is a belief that you will never be able to get rid of it totally. Nine percent (9%) of the Queensland population would like to see more community interaction. The 'other' category was made up of comments such as:

- * Better communication.
- * Better pay.
- * Better conditions.
- * Better management.
- * Integrate more nationalities into service.
- * Better educated.



Q.18 Have you heard of the Criminal Justice Commission?

BASE: All respondents

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
Yes.....	77	85	70	67	69	76
No.....	22	15	30	32	29	23
Don't know.....	-	-	-	1	1	1
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

A high proportion of the population (77%) have heard of the CJC, it is not as well known in the Far West (69%) or Far North (67%) compared to other regions in the study. The most significant awareness level of the CJC was in Brisbane with 85% hearing about it.



Q.19 What does the Criminal Justice Commission do?

BASE: Aware of CJC

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH	FAR	FAR	MID
	%	%	EAST	NORTH	WEST	NORTH
			%	%	%	%
Investigate corrupt police.....	19	22	24	10	10	22
Investigate corrupt politicians.....	9	9	13	9	6	8
Clean up police service.....	7	9	6	2	5	7
Law reform.....	6	6	7	5	7	4
Implement Fitzgerald inquiry.....	4	5	5	2	3	1
Put the corrupt police behind bars...	2	2	1	-	4	1
Review prostitution law.....	2	2	2	1	-	4
Investigate gambling.	2	1	5	1	-	5
Other.....	17	17	17	22	15	15
Don't know.....	53	48	48	59	63	59
BASE (Pop. '000s)....	(1576)	(793)	(192)	(187)	(195)	(207)

Although the majority of the respondents had heard of the CJC, of these respondents, 53% said they did not know what the CJC did, this was highest in the Far West region with 63% not knowing.

Of those who were aware of the CJC and when asked what do they do, 19% of the population said they investigate corrupt police, 9% said they investigate corrupt politicians and 7% said they are cleaning up the police service. The comments in the 'other' category consisted of:

- * Help criminals.
- * Help victims of violent crimes.
- * Investigate everybody.
- * Investigate complaints (generally and in specific areas).
- * Look into crime/criminal activities.
- * Intelligence agency.



The Criminal Justice Commission is a body which encompasses the entire criminal justice system of the state. Among several of its tasks it initiates reform of the administration of criminal justice, recommend law reform and reforms in law enforcement.

Q.20 Do you believe a body such as the Criminal Justice Commission is necessary to carry out the functions mentioned?

BASE: All respondents

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
Yes.....	82	83	87	77	80	78
No.....	12	12	7	16	11	14
Don't know.....	6	5	5	7	9	8
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

The purpose of the CJC was explained to the respondents. Eighty-two percent (82%) of the Queensland population believe that such a body as the CJC is necessary to initiate law reform and associated issues.



Q.21 How effective do you believe the Criminal Justice Commission has been in carrying out these tasks?

BASE: All respondents

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
Effective.....	36	41	33	33	31	28
Ineffective.....	24	24	24	26	20	23
Very effective.....	5	6	6	4	2	7
Don't know.....	35	29	37	37	47	42
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

Forty-one percent (41%) of the Queensland population believe the CJC has been effective in carrying out its tasks. However, 35% of the Queensland population don't know if they have been effective whilst nearly a quarter (24%) of the population believe they have been ineffective. All regions surveyed have similar beliefs on the effectiveness of the CJC.



Q.22 Do you believe it is possible for a body such as the Criminal Justice Commission to operate independently of the Government and other legal agencies?

BASE: All respondents

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH EAST	FAR NORTH	FAR WEST	MID NORTH
	%	%	%	%	%	%
Yes.....	53	55	45	58	52	53
No.....	36	35	40	32	40	35
Don't know.....	11	10	15	11	9	12
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

Although 82% of the Queensland population believe there should be a body such as the CJC, only 53% believe it is possible for such a body to operate independently of the government or legal system. Less than half of the South East Queensland region (excluding Brisbane) respondents (45%) believe that it is possible for the CJC to operate independently.



Q.23 How important is it that the Criminal Justice Commission functions as a totally independent body?

BASE: All respondents

Scale: Very important = +2
 Important = +1
 Neither = 0
 Unimportant = -1
 Very unimportant = -2

	-----AREA-----						BELIEF FOR CJC CAN BE INDEPENDENT	
	TOTAL %	BRISBANE %	SOUTH EAST %	FAR NORTH %	FAR WEST %	MID NORTH %	YES %	NO %
NET IMPORTANT.....	75	78	70	75	73	68	91	58
Neither important nor unimportant.....	4	4	1	7	2	6	3	5
NET UNIMPORTANT.....	14	13	15	11	16	15	2	33
Don't know.....	8	5	14	7	9	10	3	4
Means.....	1.18	1.23	1.09	1.25	1.09	1.12	1.61	0.57
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)	(1082)	(313)

Three-quarters (75%) of the Queensland population consider it to be important that the CJC function as a totally independent body. Of those who did not believe that the CJC could operate independently, more than half (58%) said it was important for it to be totally independent.



