

# DOING WHAT MATTERS FOR QUEENSLAND

QUEENSLAND BUDGET 2024–25



## SERVICE DELIVERY STATEMENTS

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Queensland Police Service  
Office of the Inspector-General of  
Emergency Management



**Queensland**  
Government

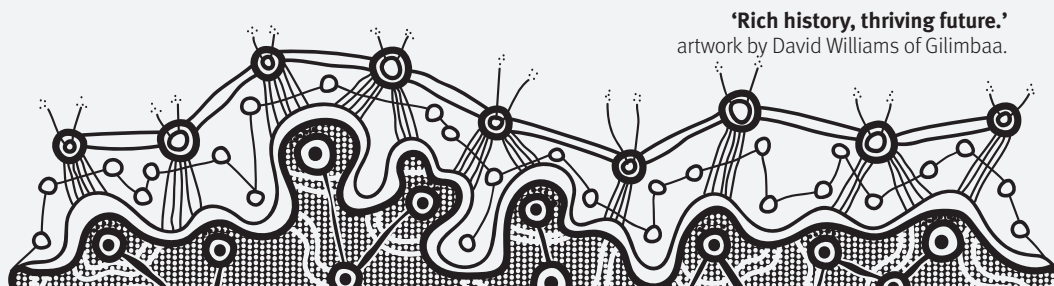
# 2024–25 Queensland Budget Papers

1. Budget Speech
  2. Budget Strategy and Outlook
  3. Capital Statement
  4. Budget Measures
- Service Delivery Statements  
Appropriation Bills  
Budget Overview  
Regional Action Plans

The budget papers are available online at [budget.qld.gov.au](http://budget.qld.gov.au)

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### Service Delivery Statements

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## Queensland Police Service

### Portfolio overview

**Minister for Police and Community Safety**  
The Honourable Mark Ryan MP

**Queensland Police Service**  
Commissioner: Steve Gollschewski APM

**State Emergency Service**  
Chief Officer: Mark Armstrong CSC

**Marine Rescue Queensland**  
Chief Officer: Tony Wulff

The Minister for Police and Community Safety is also responsible for:

**Office of the Inspector-General of Emergency Management**  
Inspector-General: Alistair Dawson APM

Additional information about these organisations can be sourced from:

[police.qld.gov.au](http://police.qld.gov.au)

[ses.qld.gov.au](http://ses.qld.gov.au)

[mrq.qld.gov.au](http://mrq.qld.gov.au)

[igem.qld.gov.au](http://igem.qld.gov.au)

# Queensland Police Service

## Overview

The purpose of the Queensland Police Service (QPS) is to keep the people, places and communities of Queensland safe through excellence in policing and community safety services to achieve our vision of a safer and more resilient Queensland.

Our strategic objectives are:

- Community Safety - Deliver effective and responsive policing and community safety services ensuring our communities are safe and feel safe.
- Engaged and Trusted Relationships - Provide better services through connected and trusted relationships.
- Effective and Efficient Service Delivery - Deliver transformational reform, informed by insights, to innovate and strengthen our capability to deliver community safety services.

### Contributions to the government's objectives for the community

The department supports the government's objectives for the community<sup>1</sup>:

- Good jobs: Good, secure jobs in our traditional and emerging industries
- Better services: Deliver even better services right across Queensland
- Great lifestyle: Protect and enhance our Queensland lifestyle as we grow.

### Key deliverables

In 2024–25, the department will:

