



Speech by

Hon. Neil Roberts

MEMBER FOR NUDGEE

Hansard Thursday, 23 April 2009

MINISTERIAL STATEMENT

Queensland Police Service, Review

Hon. NS ROBERTS (Nudgee—ALP) (Minister for Police, Corrective Services and Emergency Services) (10.00 am): Earlier today the Premier tabled the report on the service delivery and performance management review of the Queensland Police Service. The review was undertaken between March and June 2008, with around 890 members of the Queensland Police Service and external stakeholders being consulted. The overwhelming majority of this number were QPS members, with every region and command represented. The report comprises 15 chapters and makes 54 recommendations.

From the outset, let me say that the report has identified a number of very positive elements of Queensland Police Service performance. In fact, it goes as far as to say that aspects of QPS operations represent national and international best practice. The report concludes that the QPS has a strong service delivery culture and has, importantly, made significant advances since the Fitzgerald inquiry some 20 years ago. It identifies that the service has made significant progress in raising professionalism and ethical practice and has a strong commitment to training and building and maintaining support systems for the health and wellbeing of its members.

However, as with any large organisation, the Service Delivery and Performance Commission has identified a number of areas where the Queensland Police Service could improve its performance, and it will. In particular, the report recommends that the QPS could improve in areas including demand management and analysis and strategic planning, human resource issues, ICT management and planning, and policy analysis and development. The Bligh government and the Queensland Police Service acknowledge the opportunities for improvement and support all 54 recommendations either wholly or in principle. I table a copy of the service's initial implementation strategy.

Tabled paper: Service delivery and performance review implementation strategy, dated April 2009 [\[120\]](#).

In recognition of the significant work already undertaken by the QPS, a further more detailed implementation plan will be presented to cabinet within a month, well within the three-month time frame set by the Service Delivery and Performance Commission. Cabinet will then be updated on the progress of the implementation every six months. I am confident that the implementation of these recommendations will further enhance the Queensland Police Service's position and reputation as one of the best law enforcement agencies in the country.