Q.24 How would you rate the following groups in terms of the way each treat members of the Queensland Police Service in general?

a) The State Government

BASE: All respondents

Scale: Extremely well = +2
Reasonably well = +1
Average = 0
Poorly = -1
Extremely poorly = -2

	-----AREA-----					
	TOTAL %	BRISBANE %	SOUTH EAST %	FAR NORTH %	FAR WEST %	MID NORTH %
NET WELL.....	37	39	38	33	38	36
Average.....	33	32	35	36	27	39
NET POORLY.....	20	18	19	23	24	19
Don't know.....	9	11	9	7	10	6
Means.....	0.21	0.25	0.24	0.13	0.15	0.18
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

Just over a third (37%) of the Queensland population consider that the State Government treats members of the QPS well. Twenty percent (20%) of the Queensland population consider that members of the QPS are treated poorly. The Far North and Far West regions rate the poor treatment of members by the State Government higher than any other regions.



Q.24 How would you rate the following groups in terms of the way each treat members of the Queensland Police Service in general?

b) The Local Authorities

BASE: All respondents

Scale: Extremely well = +2
Reasonably well = +1
Average = 0
Poorly = -1
Extremely poorly = -2

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH	FAR	FAR	MID
	%	%	EAST	NORTH	WEST	NORTH
			%	%	%	%
NET WELL.....	51	43	55	56	61	58
Average.....	29	27	29	31	28	30
NET POORLY.....	8	11	6	4	6	4
Don't know.....	13	18	10	9	5	7
Means.....	0.56	0.43	0.59	0.64	0.67	0.68
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

Just over half (51%) of the Queensland population consider that local authorities treat members of the QPS well, however, only 43% of Brisbane residents surveyed believe local authorities treat the QPS well. Only 13% of the Queensland population said they could not rate the treatment of members of the QPS by local authorities. The Far West and Mid North consider the treatment by local authorities to be reasonably well and are significantly higher to the total population.



Q.24 How would you rate the following groups in terms of the way each treat members of the Queensland Police Service in general?

c) The Public

BASE: All respondents

Scale: Extremely well = +2
Reasonably well = +1
Average = 0
Poorly = -1
Extremely poorly = -2

	-----AREA-----					
	TOTAL %	BRISBANE %	SOUTH EAST %	FAR NORTH %	FAR WEST %	MID NORTH %
NET WELL.....	31	25	40	32	32	45
Average.....	29	30	33	27	30	22
NET POORLY.....	39	44	27	40	37	32
Don't know.....	1	2	1	1	1	1
Means.....	-0.10	-0.25	0.16	-0.15	-0.06	0.11
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

Nearly 40% of the Queensland population believe the public treat members of the QPS poorly, however, only 27% of the South East region (excluding Brisbane) believe this to be the case. The South East (40%) and Mid North (45%) regional population believe that the public treat members of the QPS well and are significantly higher compared to the Queensland population. Generally just under a third (31%) of the Queensland population believe that the public treat the QPS well.



Q.24 How would you rate the following groups in terms of the way each treat members of the Queensland Police Service in general?

d) The Criminal Justice Commission

BASE: All respondents

Scale: Extremely well = +2
Reasonably well = +1
Average = 0
Poorly = -1
Extremely poorly = -2

	-----AREA-----					
	TOTAL	BRISBANE	SOUTH	FAR	FAR	MID
	%	%	EAST	NORTH	WEST	NORTH
			%	%	%	%
NET WELL.....	26	30	28	19	21	21
Average.....	23	23	19	31	18	19
NET POORLY.....	8	8	9	6	6	10
Don't know.....	44	39	43	43	55	50
Means.....	0.35	0.40	0.43	0.26	0.33	0.18
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

Forty-four percent (44%) did not know how to rate the treatment of members of the QPS by the CJC. Just over a quarter (26%) of the Queensland population considered the CJC treated members of the QPS well. The Brisbane (30%) and South East (28%) region population rated well the treatment of members of the QPS by the CJC higher than any other regions. The CJC is known better in these two regions and would explain the higher rating when compared with level of awareness.