- reduce crime and enhance community safety across Queensland through implementation of the *Community Safety Plan for Queensland* together with partner agencies, ensuring our communities are safe and feel safe
- continue to implement the *Domestic and Family Violence Prevention Strategy 2016–2026* and contribute to delivering the responses to the *Queensland Women's Safety and Justice Taskforce* reports; and *A Call for Change - Commission of Inquiry into Queensland Police Service responses to domestic and family violence*
- implement the *QPS Reframing the Relationship Plan 2024–2027* to build the QPS's First Nations cultural capability and cultural safety, strengthen First Nations partnerships, and support First Nations employment, resulting in enhanced service delivery, and contributing to justice-related commitments under the *National Agreement on Closing the Gap*
- continue to drive the implementation of the *QPS Cybercrime Strategy 2021–2025* to protect the Queensland community through practical advice to safeguard against cybercriminals, increase the capacity of cybercrime specialists to improve the QPS's responsiveness to cybercrime, and to work with national and international law enforcement, industry and academic partners to better prevent, disrupt, investigate and respond to cybercrime
- adopt digital and other innovative approaches to modernise and improve service delivery and meet current and future challenges
- work collaboratively with partners and stakeholders to minimise the impact of disaster and emergency events ensuring the Queensland community is kept safe and supported during events
- support Queensland's disaster and emergency management arrangements by embedding the State's emergency response capability within the QPS, with the transitioning of the State Emergency Service (SES), and the establishment of Marine Rescue Queensland (MRQ), to ensure that when an event does occur, we are best placed to continue serving Queensland communities
- continue supporting the implementation of the Emergency Management reforms, including the allocation of \$27 million (including \$7.1 million capital in 2024–25) per annum ongoing for MRQ and \$60 million (including \$3.8 million capital in 2024–25) per annum ongoing for the SES, for more personnel and resources, such as crucial

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<sup>1</sup> To find out more, go to [qld.gov.au](http://qld.gov.au) and search "government's objectives for the community."

safety equipment, vehicles and vessels, to provide an enhanced frontline response capability to natural disasters and other emergencies

- implement reforms to enhance the QPS response to victim-survivors of sexual violence, including through delivery of the *QPS Sexual Violence Response Strategy 2023–2025* and from the response to the *Women’s Safety and Justice Taskforce Report Two*
- support the implementation of youth crime initiatives and targeted responses to prevent crime, improve outcomes and enhance community safety
- continue to ensure community safety by effectively regulating the acquisition, possession, use, and disposal of registered firearms in Queensland and contribute to the establishment of a National Firearms Register
- support activities under the *Queensland Road Safety Strategy 2022–31* to decrease the rate of road crash fatalities and hospitalisations through road safety operations and campaigns and contribute to the Queensland Government’s targets for improved road safety outcomes.

## Budget highlights

In the 2024–25 Queensland Budget, the government is providing:

- \$1.28 billion extra whole of government funding for the *Community Safety Plan for Queensland* investment package. Major investments for the QPS include:
  - 900 additional police personnel including 500 police officers
  - an additional 3000 metal detecting wands and 1000 next generation tasers
  - increased police airborne capacity, including 2 helicopters for response work in Far North Queensland and Sunshine Coast/Wide Bay and new drone capability in priority regions across Queensland
  - an extension of the Youth-Co-responder Teams model for the Gold Coast, South Brisbane and Cairns and additional teams for the Sunshine Coast and South-West regions
  - upgraded police facilities in Hervey Bay and Bundaberg
  - new Police-Citizens Youth Club (PCYC) for Caloundra and upgrades to the PCYC Redcliffe
  - \$3.2 million over 4 years for Crime Stoppers Queensland, Queensland Homicide Victims Support Group, the Stop the Coward Punch Campaign and Neighbourhood Watch Queensland
- \$69.4 million over 5 years and \$14 million per annum ongoing to support non-government community organisations which provide services to keep Queenslanders safe. These include Surf Life Saving Queensland, Royal Life Saving Society Queensland, and Emergency Services Cadets Program delivered by the PCYC
- \$36.5 million over 5 years and \$9.3 million per annum ongoing to deliver extra police resources and community safety initiatives for the South-West Brisbane and Ipswich areas
- \$13.2 million over 4 years and \$3.4 million per annum ongoing to build a sustainable and family-centred coronial system that meets the needs of all Queenslanders and improves community confidence
- \$5.5 million in 2024–25 to modernise and upgrade the QPS’s network of watchhouses to improve safety and security.

Further information about new policy decisions can be found in *Budget Paper No. 4: Budget Measures*.

# Performance statement

## Police and community safety<sup>1</sup>

### Objective

To keep the people, places and communities of Queensland safe through excellence in policing and community safety services.

