



**CRIMINAL JUSTICE COMMISSION
QUEENSLAND**

**Attitudes Towards
Queensland Police Service
Second Survey**

**Prepared for the Criminal Justice Commission
by Reark Research**

October, 1993



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1.0 EXECUTIVE SUMMARY

This report summarises the findings of a public opinion survey which was conducted by Reark Research for the Criminal Justice Commission (CJC) in July 1993. The survey included questions about public attitudes towards the Queensland Police Service (QPS), public perceptions of crime levels in Queensland, and levels of awareness about the Fitzgerald Inquiry and the CJC. A similar survey was conducted on behalf of the CJC in 1991.

The key findings of the survey are as follows:

PERCEPTION OF CRIME LEVEL

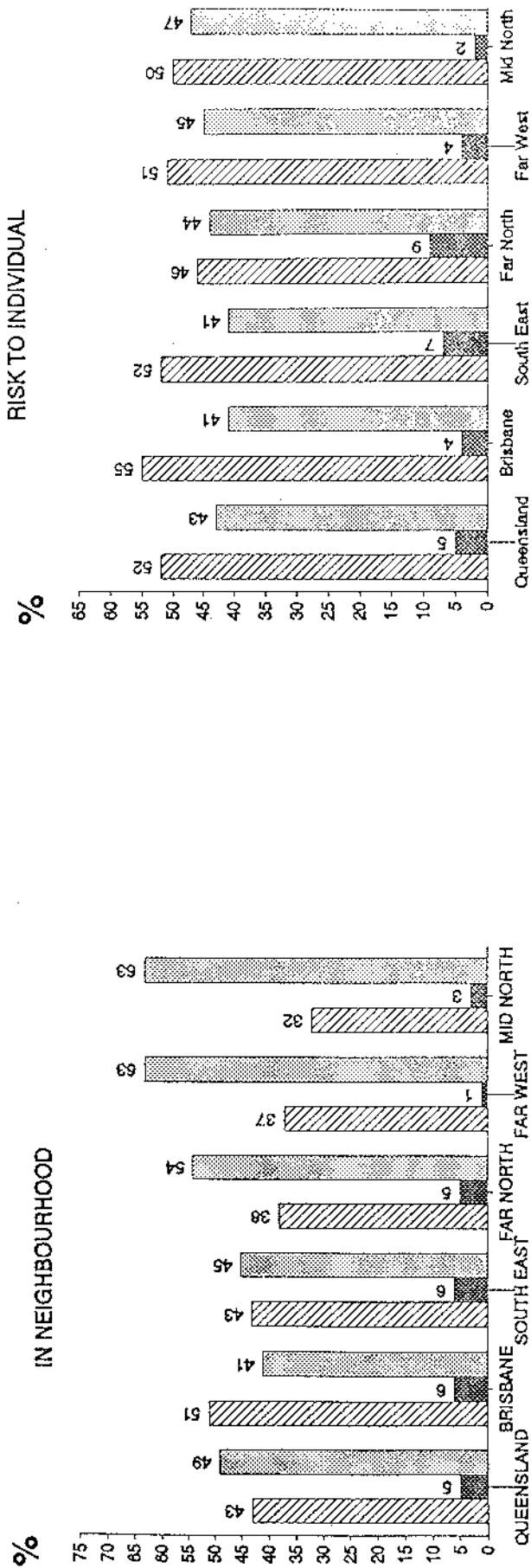
Since 1991, there has been a slight increase in the level of crime which respondents perceive in their neighbourhood, their town/city and the state as a whole. There has also been an increase in the extent to which respondents perceive themselves to be at risk. In 1993, 31% of respondents described the crime risk to themselves as 'high' or 'very high' - up from 23% in 1991.

Overall, 71% of the respondents believe the crime level in their city/town has increased over the past 12 months. The South East (excluding Brisbane) recorded the highest perceived increase, with 82% of those interviewed believing that crime has risen in their city/town over the past 12 months.

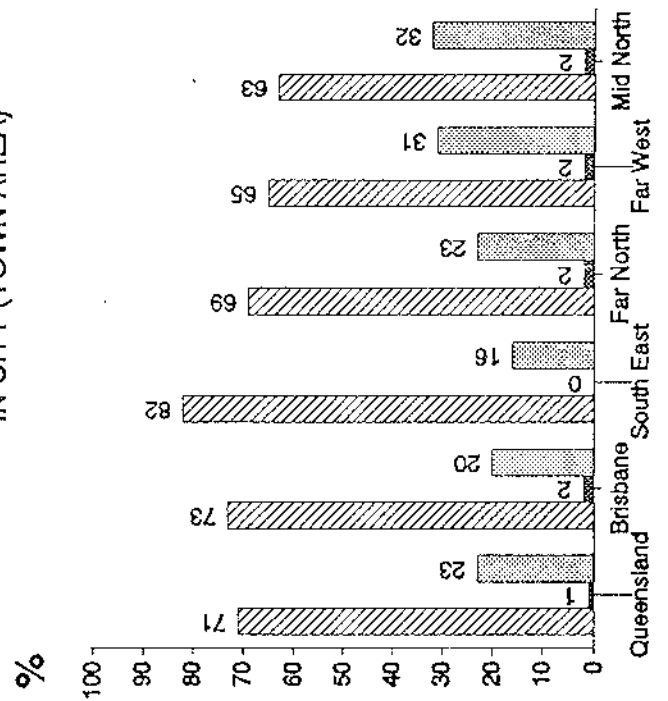
Three-quarters of all respondents believe that the amount of crime in their neighbourhood is less than in Australia as a whole.

Respondents who believed that crime had increased in the past 12 months were asked to identify reasons for this increase. There has been no change in reasons cited since 1991. Reasons outside QPS control were most frequently mentioned;

CRIME INCREASE OVER LAST 12 MONTHS



IN CITY (TOWN AREA)



unemployment (66%) was the most commonly cited reason, followed by 'the economy'. Only 14% believed insufficient police had contributed to the perceived increase in crime.

PUBLIC EXPECTATIONS OF THE QPS

The main services the public expect from the QPS are:

- protection of self and property
- law enforcement.

Forty-six percent of respondents nominated 'protection of people' as one of the services expected of the QPS. These results are similar to those for 1991.

PUBLIC SATISFACTION WITH THE QPS

The public appears reasonably satisfied with the QPS. Fifty-five percent believe the QPS is meeting their expectations well or reasonably well. There has been no shift in this measure since the 1991 survey. Only 16% considered the QPS was not meeting their expectations.

Overall, 76% of the Queensland population were satisfied with the service received from local police. There has been no change in the **level** of satisfaction with local police service since the 1991 survey.

HOW TO IMPROVE THE QPS

The change which the public would most like to see to the QPS is for there to be more police and/or a greater police presence. This factor was identified by 39% of respondents. 'More interaction with the community' and 'police walking the beat' were each identified by 14% of respondents.