Q.24 How would you rate the following groups in terms of the way each treat members of the Queensland Police Service in general?

e) The Queensland Police Service

BASE: All respondents

Scale: Extremely well = +2
Reasonably well = +1
Average = 0
Poorly = -1
Extremely poorly = -2

	-----AREA-----					
	TOTAL %	BRISBANE %	SOUTH EAST %	FAR NORTH %	FAR WEST %	MID NORTH %
NET WELL.....	55	56	55	50	54	53
Average.....	22	21	23	28	20	19
NET POORLY.....	9	8	6	10	7	13
Don't know.....	15	15	16	11	19	16
Means.....	0.71	0.76	0.74	0.59	0.73	0.60
BASE (Pop. '000s)....	(2037)	(930)	(273)	(278)	(282)	(274)

Generally, over half (55%) of the Queensland population and similarly for each region surveyed believe that members of the QPS are well treated by the QPS. Only 9% of the Queensland population said that the QPS treated members of the police service poorly. Only 15% of the Queensland population said they could not rate the treatment of QPS members by the QPS.





APPENDIX I

QUESTIONNAIRE





Q.3 Of your expectations (Read from Q.1) which would you rank the most important function of the Queensland Police Service, the second most important function?

a) Most Important function [] []

b) Second most important function.. [] []

Q.4 A number of statements have been made about the Queensland Police Service. Could you tell me whether you agree or disagree with these statements.

	AGREE STRONGLY	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	DISAGREE STRONGLY	DON'T KNOW
The police force is understaffed.....	1	2	3	4	5	6
The police are too concerned with revenue raising to catch the big crims..	1	2	3	4	5	6
It is a very tough job.....	1	2	3	4	5	6
The police have a bad image in Qld.....	1	2	3	4	5	6
Police have too much paper work.....	1	2	3	4	5	6
The police are 'out to get you'.....	1	2	3	4	5	6
Most police are honest.....	1	2	3	4	5	6
The public have little respect for the police.....	1	2	3	4	5	6
You will always get corruption in a Police Force.....	1	2	3	4	5	6
The police consider you to be guilty until proven innocent	1	2	3	4	5	6
You wonder what you've done wrong when a police officer approaches you.....	1	2	3	4	5	6

Continued over...



Continued...

Q.4 A number of statements have been made about the Queensland Police Service. Could you tell me whether you agree or disagree with these statements.

	AGREE STRONGLY	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	DISAGREE STRONGLY	DON'T KNOW
The police service has a problem handling Aborigines...	1	2	3	4	5	6
Aborigines tend to be let off more than other groups by the police service.....	1	2	3	4	5	6
The community should work more with the police in crime prevention.....	1	2	3	4	5	6
It would be better to have faster response to calls for assistance even if this means less local police stations.....	1	2	3	4	5	6

Q.5 On a scale of one to ten, where one is very low and ten is very high how would you rate the risk of crime effecting you as an individual?

	VERY LOW	VERY HIGH	DON'T KNOW
Individual risk.....	1 2 3 4 5 6 7 8 9 10 *		

Q.6 On a scale of one to ten, where one is very low and ten is very high how would you rate the current level of crime in (...READ OUT...)

	VERY LOW	VERY HIGH	DON'T KNOW
a) Your neighbourhood...	1 2 3 4 5 6 7 8 9 10 *		
b) Your city (town/area)	1 2 3 4 5 6 7 8 9 10 *		
c) Your state	1 2 3 4 5 6 7 8 9 10 *		



Q.7 How would you rate the level of crime in your neighbourhood compared with the average level of crime in Australia?

Higher.....	1
The same.....	2
Lower.....	3
Don't know.....	4

Q.8 Over the past 12 months would you say crime has increased, decreased or remained the same (...READ OUT...)

	INCREASED	DECREASED	REMAINED THE SAME	DON'T KNOW	
a) As a Risk to you		1	2	3	*
b) In your neigh- bourhood....	1	2	3	*	
c) In your city (town/area).	1	2	3	*	

Q.9 ASK IF INCREASED IN ANY A, B OR C IN Q.8

Why do you think crime is increasing?

(PROBE: ACCEPT MULTIPLES)

Unemployment.....	1
The economy.....	2
Drug related.....	3
Not enough police.....	4
Family breakdown.....	5
Increased divorce.....	6
Lack of parental control.....	7
Lack of respect.....	8
Inadequate laws.....	9
Other (<u>SPECIFY</u>).....	10

Don't know.....	11



Q.10a) What schemes are you aware of that the Queensland Police Service operate in conjunction with members of the community? (UNPROMPTED)

Q.10b) FOR THOSE NOT MENTIONED READ OUT

Which of the following have you heard of ...

		Q.10a UNPROMPTED	Q.10b PROMPTED	Q.10c INVOLVED IN	
				Yes	No
a)	Neighbourhood watch.....	1	1	1	*
b)	Adopt a Cop.....	2	2	1	*
c)	Blue Light Discos.....	3	3	1	*
d)	Crime Stoppers.....	4	4	1	*
e)	Safe House Areas.....	5	5	1	*
f)	Other (<u>SPECIFY</u>).....	6	-	1	*

g)	Don't know/none.....	7	-	-	-

Q.10c) (For those aware of in Q.10a & 10.b) Are you involved in ...