### Description

The service area provides services to the Queensland community designed to uphold and administer the law responsibly, fairly and efficiently; to preserve peace and good order; to protect and support the community; to prioritise the safety of victim-survivors of domestic and family violence and other serious offences; to work toward fair, just and lasting outcomes for victims and offenders; to coordinate responses to disaster events and emergencies; and to promote road safety. This includes, but is not limited to:

- responding to victim-survivors of domestic, family and other serious offences through a victim-centric, trauma informed and culturally safe approach and working with partner agencies and service providers to ensure perpetrators are held to account
- protecting property and personal safety
- maintaining public order and safety during disasters and major events
- working with partner agencies and service providers to reduce demand on the criminal justice system and address over-representation of vulnerable groups, including First Nations people
- working collaboratively with partner agencies and stakeholders to minimise the impact of disaster events to ensure the Queensland community is kept safe and is supported in their recovery
- preventing and responding to driver behaviours contributing to road trauma.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
<b>Effectiveness measures</b>			
Percentage of personal safety offences cleared within 30 days			
Homicide (murder and other homicide)	70-83%	65.8%	70-83%
Assault	54-63%	56.6%	54-63%
• Sexual assault <sup>2</sup>	48-57%	32.8%	48-57%
• Robbery	60-68%	59.8%	60-68%
• Total personal safety	54-61%	52.1%	54-61%
Percentage of property security offences cleared within 30 days			
• Unlawful entry	18-21%	23.3%	18-21%
• Other property damage	25-27%	36.7%	25-27%
• Motor vehicle theft	36-40%	41.5%	36-40%
• Other theft (excluding unlawful entry)	26-28%	29.3%	26-28%
• Total property security	28-30%	30.7%	28-30%
Percentage of good order offences cleared within 30 days	80-85%	76.4%	80-85%
Domestic and Family Violence (DFV) related offences (rate per 1,000 population)			
• Total personal offences	6-7	7.6	6-7
• Total property offences	2-3	3.0	2-3
Rate of crime victimisation per 1,000 population			
• Total personal offences	<12.0	14.8	<12.0
• Total property offences	<44.0	50.3	<44.0

<b>Service standards</b>	<b>2023–24 Target/Est.</b>	<b>2023–24 Est. Actual</b>	<b>2024–25 Target/Est.</b>
Rate of repeat crime victimisation per 1,000 population			
• Total personal offences	<2.4	3.55	<2.4
• Total property offences	<21.7	26.6	<21.7
Proportion of young offenders who have another charged offence or are referred by the QPS to a Restorative Justice Conference within 12 months of an initial finalisation for a proven offence <sup>3</sup>	69%	70%	69%
Percentage of proceedings where young offenders were offered and accepted a diversion option	>40%	40.3%	>40%
Percentage of code 1 and code 2 incidents attended within 12 minutes (Triple Zero calls only) <sup>4,5,6</sup>	>80%	74.1%	>80%
Public perceptions of safety <sup>7</sup>			
• Feelings of safety walking alone in neighbourhood during the night	>50%	43.3%	>50%
• Feelings of safety travelling alone on public transport during the night	>30%	27.6%	>30%
Satisfaction of members of the public who had contact with police in the last 12 months <sup>7</sup>	>85%	67.0%	>85%
Public confidence to contact the police to report domestic and family violence <sup>7</sup>	>75%	61.3%	>75%
Perception of police integrity <sup>7</sup>			
• Police perform their job professionally	>85%	67.6%	>85%
• I do have confidence in police	>85%	63.7%	>85%
• Police treat people fairly and equally	>75%	50.7%	>75%
• Police are honest	>75%	55.7%	>75%
• I trust the police	>75%	65.5%	>75%
Rate of complaints against police per 100 sworn staff	New Measure	New Measure	<9.8
Road Fatalities per 100,000 population <sup>8,9</sup>	4.28	5.37	4.28
Hospitalised road casualties per 100,000 population <sup>8,9</sup>	110	155.34	110
Public satisfaction with police dealing with emergencies and disasters <sup>7</sup>	>85%	67.8%	>85%
Percentage of disaster management training participants with enhanced capability <sup>10</sup>	80%	...	80%
<b>Efficiency measure</b>			
Cost of police services per person <sup>11</sup>	\$565	\$570	\$610
<b>Discontinued measure</b>			
Rate of complaints against police per 100 sworn (operational) staff <sup>12</sup>	<9.8	11.9	Discontinued measure

Notes:

1. The name of the service area has been amended from 'Police Services' in the 2023–24 *Service Delivery Statements* (SDS) to 'Police and Community Safety' to emphasise the Queensland Police Service's (QPS) role in ensuring community safety and to differentiate these functions from the other service areas presented in the SDS for QPS.
2. Variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual may be due a combination of higher volumes of offences in this category together with a greater focus on the needs of victims, and unique characteristics of reported offences regarding complexity, quality and availability of evidence or evidentiary requirements affecting the investigation and finalisation of these offences.
3. This service standard is also presented in the Department of Youth Justice SDS.

4. Variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is subject to a number of influences including an increase in the volume of calls attended, increasing time spent on scene at incidents, availability of staff, and changes to policies regarding triage and response to certain critical incidents, including changes to responses to Domestic and Family Violence related calls for service.
5. The wording of the service standard has been amended to inform readers that only Triple Zero calls are included. This delivers on a recommendation in the Queensland Audit Office report '*Deploying Police Resources*' tabled in Parliament in November 2023 to clarify the scope of what is being measured for readers. Neither the definition nor calculation of the measure is impacted.
6. In the financial years prior to 2023–24, the measure had been incorrectly calculated resulting in an erroneous change in the target timeframe for response times (from 80 per cent to 85 per cent). The error was noted following a review of the data underpinning the measure in late 2022. The error was amended and results and target reflecting the correct definition were published in the 2023–24 State Budget (80 per cent) and the 2022–23 QPS Annual Report.
7. Due to a national change in the data collection methodology for the National Survey of Community Satisfaction with Policing (NSCSP) the 2023–24 Estimated Actual data should be interpreted with caution when comparing to results in previous financial years. The data is not representative of a full year of data, utilises a probability-based online panel, and the method for collection has shifted to a mix of online and phone modes. From 1 July 2023, the NSCSP is conducted using a combination of mobile Computer Assisted Telephone Interviewing (CATI) and online (SMS push to web). Therefore, the Queensland results from 1 July 2023 are not directly comparable to previous years (CATI only) given the change in sampling methodology. The change in sampling mix has also significantly impacted the NSCSP results as respondents' answers differ between CATI and online. All jurisdictions have undergone a change in sampling mix. Accordingly, this data: (1) is not comparable to results in previous years; (2) is not comparable to any national average for 2023–24; (3) is not comparable to other jurisdictions for 2023–24; and (4) cannot be used to derive a national average for 2023–24.
8. The variance between the 2023–24 Target/Estimate and 2023–24 Estimated Actual is based on a number of societal influences that can vary throughout the year resulting in changes in numbers of road crashes.
9. This service standard is also presented in the Department of Transport and Main Roads SDS.
10. This service standard was previously presented in the former Queensland Fire and Emergency Services 2023–24 SDS and has been transferred to the 'Police and Community Safety' service area. No data for the 2023–24 Estimated Actual is available as the survey from which data is derived for the measure was temporarily deferred due to disaster activations.
11. For cost of policing services per person, the variance between the 2023–24 Target/Estimate and 2023–24 Estimated Actual is mainly due to enterprise bargaining arrangements. The 2024–25 Target/Estimate reflects enterprise bargaining arrangements and the recruitment of additional police officers as part of the government's police personnel commitment.
12. This service standard has been discontinued due to the Commonwealth Productivity Commission, with agreement of Australian police jurisdictions, updating the calculation of the rate of complaints to count all sworn staff, operational and non-operational. A new service standard 'Rate of complaints against police per 100 sworn staff' has been introduced consistent with the revised calculation presented in the 2024 edition of the annual *Report on Government Services*.



# State Emergency Service<sup>1</sup>

## Objective

To prepare for and respond to disaster events and emergencies ensuring the safety of all individuals and communities affected.

## Description

The SES provides a community-based, volunteer, all hazards response capability that prepares for and responds to disaster events and emergencies that affect Queensland communities.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
<b>Effectiveness measures</b>			
Percentage of state-wide State Emergency Service volunteers that meet minimal operational training requirements <sup>2</sup>	65%	78%	65%
Engagement levels for volunteers from the State Emergency Service <sup>2</sup>	80%	87%	80%

### Notes:

1. This new service area has been introduced for the Queensland Police Service (QPS) 2024–25 *Service Delivery Statements* (SDS) due to the formal transition of the State Emergency Service from Queensland Fire Department (QFD) to the QPS from 3 June 2024.
2. This service standard was previously presented in the former Queensland Fire and Emergency Services (QFES) 2023–24 SDS.
3. The service standard is sourced from the Volunteering for Queensland Survey conducted annually that is run concurrently with the whole-of-government *Working for Queensland Survey* of Queensland public sector employees. Though the measure is retained from the 2023–24 QFES SDS, data from previous years is not directly comparable.