QPS MEETING PUBLIC EXPECTATIONS

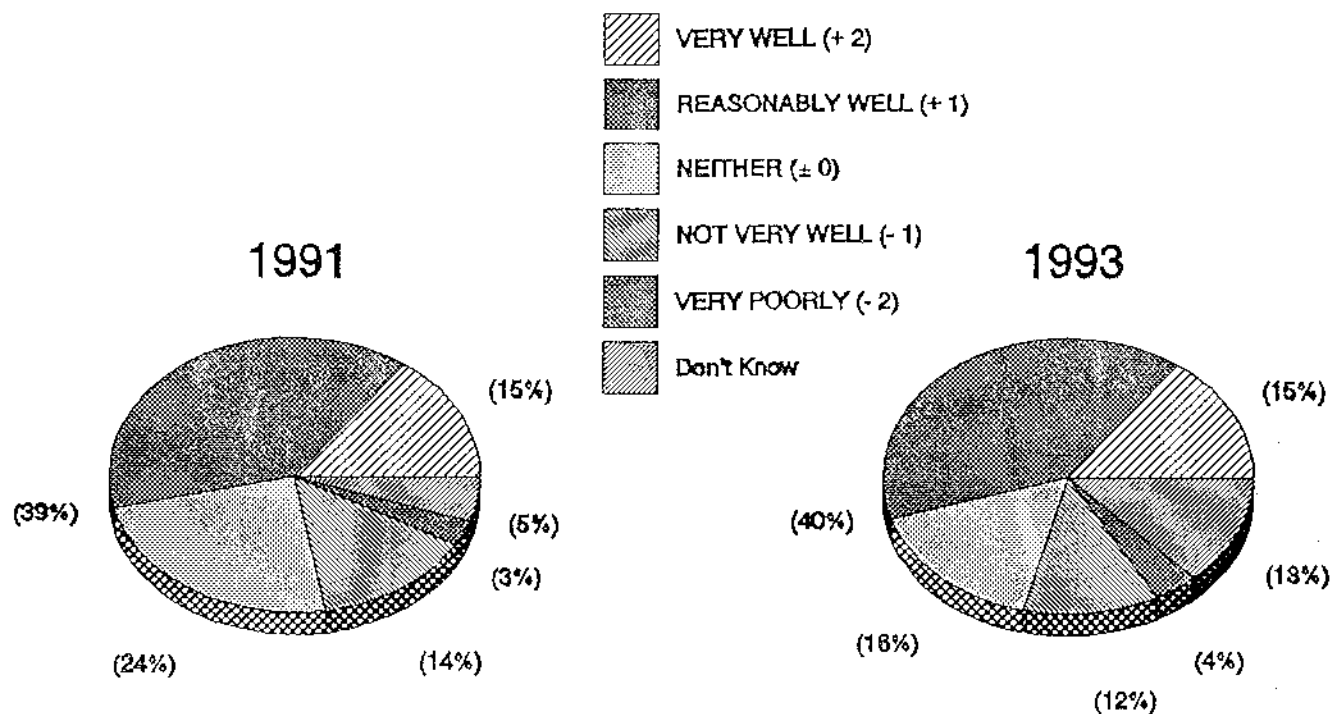


Image of QPS

Eighty-seven percent of respondents believed that 'most police are honest', but virtually an identical proportion also agreed that 'you will always get corruption occurring in a police force'.

Half of the population still considers the police to have a bad image in Queensland. However, there has been some improvement in this indicator since 1991.

The image of the QPS as a 'revenue raiser' is still prevalent. Forty-four percent of the public believe police are more concerned with revenue raising than catching criminals.

COMMUNITY AND POLICE CO-OPERATION

Overall, it appears that the public are sympathetic to the difficulties confronting the police. The majority believe the QPS is understaffed (85%) and that being a police officer is a very tough job (93%).

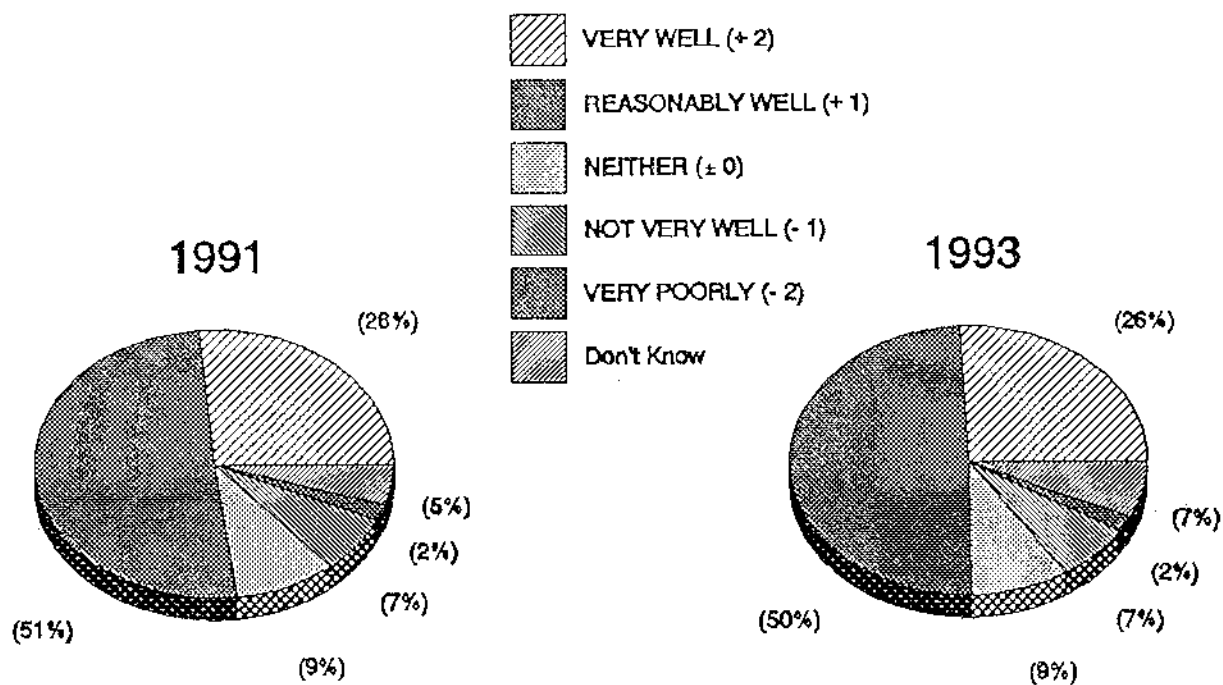
Neighbourhood Watch is clearly the most widely known police-community initiative. Nearly half of the respondents (47%) mentioned Neighbourhood Watch, without prompting, as a service that the police are involved in with the community.

There is very little public awareness of Community Consultative Committees.

TREATMENT OF THE QPS BY COMMUNITY GROUPS

A substantial proportion of the public considers that the treatment of the QPS by other sectors of the community could improve: 30% of respondents believed that the government treats the QPS poorly and 14% considered that the Criminal Justice Commission treats the QPS poorly.

OVERALL SATISFACTION WITH LOCAL POLICE SERVICE



THE FITZGERALD INQUIRY

Ninety-six percent of respondents were aware of the Fitzgerald Inquiry. Despite this high level of awareness, knowledge of the recommendations themselves is relatively low; 65% said they did not know or could not recall any recommendation. Awareness has fallen since the 1991 survey.