Q.10d) For those aware of but not involved in any of the schemes. Why are you not involved in these schemes?

Not enough time.....	1
Not in my area.....	2
Don't know anything about them.....	3
Never been contacted.....	4
No children.....	5
Risk Of retaliation.....	6
Nosey neighbours.....	7
Don't want anything to do with neighbours.....	8
Other (specify).....	9

Don't know.....	10



Q.11 What actions do you think the Queensland Police Service could take to improve the service they provide in your local community?

(DO NOT PROMPT) (PROBE: ACCEPT MULTIPLES)

Police walking the beat.....	1
Police getting to know the locals.....	2
Police being more understanding.....	3
More interaction with the community....	4
More police being available/greater presence.....	5
Other (<u>SPECIFY</u>).....	6

(Don't know/Can't say).....	7

Q.12 What action can the local community take to assist the police to achieve improvement in their service?

Q.13 How satisfied are you with the service that you receive from your local police service?

Very satisfied.....	1
Satisfied.....	2
Neither satisfied or dissatisfied.....	3
Dissatisfied.....	4
Very dissatisfied.....	5
(Don't know/Can't say).....	6

Q.14 Have you heard of the Fitzgerald Report or Inquiry?

Yes (<u>GO TO Q.15</u>).....	1
No (<u>SKIP TO Q.17</u>).....	2



Q.15 Thinking about the Inquiry, what recommendations are you aware of? (PROBE: ACCEPT MULTIPLES)

Clean up politicians.....	1
Form Criminal Justice Commission (CJC).	2
Review police structure.....	3
Community policing.....	4
Change police culture.....	5
EARC (Electoral & Administration Review Commission).....	6
Review police options.....	7
To make police service more efficient..	8
None.....	9
Other (specify).....	10
<hr/>	
Don't know.....	11

Q.16 What changes are you aware of that have taken place in the Queensland Police Service since the Fitzgerald Inquiry was published? (ACCEPT MULTIPLES)

Get rid of corruption at the top.....	1
Assign a new commissioner.....	2
New education (QUT/Griffith).....	3
Merit based promotions.....	4
High number of resignations/sackings...	5
Police more accountable.....	6
No change yet.....	7
Other (specify).....	8
Don't know.....	9



Q.17 What changes would you like to see take place within the Queensland Police Service? (ACCEPT MULTIPLES)

Better educated police.....	1
More police.....	2
Better public image.....	3
Friendlier police.....	4
More community interaction.....	5
Get rid of corrupt police.....	6
Localised service.....	7
Other (specify).....	8

Q.18 Have you heard of the Criminal Justice Commission?

Yes	1
No.....	2
Don't know.....	3

Q.19 What does the Criminal Justice Commission do?
(ACCEPT MULTIPLES)

Implement Fitzgerald inquiry.....	1
Clean up police service.....	2
Law reform.....	3
Put the corrupt police behind bars.....	4
Review prostitution law.....	5
Investigate gambling.....	6
Investigate corrupt politicians.....	7
Investigate corrupt police.....	8
Don't know/can't say.....	9
Other (specify).....	10



The Criminal Justice Commission is a body which encompasses the entire criminal justice system of the state. Among several of its tasks it initiates reform of the administration of criminal justice, recommend law reform and reforms in law enforcement.

Q.20 Do you believe a body such as the Criminal Justice Commission is necessary to carry out the functions mentioned?

Yes	1
No.....	2
Don't know.....	3

Q.21 How effective do you believe the Criminal Justice Commission has been in carrying out these tasks?

Very effective.....	1
Effective.....	2
Ineffective.....	3
Don't know.....	4

Q.22 Do you believe it is possible for a body such as the Criminal Justice Commission to operate independently of the Government and other legal agencies?

Yes	1
No.....	2
Don't know.....	3

Q.23 How important is it that the Criminal Justice Commission functions as a totally independent body?

Very important.....	1
Important.....	2
Neither important nor unimportant.....	3
Unimportant.....	4
Very unimportant.....	5
Don't know.....	6



Q.24 How would you rate the following groups in terms of the way each treat members of the Queensland Police Service in general?

(PROBE:- Would that be extremely well/poorly)

	EXTREMELY WELL	REASONABLY WELL	AVERAGE	POORLY	EXTREMELY POORLY
a) The State Government.	1	2	3	4	5
b) The local authorities	1	2	3	4	5
c) The public.	1	2	3	4	5
d) The Criminal Justice Commission.	1	2	3	4	5
e) The Queensland Police Services...	1	2	3	4	5

DEMOGRAPHICS

D.1 Age

D.2 Sex

Male..... 1
Female..... 2

D.3 Location

D.4 Family structure

D.5 Telephone Number

D.6 Occupation