# Marine Rescue Queensland<sup>1</sup>

## Objective

To deliver community safety in Queensland by preparing for and responding to maritime search and rescue incidents and disaster events at sea, ensuring the safety of all individuals and communities.

## Description

Marine Rescue Queensland (MRQ) provides and supports locally led community-based volunteer search and rescue capabilities to those in, near or on blue water environments across Queensland.

<b>Service standards</b>	<b>2023–24 Target/Est.</b>	<b>2023–24 Est. Actual</b>	<b>2024–25 Target/Est.</b>
<b><i>Effectiveness measure</i></b>			
Percentage of state-wide Marine Rescue Queensland volunteers that meet the minimum training requirements	New Measure	New Measure	65%

Note:

1. This new service area, introduced for the 2024–25 *Service Delivery Statements*, is due to the establishment of Marine Rescue Queensland within the Queensland Police Service from 1 July 2024.

# Departmental budget summary

The table below shows the total resources available in 2024–25 from all sources and summarises how resources will be applied by service area and by controlled and administered classifications.

Queensland Police Service	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
<b>CONTROLLED</b>			
<b>Income</b>			
Appropriation revenue <sup>1</sup>	3,064,184	3,159,556	3,446,984
Other revenue	217,105	246,893	247,966
<b>Total income</b>	<b>3,281,289</b>	<b>3,406,449</b>	<b>3,694,950</b>
<b>Expenses</b>			
Police and Community Safety	3,281,289	3,406,449	3,607,214
State Emergency Service	..	..	60,000
Marine Rescue Queensland	..	..	27,736
<b>Total expenses</b>	<b>3,281,289</b>	<b>3,406,449</b>	<b>3,694,950</b>
<b>Operating surplus/deficit</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Net assets</b>	<b>2,255,256</b>	<b>2,363,574</b>	<b>2,706,758</b>
<b>ADMINISTERED</b>			
<b>Revenue</b>			
Commonwealth revenue	..	..	..
Appropriation revenue	..	..	..
Other administered revenue	14,126	14,126	14,126
<b>Total revenue</b>	<b>14,126</b>	<b>14,126</b>	<b>14,126</b>
<b>Expenses</b>			
Transfers to government	14,126	14,126	14,126
Administered expenses	..	..	..
<b>Total expenses</b>	<b>14,126</b>	<b>14,126</b>	<b>14,126</b>
<b>Net assets</b>	<b>..</b>	<b>..</b>	<b>..</b>

Note:

1. Includes state and Australian Government funding.

## Staffing

The table below shows the Full Time Equivalents (FTEs) as at 30 June in the respective years.

Service area	2023–24 Budget	2023–24 Est. Actual	2024–25 Budget <sup>1,2</sup>
Police and Community Safety	18,350	18,469	19,341
State Emergency Service	..	..	219
Marine Rescue Queensland	..	..	35
<b>Total FTEs</b>	<b>18,350</b>	<b>18,469</b>	<b>19,595</b>

Notes:

1. The increase in the 2024–25 Budget includes the government's police personnel commitment.
2. The increase in the 2024–25 Budget reflects the transition of the State Emergency Service from the Queensland Fire Department.

## Capital program

The 2024–25 capital program of \$684.2 million supports quality frontline services throughout Queensland. The program will fund aircraft acquisitions, facilities, motor vehicles, vessels, information and communications technology and other essential equipment.

The table below shows the capital purchases by the agency in the respective years.

	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget <sup>1,2</sup> \$'000
Capital purchases	337,577	323,672	663,410
Capital grants	25,000 <sup>3</sup>	..	20,786
<b>Total capital outlays</b>	<b>362,577</b>	<b>323,672</b>	<b>684,196</b>

Notes:

1. The increase in the 2024–25 Budget is mainly due to the construction of the new youth remand facility at Wacol.
2. For reporting purposes only, the Queensland Police Service capital program includes capital projects for the State Emergency Service and Marine Rescue Queensland.
3. This capital grants funding was transferred to the Department of Tourism and Sport in February 2024.