KNOWLEDGE OF THE CJC

Most people are aware of the CJC, but knowledge of its role and functions is still limited.

2.0 RESEARCH METHODOLOGY

In July 1993, nine hundred telephone interviews were conducted throughout Queensland. Interviewing commenced on Wednesday 5th and carried through to Monday 12th July with weekday interviews conducted during the evening and weekend interviews during the day.

Sample

A general population sample was randomly selected using the most recent edition of Telecom's CD-ROM White Pages listings. A quota sample was selected within five target regions with a total sample size of 900. The final sample was post-weighted to be representative of the population in each region.

One respondent per household was interviewed. The interviewer asked to speak to whichever person in the household was 18 years or older and whose birthday was nearest to the date of interview. A 50/50 male/female quota was also placed on the sample selection.

The distribution of the general population sample was as follows:

REGION	NUMBER
Brisbane	300
South East (excluding Brisbane)	161
Far West	148
Mid North	151
Far North	140
TOTAL	900

Analysis

The survey results were post-weighted using Australian Bureau of Statistics Census data. For the purpose of analysis, cross tabulations were produced across the following categories:

- Age
- Sex
- Family Status
- Region
- Employment Status

A sample of 900 provides a 95 percent confidence level of ± 3.3 at 50%/50% to ± 1.5 at 95%/5% response levels. For example in a sample of 900 interviews if an observed percentage result is say 50%, there is a 95 in 100 chance that the percentage range 46.7% to 53.3% includes the true response percentage for the entire universe.

A statistical test, T-test, was applied to the 1991 and 1993 results. If the difference between the two sets of results is significant, that is the difference is too large to be due to chance, the significance is noted by the following method;

- *** notes significance at a 99% confidence level
- ** notes significance at a 95% confidence level
- * notes significance at a 90% confidence level.

Rounding

Due to rounding percentages do not always add exactly to 100%.

3.0 SUMMARY OF FINDINGS AND COMPARISON OF RESULTS 1991, 1993

3.1 PERCEPTION OF THE LEVEL OF CRIME IN QUEENSLAND

TABLE 1: Perception of Level of Crime in Queensland**Base: All Respondents**

			SEX		AGE GROUP					
	Total 1991	Total 1993	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 in State .	6.48	6.62	6.22	7.02	6.77	6.48	6.48	6.82	6.34	6.75
Rating of current level of crime in city (town or area) .	6.15	6.33	5.94	6.71	6.77	6.06	6.34	6.45	6.35	6.17
Rating of current level of crime affecting individual	4.66	5.11*	4.93	5.29	5.34	5.06	5.05	4.82	5.75	5.07
Rating of current level of crime in neighbourhood	4.20	4.61	4.29	4.92	4.69	4.64	4.52	4.44	4.42	4.76
BASE (Pop. '000's) .	(2037)	(2142)	(1065)	(1077)	(346)	(482)	(441)	(302)	(124)	(445)

** 90 percent confidence level

SCALE: 1 = Very Low, 10 = Very High

Very Low = 1-2

Low = 3-4

Medium = 5-6

High = 7-8

Very High = 9-10

3.1 PERCEPTION OF THE LEVEL OF CRIME IN QUEENSLAND

To determine the public perception of crime levels in Queensland the respondents were asked to rate the perceived current level of crime to the individual, in their neighbourhood, in their city/town and in the State. The rating was based on a score out of ten where 1 is very low and 10 is very high. The table opposite shows the average score for each category rated. Crime in Queensland and in the respondents' city or town is rated as medium to high. Risk to the individual and neighbourhood crime rates low to medium.

Women perceive the crime level to be higher than do men. There is very little evidence of difference between age groups in perception of crime levels.

There has been a slight increase in the perceived level of crime since 1991 in all of the categories, (to the individual, the neighbourhood, city and State).

TABLE 2: Perceived Risk of Crime to the Individual

CRIME RISK TO THE INDIVIDUAL	Total 1991 %	Total 1993 %	AREA					SEX	
			Brisbane %	South East %	Far North %	Far West %	Mid North %	Male %	Female %
Very low	21	16*	11	14	17	28	22	19	13
Low	21	21	18	21	24	22	24	21	20
Medium	32	31	33	35	25	27	31	31	32
High	19	24**	29	21	23	22	13	22	25
Very high	4	7***	7	7	8	2	8	7	8
Don't know	2	2	2	2	2	-	4	2	2
MEANS	4.66	5.11	5.50	5.09	5.01	4.45	4.60	4.93	5.29
STANDARD DEVIATION	2.31	2.39	2.29	2.33	2.46	2.44	2.44	2.40	2.38
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)	(1065)	(1077)

TABLE 3: Perceived Crime Trend to the Individual in Past 12 Months

CRIME LEVEL IN PAST 12 MONTHS	Total 1991 %	Total 1993 %	AREA					SEX	
			Brisbane %	South East %	Far North %	Far West %	Mid North %	Male %	Female %
Increased	49	52	55	52	46	51	50	47	57
Remained the same	47	43*	41	41	44	45	47	45	40
Decreased	3	5**	4	7	9	4	2	7	3
Don't know	1	1	1	1	2	-	1	1	1
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)	(1065)	(1077)

* 90 percent confidence level

** 95 percent confidence level

*** 99 percent confidence level

3.1.1 Risk of Crime to the Individual

The level of risk of crime affecting the individual was rated low to very low by 37 percent of the population, medium by 31 percent and high to very high by 31 percent. These ratings have all increased slightly since 1991. These results show Brisbane and the South-East regions again recorded the highest perceived risk areas for the individual.

A comparison of means shows women recorded a slightly higher level of perceived individual risk than men (medium 32%, high 25%) and persons over fifty-five years of age (medium 40%, high 38%) believe the risk to the individual is higher than the population average.

As in the previous 1991 survey around half the population (52%) said crime, as a risk to themselves, has increased over the past 12 months.

Significantly more women than men (57%) believe individual crime has increased as do the 35-44 (62%) year age group.

TABLE 4: Perceived Level of Crime in the Neighbourhood

CRIME LEVEL IN THE NEIGHBOURHOOD	Total 1991 %	Total 1993 %	AREA					SEX	
			Brisbane %	South East %	Far North %	Far West %	Mid North %	Male %	Female %
Very low	27	25	15	24	28	41	41	30	21
Low	30	25*	25	20	30	30	20	26	23
Medium	22	24	29	25	21	13	23	21	26
High	15	17	21	22	14	14	10	15	19
Very high	4	8**	11	7	5	2	7	6	10
Don't Know	2	1	1	2	1	-	-	1	1
MEANS	4.20	4.61	5.20	4.88	4.22	3.52	3.85	4.29	4.92
STANDARD DEVIATION	2.36	2.52	2.44	2.50	2.43	2.33	2.49	2.47	2.54
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)	(1065)	(1077)

TABLE 5: Perceived Crime Trend in the Neighbourhood in Past 12 Months

TREND	Total 1991 %	Total 1993 %	AREA					SEX	
			Brisbane %	South East %	Far North %	Far West %	Mid North %	Male %	Female %
Increased	39	43*	51	42	38	37	32	42	44
Remained the same	54	49**	41	45	54	63	63	50	49
Decreased	4	5	6	6	5	1	3	5	5
Don't know	3	3	2	6	3	-	2	3	2
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)	(1065)	(1077)

* 90 percent confidence level

** 95 percent confidence level

*** 99 percent confidence level

3.1.2 Level of Neighbourhood Crime

On a ten point scale, the level of neighbourhood crime was rated low to very low by half (50%) of the Queensland public. This represents a decrease of seven percent since the survey in 1991. On a regional basis the Far West (71%) and Mid North (61%) regions have the lowest perceived neighbourhood crime levels. Although only slight, there is a perceived increase in the very high to high rating of crime in all regions since 1991.

One third of the Brisbane public rated neighbourhood crime to be high (21%) or very high (11%), an overall increase of six percent from 1991. The South East region also recorded a significant increase in the percentage of respondents perceiving the level of neighbourhood crime to be high, 16 percent in 1991 to 29 percent in 1993.

When asked whether the level of crime had increased or decreased over the past 12 months, 43 percent said that it had increased, 49 percent believed it had stayed the same and 5 percent said there had been a decrease.

Queensland residents in areas outside the South East corner were more likely to believe crime in their neighbourhood had remained the same.

TABLE 6: Perceived Neighbourhood Crime Compared with Crime in Australia

RESPONSE	Total 1991 %	Total 1993 %	AREA					SEX	
			Brisbane %	South East %	Far North %	Far West %	Mid North %	Male %	Female %
Lower	77	73	69	60	75	88	84	71	75
The same	14	17	20	23	16	7	9	18	15
Higher	7	8	8	15	6	4	5	7	9
Don't know	2	2	3	2	3	1	2	4	1
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)	(1065)	(1077)

Most respondents believe crime in their neighbourhood is lower than overall crime in Australia.

Respondents in South East Queensland were more likely than those in other areas to rate their neighbourhood crime higher than Australia overall (15 percent compared to the survey average of 8 percent).

TABLE 7: Perceived Level of Crime in Respondents' City or Town**Base: All Respondents**

CRIME LEVEL IN CITY/TOWN	Total 1991 %	Total 1993 %	AREA					SEX	
			Brisbane %	South East %	Far North %	Far West %	Mid North %	Male %	Female %
Very low	6	4	2	3	2	8	9	5	2
Low	14	16	8	7	24	31	23	19	12
Medium	31	30	33	31	19	27	32	34	26
High	35	33	37	32	36	25	26	30	35
Very high	12	15	16	25	15	6	10	11	20
Don't know	2	3	3	3	3	3	1	2	4
MEANS	6.15	6.33	6.71	6.93	6.30	5.28	5.55	5.94	6.71
STANDARD DEVIATION	2.17	2.17	1.97	2.02	2.18	2.21	2.30	2.09	2.17
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)	(1065)	(1077)

TABLE 8: Perceived Crime Trend in the City/Town in Past 12 Months**Base: All Respondents**

TREND IN CITY	Total 1991 %	Total 1993 %	AREA					SEX	
			Brisbane %	SOUTH EAST %	Far North %	Far West %	Mid North %	Male %	Female %
Increased	68	71	73	82	69	65	63	67	75
Remained the same	27	23	20	16	23	31	32	27	19
Decreased	2	1	2	-	2	2	2	2	1
Don't know	3	4	5	1	6	3	3	4	4
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)	(1065)	(1077)

90 percent confidence level

3.1.3 Level of City Crime

The majority of respondents rated crime in their city or town as medium or high.

Respondents in the South East region again rated crime in their area higher than those respondents in other areas; 32 percent rated crime as high and 25 percent as very high. The lowest ratings for level of crime in a city or town were in the Mid North and Far West regions.

Fifty-five percent of women rated crime in their city as high to very high and 51 percent of pensioners rated the level as high or very high. It appears the more 'vulnerable' the respondents feel, the higher they perceive the level of crime in their city or town.

TABLE 9: Perceived Level of Crime in Queensland

Base: All Respondents

CRIME LEVEL IN QUEENSLAND	Total 1991 %	Total 1993 %	AREA					SEX	
			Brisbane %	South East %	Far North %	Far West %	Mid North %	Male %	Female %
Very low	2	4 ^{**}	3	2	-	1	-	2	1
Low	10	9	11	11	7	3	6	14	4
Medium	34	35	40	34	25	35	32	39	31
High	35	34 ^{***}	28	35	41	41	40	28	41
Very high	12	16 ^{**}	14	14	21	16	17	12	19
Don't know	6	4	4	4	6	4	4	4	5
MEANS	6.48	6.62	6.33	6.55	7.12	6.86	6.93	6.22	7.02
STANDARD DEVIATION	1.88	1.87	1.95	1.85	1.79	1.64	1.78	1.89	1.77
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)	(1065)	(1077)

** 95 percent confidence level

*** 99 percent confidence level

3.1.4 Level of Crime In Queensland

Half of the respondents (50%) believe the level of crime in Queensland is high or very high while 11 percent believe it to be low.

Sixty percent of women believe the level of crime in Queensland is high or very high compared to only 40 percent of males.

Some regional differences are evident in the perception of crime levels in Queensland. For example, a higher proportion of respondents from the Far West (67%) rated the level of crime as high or very high, compared to 42 percent of respondents from the Brisbane area. Conversely over half (54%) of the Brisbane respondents rated the level of crime as medium to very low, compared to only 32 percent of those from the Far North.

TABLE 10: Reason for Perceived Increase in Crime in Past 12 Months**Base: Increase in crime mentioned (Multiples Accepted)**

REASONS FOR INCREASE IN CRIME*	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Unemployment	55	61 ^{...}	62	65	55	60	61
The economy	25	22	25	18	13	25	23
Drug related	15	10 ^{...}	10	13	11	9	8
Not enough police	15	14	16	18	14	7	6
Lack of parental control	14	16	19	12	12	15	11
Lack of respect	9	7	7	6	5	8	12
Family breakdown	7	7	8	6	6	8	6
Inadequate laws	5	6	6	6	5	8	1
Effect of TV and movies	-	5	6	3	7	3	4
Other	35	28 ^{...}	27	29	31	26	28
Don't know	1	-	1	1	-	3	1
BASE (Pop. '000's)	(1570)	(1679)	(763)	(266)	(223)	(219)	(207)

♦ Note Multiple Responses

*** 99 percent confidence level

3.1.5 Reasons for Perception that Crime is Increasing

Respondents who believed that crime had increased in the past 12 months were asked to identify the reasons for the increase.

There has been no change in the reasons cited since 1991. Reasons outside QPS control were again most frequently mentioned. Unemployment (61%) was the most commonly cited reason given for the perceived increase in crime, followed by the economy (22%).

Insufficient police was believed to be a factor influencing the increase of crime by 14 percent of the population. A significantly higher proportion of the 18-24 year group (21%) and the unemployed (29%) cited not enough police as a reason for an increase in crime.