Further information about the capital outlays can be found in *Budget Paper No. 3: Capital Statement*.

# Budgeted financial statements

## Departmental income statement

Total operating expenses are estimated to be \$3.695 billion in 2024–25, an increase of \$289 million from the 2023–24 Estimated Actual. The increase is mainly due to the recruitment of additional police officers as part of the government's police personnel commitment, enterprise bargaining arrangements and the transition of the State Emergency Service (SES) from Queensland Fire Department (QFD) to the Queensland Police Service (QPS).

Total revenue is estimated to be \$3.695 billion in 2024–25, an increase of \$289 million from the 2023–24 Estimated Actual. The increase is mainly due to the funding for additional police officers as part of the government's police personnel commitment, enterprise bargaining arrangements and the transition of the SES from the QFD to the QPS.

## Departmental balance sheet

The department's major assets in 2024–25 are estimated to be plant, equipment and intangibles (\$2.805 billion) and receivables (\$118.8 million). The estimated cash overdraft of \$2.9 million is mainly due to the rescheduling of the capital acquisition program. The department's main liabilities relate to leased assets (\$124.2 million), accrued employee benefits (\$79.1 million) and payables (\$40.4 million).

# Controlled income statement

Queensland Police Service	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
<b>INCOME</b>			
Appropriation revenue	3,064,184	3,159,556	3,446,984
Taxes	..	..	..
User charges and fees	181,241	209,040	210,201
Royalties and land rents	..	..	..
Grants and other contributions	29,900	31,889	31,801
Interest and distributions from managed funds	550	550	550
Other revenue	3,414	3,414	3,414
Gains on sale/revaluation of assets	2,000	2,000	2,000
<b>Total income</b>	<b>3,281,289</b>	<b>3,406,449</b>	<b>3,694,950</b>
<b>EXPENSES</b>			
Employee expenses	2,662,399	2,729,340	2,907,749
Supplies and services	443,525	505,629	568,727
Grants and subsidies	29,663	25,663	53,852
Depreciation and amortisation	117,349	117,471	131,308
Finance/borrowing costs	188	188	4,920
Other expenses	26,165	26,158	26,394
Losses on sale/revaluation of assets	2,000	2,000	2,000
<b>Total expenses</b>	<b>3,281,289</b>	<b>3,406,449</b>	<b>3,694,950</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>..</b>	<b>..</b>	<b>..</b>

# Controlled balance sheet

Queensland Police Service	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
<b>CURRENT ASSETS</b>			
Cash assets	(22,936)	57,308	(2,898)
Receivables	115,444	118,125	118,839
Other financial assets	..	..	..
Inventories	7,067	8,689	8,689
Other	52,643	24,199	24,199
Non-financial assets held for sale	799	7,887	7,887
<b>Total current assets</b>	<b>153,017</b>	<b>216,208</b>	<b>156,716</b>
<b>NON-CURRENT ASSETS</b>			
Receivables	..	..	..
Other financial assets	..	..	..
Property, plant and equipment	2,213,396	2,254,351	2,770,796
Intangibles	17,654	31,846	33,793
Other	..	..	..
<b>Total non-current assets</b>	<b>2,231,050</b>	<b>2,286,197</b>	<b>2,804,589</b>
<b>TOTAL ASSETS</b>	<b>2,384,067</b>	<b>2,502,405</b>	<b>2,961,305</b>
<b>CURRENT LIABILITIES</b>			
Payables	37,153	40,402	40,402
Accrued employee benefits	74,780	79,078	79,078
Interest bearing liabilities and derivatives	1,317	7,973	124,200
Provisions	124	..	..
Other	7,997	3,772	3,772
<b>Total current liabilities</b>	<b>121,371</b>	<b>131,225</b>	<b>247,452</b>
<b>NON-CURRENT LIABILITIES</b>			
Payables	..	..	..
Accrued employee benefits	..	..	..
Interest bearing liabilities and derivatives	7,440	7,606	7,095
Provisions	..	..	..
Other	..	..	..
<b>Total non-current liabilities</b>	<b>7,440</b>	<b>7,606</b>	<b>7,095</b>
<b>TOTAL LIABILITIES</b>	<b>128,811</b>	<b>138,831</b>	<b>254,547</b>
<b>NET ASSETS/(LIABILITIES)</b>	<b>2,255,256</b>	<b>2,363,574</b>	<b>2,706,758</b>
<b>EQUITY</b>			
<b>TOTAL EQUITY</b>	<b>2,255,256</b>	<b>2,363,574</b>	<b>2,706,758</b>