The older age groups consider a lack of parental control to be a significant reason along with the effect of TV and movies.

3.2 PERCEPTION OF THE QPS

TABLE 11: Services Expected from the QPS**Base: All respondents**

SERVICES*	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Protection of people	44	33***	41	34	17	24	31
Law and order	35	25***	11	21	19	20	17
Protection of property	22	7***	8	4	10	4	10
Provide a safe community ..	21	6***	3	8	5	11	18
Traffic enforcement	19	3***	1	3	5	5	4
Making us feel safe	15	7***	9	6	8	6	4
Catch crooks	13	4***	4	8	4	3	3
Provide road safety measures	10	1***	1	1	1	2	-
Keep the peace	5	2***	2	2	4	4	1
Provide advice on road safety	4	-	1	-	-	-	-
Provide advice on personal security	3	1***	1	-	1	-	-
Prevent crime	-	7	6	4	11	6	7
Other	20	9	10	5	12	11	8
Don't know	3	3	2	2	4	5	5
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

♦ Note Multiple Responses

*** 99 Percent confidence

TABLE 12: Most Important Service Expected from the QPS

Service	MOST IMPORTANT SERVICE	
	1st mentioned	2nd mentioned
Protection of people	33%	10%
Law and order	16%	7%
Prevent crime	8%	4%
Provide a safe community	7%	4%

3.2.1 Services Expected from QPS

In order to determine the expectations the general public has of the QPS, respondents were asked what services they expected to be provided by the police.

Overall protection of people was the first mentioned service expected of police (33%) followed by law and order (15%). These results are nearly identical to those achieved in 1991. It is of interest that in the current survey seven percent first nominated prevent crime while in total 14 percent nominated prevent crime. Although not measured in 1991 it may be the case that prevent crime was an issue captured in other response categories in 1991.

Of all the first-mentioned services expected of police, the majority (61%) were related to issues of protection and prevention of crime. A lower proportion first mentioned law and order in 1993 (15 percent compared to 35 percent in 1991).

Women were more likely to say making us feel safe (19%) than men (9%). A significantly higher proportion of 18-24 year-old respondents saw protection of people as an expected service (41%).

3.2.2 Most Important Service

Respondents were asked to identify their first and second most important functions expected of the QPS. The most important issues to emerge were protection of people (43%) and law and order (23%).

TABLE 13: Level of Service Meeting Expectations**Base: Mentioned at least one service**

LEVEL RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Net well	54	55	52	52	61	63	54
Adequate	24	24	22	32	19	22	29
Net poorly	17	16	21	12	14	9	11
Don't know	4	6	5	4	7	7	6
MEANS	0.50	0.53	0.41	0.50	0.68	0.78	0.60
BASE (Pop. '000's)	(1775)	(2077)	(956)	(310)	(292)	(296)	(288)

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

3.2.3 Services versus Expectations

After respondents had identified their expectations of the police, they were asked how well the police are actually meeting these expectations.

Over half of the Queensland public (55%) believe the QPS is meeting their expectations. Fifteen percent said that performance of the QPS was meeting their expectations very well and 40 percent said the QPS met their expectations reasonably well.

There has been no shift in this measure of performance since the previous survey.

There is a significant difference between the responses when analysed by age. The younger members of the public are less likely to consider that their expectations are being met than older respondents.

Nearly two thirds of women (62%) believe the QPS is meeting their expectations well compared to just under half (48%) the men surveyed.

TABLE 14: Overall Level of Satisfaction from Local Police Service

Base: All Respondents

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Net satisfied	76	76	69	79	67	86	87
Neither satisfied or dissatisfied	10	9	9	8	18	7	3
Net dissatisfied	9	9	11	8	8	4	5
Don't know	5	7	11	5	7	4	3
MEANS	0.96	0.97	0.86	0.96	0.80	1.25	1.23
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

SCALE:

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

3.2.4 Overall Level of Satisfaction

Respondents were asked to rate their level of satisfaction with the service they receive from their local police. Just over *three-quarters* (76%) of the Queensland population are satisfied with the service provided. The level of satisfaction is slightly lower in Brisbane (69%) and the Far North (67%) than in other regions surveyed.

Nineteen percent of 18-24 year-old respondents were dissatisfied with the level of service received. Conversely, respondents aged over 55 years are significantly more satisfied. Thirty-eight percent of this group are *very satisfied* with the police service.

There has been no change in the level of satisfaction with the local police service since the 1991 survey.

3.3 QPS AND THE COMMUNITY

TABLE 15: Schemes QPS Operate in Conjunction with the Community (Unprompted)

UNPROMPTED RESPONSES	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Neighbourhood Watch	39	47--	50	55	40	37	48
Adopt a Cop	12	12	10	8	12	16	22
Blue Light Discos	15	14	15	18	13	8	16
Safety Houses	13	10--	12	7	5	7	10
Crime Stoppers	4	5	2	7	8	6	6
Community Consultative Committee	-	2	3	1	-	1	2
Education program in school/Stranger Danger	-	4	6	2	2	3	2
Police Boys Club/Police Youth Club/PCYC	-	23	21	22	28	23	21
Operation NOAH/Drug operation/Drug phone in	-	3	2	4	3	5	2
Juvenile Aid Bureau	-	1	1	1	1	-	-
Police stations in malls/shopping centres	-	1	1	1	2	-	1
Other	36	9	7	12	8	14	9
None of these	6	4	3	6	8	5	3
Don't know	17	17	19	11	17	18	15
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

(Total Prompted and Unprompted)

TOTAL RESPONSES	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Neighbourhood Watch	97	98	98	10	96	98	99
Blue Light Discos	89	89	87	94	86	92	94
Safety Houses	89	84--	82	83	86	91	87
Crime Stoppers	73	88--	84	92	90	90	90
Adopt a Cop	63	68--	60	64	68	78	86
Community Consultative Committee	n/a	10	10	8	6	12	16
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

♦ Note Multiple Responses

* 90 percent confidence level

-- 95 percent confidence level

*** 99 percent confidence level

3.3 QPS AND THE COMMUNITY

Increased community involvement with policing is a recommendation of the Fitzgerald Inquiry. In order to gauge public reaction to this recommendation, respondents were asked about their awareness of existing community campaigns and their level of interest in these schemes.

Without prompting, nearly half the Queensland population (47%) mentioned Neighbourhood Watch as a service that police are involved in with the community. Blue Light Discos were mentioned without prompting by 14 per cent of the population and Adopt a Cop was a scheme mentioned by 12 percent. The Adopt a Cop scheme was better known in areas outside the Brisbane and South East Queensland region.

The lowest level of awareness among existing community campaigns is the Community Consultative Committees. The particular areas where these have been implemented were isolated for analysis. The level of awareness in these areas was found to be the same as awareness among the total population.

Other schemes mentioned without prompting were:

• Police Youth Clubs/Groups	23%
• Stranger Danger	4%
• Operation Noah	3%
• Police Stations in malls/shopping centres	1%
• Juvenile Aid/Counselling	1%

Where respondents were not specifically aware of a service they were asked if they had heard of the service. Total awareness (prompted and unprompted) was high for all schemes prompted with the exception of the Community Consultative Committee. It should be noted that the Community Consultative Committee were not in place in 1991.

3.4 HOW TO IMPROVE THE QPS

TABLE 16: Changes the Public Would Like to See Take Place Within the QPS

Base: All Respondents

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
More police	36	39	43	36	43	30	35
Better public image	11	9	9	8	6	14	4
Get rid of corrupt police	11	9	11	10	2	7	7
More community interaction ..	9	15***	16	17	11	20	13
Friendlier police	8	7	7	9	6	7	5
Better educated police	7	5	5	9	5	8	3
Localised service	4	5*	5	8	4	7	2
Other	39	12	13	9	12	16	9
Don't know	20	19	18	22	17	14	28
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

- ♦ Note Multiple Responses
- * 90 percent confidence level
- *** 99 percent confidence level

3.4.1 Changes Required

The public was asked what changes they would like to see take place within the QPS. Although insufficient police was not the most frequent reason given for an increase in crime, more police was undisputed as the main change required by the public (39%).

In the Brisbane and the Far North regions, 43 percent of the public believe more police would improve the QPS.

Image is obviously a concern, 8 percent want the police to have a better image, 7 percent want them to be friendlier and 8 percent would like corrupt police to be removed.

More community interaction (15%) together with a more localised service (5%) were additional changes required that would assist in improving the QPS image.

Other suggestions included:

- Better educated police 5%
- Take police from the desks 5%
- Concentrate on big criminals 2%
- More interaction with youth 2%
- Better PR, social training 2%

Very few respondents (2%) cited a need for police to be given more power.

Younger people (18-24 years) would like to see friendlier police (14%) and better educated police (9%). A large proportion of women wanted more police; 42 percent compared to 35 percent of males.

TABLE 17: Actions QPS Could Take

Base: All Respondents

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
More police being available/greater presence	48	39**	41	51	37	31	31
More interaction with the community	19	14***	15	16	13	16	9
Police walking the beat	13	14	15	18	9	11	13
Police getting to know the locals	8	5***	7	3	5	5	2
Police being more understanding	5	2***	2	1	3	2	1
Doing a good job in my area/satisfied	4	9***	4	10	9	14	17
Attend to request for help quickly	3	5***	8	4	4	3	3
24 hour police station/on duty all night	3	5**	6	4	5	5	5
Improve community image/profile/more PR	3	6***	8	8	7	3	5
More courteous/friendly	n/a	5	6	2	6	5	3
More Neighbourhood Watch etc.	n/a	4	3	6	2	7	1
More car patrols	n/a	15	15	16	20	12	9
Don't know	16	15	15	9	18	13	21
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

n/a - were mentioned in 1991, actual percentages not available.

- ♦ Note Multiple Responses
- ** 95 percent confidence level
- *** 99 percent confidence level

3.4.2 Actions QPS Could Take

At a general level the actions QPS could take to improve its service to the community were collectively issues relating to visibility and greater community interaction.

More availability and greater presence (39%) and police walking the beat (14%) were high priorities of the public. More interaction with the community (14%) and police getting to know the locals (5%) were also actions respondents believe would improve the QPS service to the community.

There was no significant difference between the 1991 and 1993 findings. 18-24 year olds (22%) were more likely to believe interaction with the community would improve the QPS. A larger proportion of middle and upper income white collar workers considered that police walking the beat would assist to improve the service.

Other suggestions included:

- | | |
|--|----|
| • Get kids off the streets/youth education | 4% |
| • Less paperwork/employ clerical staff | 3% |
| • More attention to crime rather than small offenders | 2% |
| • More publicity of schemes/run seminars etc. | 2% |
| • More power and authority/less political influence | 1% |
| • More finance available/increase funding | 1% |
| • Better follow up/more attentive | 1% |
| • Better trained/increased training/supervise younger police | 1% |
| • Need local station | 1% |

TABLE 18: Actions Local Community Could Take to Assist the QPS

Base: All Respondents

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Reporting crime/report suspicious/ criminal activities to police	31	28	29	23	28	25	31
Become involved in schemes/eg. Neighbourhood Watch/Safety House .	19	21	18	28	17	28	20
Be more aware of what's happening around you/keep an eye out	18	24**	25	25	22	23	18
Help the police/assist with their work/provide police with information ..	13	16*	14	19	16	20	14
Be more co-operative with police/support police in their efforts ..	12	21**	17	24	22	28	26
Don't be frightened to help police/don't turn a blind eye	8	6*	7	2	5	9	3
Help improve police image - better Pr/don't see them as the enemy or pigs	8	5**	6	5	4	6	2
Be more courteous or polite towards police/show more respect	7	4**	3	5	1	7	4
Ensuring that property and possessions are safe/secure lock up house	5	4	4	1	7	2	2
Be more law abiding and responsible citizens	4	4	3	4	4	9	3
Get to know local police on first name basis so as to build trust	4	2**	2	1	2	2	3
Regular meetings between community and members of police force	4	4	3	6	7	3	2
Parents should look after their children and discipline them	4	3	3	2	2	6	1
Help to build better rapport between youths and police eg. Police Youth Clubs	4	2*	1	2	3	4	1
Don't know	7	14	15	13	16	9	15
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

* Note Multiple Responses

** 95 percent confidence level

* 90 percent confidence level

*** 99 percent confidence level

3.4.3 Actions Local Community Could Take

Respondents were asked what they thought the local community could do to assist the police.

Only one person believed the community should not get involved while 14 percent were unable to suggest any actions that could be taken by the local community.

The remainder of the population were positive in their response believing the public could become more active in reporting criminal activities (28%) and be more aware of what is happening (24%).

Other activities identified by respondents included being more co-operative and improving their own attitude towards the police. Although 21 percent mentioned becoming involved with schemes such as Neighbourhood Watch, few (4%) thought of other preventative actions such as securing property.

The overall response was positive. Other suggestions included:

- Allowing community to assist with patrols
in parks/schools/bus stops 5%
- Education programs/Learn more about the
police and their jobs 2%
- Petitions/letters/opinions directed towards
MPs to improve service 2%
- More funds for police/fund raising activities 1%
- More communication/let police know community
supports them 1%

3.5 IMAGE OF QPS

TABLE 19: Level of Agreement with Image Statement

Base: All Respondents

RESPONSE	Total 1991	Total 1993	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	0.13	0.17	0.18	0.21	-0.01	-
The police have a bad image in Qld	0.47	0.17--	0.24	0.23	0.26	0.02	-0.07
Most police are honest	1.05	1.04--	0.98	1.13	1.11	1.17	0.95
You will always get corruption in a police service	1.03	0.99	1.04	1.04	0.84	0.99	0.94
ROLE:							
The police service is understaffed	1.30	1.28	1.30	1.40	1.31	1.17	1.15
It is a very tough job	1.49	1.44	1.37	1.51	1.48	1.46	1.50
Police have too much paperwork	1.10	1.00	0.96	1.22	0.88	0.95	1.06
The police are out to get you	-0.97	-0.98--	-0.96	-1.04	-0.99	-1.02	-0.91
It would be better to have faster response to calls for assistance even if this means less local police stations	0.32	0.41	0.60	0.45	0.13	0.20	0.21
POLICE AND PUBLIC:							
The public have little respect for the police	0.34	0.09--	0.12	-0.04	0.06	0.12	0.15
The police consider you to be guilty until proven innocent	0.23	0.19	0.22	0.11	0.23	0.24	0.09
You wonder what you've done wrong when a police officer approaches you	0.56	0.47	0.56	0.28	0.41	0.47	0.45
The community should work more with the police in crime prevention	1.53	1.40	1.36	1.39	1.43	1.49	1.43
POLICE AND ABORIGINES:							
The police service has a problem handling Aborigines	0.97	0.81	0.81	0.64	0.99	0.85	0.80
Aborigines tend to be let off more than other groups by the police service	0.09	0.24-	0.08	-0.08	0.64	0.67	0.21
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

SCALE: Agree Strongly = +2

Agree = +1

Neither = 0

Disagree = -1

Disagree Strongly = -2

* 90 percent confidence level

** 95 percent confidence level

*** 99 percent confidence level

TABLE 20: Level of Agreement with Image Statement**Base: All Respondents**

RESPONSE	AGREE STRONGLY %	AGREE %	NEITHER %	DISAGREE %	DISAGREE STRONGLY %	DON'T KNOW %
IMAGE:						
The police are too concerned with revenue raising to catch the big crims	16	28	7	36	5	8
The police have a bad image in Qld .	13	37	6	39	3	3
Most police are honest	22	65	4	5	1	3
You will always get corruption in a police service	19	67	2	8	1	3
ROLE:						
The police service is understaffed . .	45	40	2	7	1	4
It is a very tough job	56	37	1	5	1	1
Police have too much paperwork . . .	21	45	5	8	-	21
The police are out to get you	2	8	4	62	23	1
It would be better to have faster response to calls for assistance even if this means less local police stations	14	44	6	25	4	6
POLICE AND PUBLIC:						
The public have little respect for the police	12	33	7	41	4	3
The police consider you to be guilty until proven innocent	9	38	9	32	3	8
You wonder what you've done wrong when a police officer approaches you	15	51	2	27	3	2
The community should work more with the police in crime prevention . .	46	51	1	2	-	-
POLICE AND ABORIGINES:						
The police service has a problem handling Aborigines	22	50	5	14	2	8
Aborigines tend to be let off more than other groups by the police service	17	27	5	32	4	15
BASE (Pop. '000's)	(2037)	(2147)	(956)	(310)	(292)	(296)

3.5.1 Agreement with Image Statement

In the 1991 qualitative research a number of statements were made about the QPS. The follow up quantitative survey measured these statements in order to determine extent of population agreement. These statements were re-measured in this current survey.

The findings show the public has mixed opinions about the QPS. The majority believe most police are honest (87%) but they also believe you will always get some corruption in the police force (86%). Half of the population (50%) believe the police have a bad image in Queensland.

Despite these image problems the public generally believe the police have a tough job (93%), that they are understaffed (85%) and have too much paperwork (66%). Nearly all respondents (97%) believe the community should work more with the police in crime prevention.

Nevertheless, the lack of working together is possibly reflected in the finding that 66 percent of respondents said they wonder what they have done wrong when approached by a policeman, while 45 percent believe the public have little respect for the police.

There was surprisingly little difference in attitudes between age or sex. The 18-24 year old group disagreed more with the statement that 'police are more concerned with revenue raising than catching criminals' but they agree more strongly that 'the public has little respect for the police'. Women are also more likely to agree that this latter statement is true.

There is wide agreement that the police have trouble handling Aborigines and the agreement with this statement is strongest in the Far North.

TABLE 21: State Government Treatment of QPS**Base: All Respondents**

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Net well	37	30*	33	28	29	25	26
Average	33	41**	40	43	38	35	49
Net poorly	20	21	18	23	24	25	19
Don't know	9	9	10	5	9	14	7
MEANS	0.21	0.11	0.18	0.04	0.09	-0.02	0.09
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

TABLE 22: The Local Authorities' Treatment of QPS**Base: All Respondents**

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Net well	51	47*	38	47	54	68	47
Average	29	32	36	31	32	15	38
Net poorly	8	6*	7	8	3	4	7
Don't know	13	15	19	14	11	12	8
MEANS	0.56	0.55	0.43	0.54	0.71	0.84	0.51
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

SCALE: Extremely Well = +2

Reasonably Well = +1

Average = 0

Poorly = -1

Extremely Poorly = -2

* 90 percent confidence level

** 99 percent confidence level

3.5.2 Treatment of the QPS

State Government

Just under a third (30%) of the Queensland population consider that the State Government treats members of the QPS well. Overall, twenty-one percent of the Queensland population consider that members of the QPS are treated poorly by the State Government. The Far North and Far West regions were more likely to consider that the State Government treats the QPS poorly.

Local authorities

Just under half (47%) the Queensland population consider that their local authorities treat members of the QPS well, but, a significantly lower proportion of Brisbane residents surveyed believe local authorities treat the QPS well (38%). Only 13 percent of the Queensland population said they could not rate the treatment of members of the QPS by local authorities.

TABLE 23: The Criminal Justice Commission Treatment of QPS**Base: All Respondents**

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Net well	26	22*	27	22	13	17	17
Average	23	27*	28	25	26	23	28
Net poorly	8	14***	13	14	9	18	16
Don't know	38	38	32	38	52	42	39
MEANS	0.35	0.13	0.22	0.13	0.08	-0.02	0.02
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

TABLE 24: The QPS Treatment of their own Officers**Base: All Respondents**

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Net well	55	52	52	53	47	52	52
Average	22	23	25	17	25	20	27
Net poorly	9	8	9	11	6	6	7
Don't know	15	17	14	19	22	22	14
MEANS	0.71	0.67	0.68	0.64	0.70	0.67	0.65
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

SCALE: Extremely Well = +2
 Reasonably Well = +1
 Average = 0
 Poorly = -1
 Extremely Poorly = -2

* 90 percent confidence level
 ** 95 percent confidence level
 *** 99 percent confidence level

Criminal Justice Commission

Forty-four percent did not know how to rate the treatment of members of the QPS by the CJC. Just under a quarter (22%) of the Queensland population considered that the CJC treated members of the QPS well. The Brisbane (27%) and South East (22%) region population rated the treatment of members of the QPS by the CJC as well more frequently than did other regions.

QPS

Generally, just over half (52%) of the Queensland population believe that members of the QPS are treated well by the QPS. Only eight percent of the Queensland population said that the QPS treated members of the Police Service poorly. Seventeen percent of the Queensland population said they could not rate the treatment of QPS members by the QPS.

TABLE 25: Community Treatment of QPS - the Public

Base: All Respondents

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Net well	31	31	24	33	34	41	38
Average	29	35 ^{***}	37	38	39	26	31
Net poorly	39	32 ^{***}	35	28	25	30	32
Don't know	1	2	4	1	2	3	-
MEANS	-0.10	-0.03	-0.16	0.04	0.11	0.10	0.08
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

SCALE: Extremely Well = +2
 Reasonably Well = +1
 Average = 0
 Poorly = -1
 Extremely Poorly = -2

*** 99 percent confidence level

The Public

Around one third (31%) of those surveyed believe the Queensland public treat the QPS well. Approximately the same proportion consider that the public treats the QPS poorly (32%).

A significantly higher proportion of 18-24 year olds (45%) and of 25 to 34 year olds (43%) said the QPS was treated poorly by the public.

3.6 THE FITZGERALD INQUIRY

TABLE 26: Awareness of the Fitzgerald Inquiry**Base: All Respondents**

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Yes	98	96*	95	96	95	96	99
No	2	4*	5	4	5	4	1
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

TABLE 27: Awareness of Recommendations from the Fitzgerald Inquiry**Base: Aware of Fitzgerald Inquiry**

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Review police structure	11	9	8	11	7	7	9
Clean up politicians	9	8	9	11	4	7	7
To make police service more efficient	5	5	5	8	5	4	4
Form Criminal Justice Commission (CJC)	4	7***	10	9	3	4	5
EARC (Electoral & Administration Review Commission)	3	1***	2	2	1	-	1
Change police culture	2	4**	4	7	4	2	2
Review police options	2	1*	1	1	-	2	1
Other	16	5	6	6	5	1	3
None/don't know	61	65	60	59	73	72	75
BASE (Pop. '000's)	(1993)	(2053)	(908)	(298)	(278)	(285)	(285)

* Note Multiple Responses

* 90 percent confidence level

** 95 percent confidence level

*** 99 percent confidence level

3.6.1 Awareness of Fitzgerald Inquiry

Although level of awareness about the Fitzgerald Inquiry is high, with regard to the actual Inquiry, 65 percent of the Queensland population said they were not aware of any recommendations. Awareness of recommendations was much lower in regions outside South East Queensland.

Age and occupational status appear to be significant factors in who can identify Fitzgerald Inquiry recommendations; upper income white collar workers were more likely to be able to identify recommendations. By comparison 86 percent of 18-24 years could not identify any.

TABLE 28: Awareness of Changes Taken Place in the QPS Since the Fitzgerald Inquiry

Base: Aware of Fitzgerald Inquiry

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
No change yet	17	12**	10	9	16	18	10
Assign a new commissioner ..	16	15	18	19	11	11	12
Get rid of corruption at the top ..	15	19**	19	25	12	19	20
High number of resignations/sackings	12	11	9	17	12	10	13
New education (QUT/Griffith) ..	3	3	4	2	1	3	1
Merit based promotions	3	1***	1	12	-	2	1
Police more accountable	9	10	10	12	11	10	8
PSMC Review	-	1	1	1	-	1	1
Community Policing	-	3	3	2	2	4	3
Aboriginal/Torres Strait Islander recruits	-	1	1	-	1	-	1
Higher level of education for police	-	3	4	4	1	1	-
Other	18	5	6	8	5	1	2
Don't know	31	31	29	28	33	34	39
BASE (Pop. '000's)	(1993)	(2053)	(908)	(298)	(278)	(285)	(285)

** 95 percent confidence level

*** 99 percent confidence level

3.6.2 Changes Since the Fitzgerald Inquiry

Those aware of the Fitzgerald Inquiry were asked what changes have taken place in the QPS since the Fitzgerald Inquiry. Twelve percent of respondents said no changes had yet occurred and a further 31 percent said they did not know of changes. Fifteen percent said that a new commissioner of police had been appointed. Nineteen percent of the Queensland population said getting rid of corruption at the top was a change they were aware of. Eleven percent mentioned a high number of sackings and resignations within the Police Service and of politicians and a further 10 percent believe the police have become more accountable.

3.7 THE CRIMINAL JUSTICE COMMISSION

TABLE 29: Awareness of the Criminal Justice Commission**Base: All Respondents**

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Yes	77	90 ^{...}	93	94	84	87	85
No	22	10 ^{...}	7	6	15	13	14
BASE (Pop. '000's)	(2037)	(2142)	(956)	(310)	(292)	(296)	(288)

A high proportion of the population (90%) have heard of the CJC.

TABLE 30: Role of Criminal Justice Commission**Base: Aware of CJC**

RESPONSE	Total 1991 %	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Investigate corrupt police	19	22	22	3	17	17	16
Investigate corrupt politicians ..	9	13 ^{..}	16	13	5	8	11
Clean up police service	7	11 ^{...}	11	11	9	7	11
Law reform	6	5	5	6	3	4	5
Implement Fitzgerald Inquiry ..	4	6 ^{..}	6	6	4	6	5
Put the corrupt police behind bars	2	3	2	2	2	2	2
Review prostitution law	2	2	2	1	2	3	1
Investigate gambling	2	1	1	1	-	-	-
Other	17	12	13	10	11	9	11
No response/don't know	53	38	37	28	45	44	37
BASE (Pop. '000's)	(1576)	(1933)	(893)	(292)	(245)	(257)	(246)

* Note Multiple Responses
 ** 95 percent confidence level

* 90 percent confidence level
 ... 99 percent confidence level

3.7.1 Awareness of the Criminal Justice Commission

Thirty-eight percent of those aware of the CJC (90%) said they did not know what the role of the CJC is.

Of those who said they were aware of the CJC and its functions 22 percent said the CJC investigates corrupt police, 13 percent said they investigate corrupt politicians and 11 percent said it is are cleaning up the Police Service.

Other suggestion included:

• Investigate organised crime	4%
• Investigate complaints about public servants	3%
• General watchdog/justice for everybody	3%
• Waste of money	2%
• Watchdog on corruption/investigate corruption	2%
• Investigate complaints about teachers	1%
• Investigate complaints about local councillors	1%
• Watchdog on police/investigate police	1%

TABLE 31: Awareness of Being Able to Complain to the Criminal Justice Commission**Base: All Respondents**

RESPONSE	Total 1993 %	Brisbane %	South East %	Far North %	Far West %	Mid North %
Yes	44	51	40	37	40	41
No	56	49	60	63	60	59
BASE (Pop. '000's)	(2142)	(956)	(310)	(292)	(296)	(288)

TABLE 32: Ways of Making Complaints to the Criminal Justice Commission**Base: All Respondents**

RESPONSE	TOTAL 1993 %
Ring Criminal Justice Commission	25
Write to the Criminal Justice Commission	20
Visit Criminal Justice Commission	6
Go to the police	16
Go to the local police station	17
Local member/member of parliament	19
Don't know	30
BASE (Pop. '000's)	(2142)

3.7.2 Complaints

Just over half of the population were not aware that they could make a complaint to the CJC. Outside Brisbane this proportion rose to around 60 percent.

After respondents were told that it was possible to complain to the CJC they were asked how they would go about making a complaint.

Thirty-eight percent had no idea how they would go about doing this. Thirty percent said they would go direct. Most of these would phone (19%) while others said they would write (8%) or visit (3%).

Twenty-four percent would go to the police and 9 percent would go to their local member of parliament.