# Controlled cash flow statement

Queensland Police Service	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Inflows:</b>			
Appropriation receipts	3,118,097	3,306,907	3,446,270
User charges and fees	193,286	221,085	222,246
Royalties and land rent receipts	..	..	..
Grants and other contributions	10,525	12,521	12,197
Interest and distribution from managed funds received	550	550	550
Taxes	..	..	..
Other	38,527	38,527	38,527
<b>Outflows:</b>			
Employee costs	(2,716,312)	(2,830,161)	(2,907,749)
Supplies and services	(478,638)	(540,742)	(603,840)
Grants and subsidies	(29,663)	(25,663)	(53,852)
Borrowing costs	..	..	..
Other	(18,835)	(18,835)	(18,835)
<b>Net cash provided by or used in operating activities</b>	<b>117,537</b>	<b>164,189</b>	<b>135,514</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
<b>Inflows:</b>			
Sales of non-financial assets	13,710	15,260	13,710
Investments redeemed	..	..	..
Loans and advances redeemed	..	..	..
<b>Outflows:</b>			
Payments for non-financial assets	(337,577)	(323,672)	(538,811)
Payments for investments	..	..	..
Loans and advances made	..	..	..
<b>Net cash provided by or used in investing activities</b>	<b>(323,867)</b>	<b>(308,412)</b>	<b>(525,101)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
<b>Inflows:</b>			
Borrowings	..	..	..
Equity injections	202,735	209,910	401,918
Appropriated equity injections	202,735	209,910	401,918
Non-appropriated equity injections	..	..	..
<b>Outflows:</b>			
Borrowing redemptions	..	..	..
Finance lease payments	(810)	(810)	(13,803)
Equity withdrawals	(58,734)	(58,734)	(58,734)
Appropriated equity withdrawals	(58,734)	(58,734)	(58,734)
Non-appropriated equity withdrawals	..	..	..
<b>Net cash provided by or used in financing activities</b>	<b>143,191</b>	<b>150,366</b>	<b>329,381</b>
<b>Net increase/(decrease) in cash held</b>	<b>(63,139)</b>	<b>6,143</b>	<b>(60,206)</b>
<b>Cash at the beginning of financial year</b>	<b>40,203</b>	<b>51,165</b>	<b>57,308</b>
Cash transfers from restructure	..	..	..
<b>Cash at the end of financial year</b>	<b>(22,936)</b>	<b>57,308</b>	<b>(2,898)</b>



# Administered income statement

Queensland Police Service	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
<b>INCOME</b>			
Appropriation revenue	..	..	..
Taxes	..	..	..
User charges and fees	11,594	11,594	11,594
Royalties and land rents	..	..	..
Grants and other contributions	..	..	..
Interest and distributions from managed funds	..	..	..
Other revenue	2,532	2,532	2,532
Gains on sale/revaluation of assets	..	..	..
<b>Total income</b>	<b>14,126</b>	<b>14,126</b>	<b>14,126</b>
<b>EXPENSES</b>			
Employee expenses	..	..	..
Supplies and services	..	..	..
Grants and subsidies	..	..	..
Depreciation and amortisation	..	..	..
Finance/borrowing costs	..	..	..
Other expenses	..	..	..
Losses on sale/revaluation of assets	..	..	..
Transfers of Administered Revenue to Government	14,126	14,126	14,126
<b>Total expenses</b>	<b>14,126</b>	<b>14,126</b>	<b>14,126</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>..</b>	<b>..</b>	<b>..</b>

# Administered balance sheet

Queensland Police Service	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
<b>CURRENT ASSETS</b>			
Cash assets	1,634	1,423	1,423
Receivables	(7)	(9)	(9)
Other financial assets	..	..	..
Inventories	..	..	..
Other	..	..	..
Non-financial assets held for sale	..	..	..
<b>Total current assets</b>	<b>1,627</b>	<b>1,414</b>	<b>1,414</b>
<b>NON-CURRENT ASSETS</b>			
Receivables	..	..	..
Other financial assets	..	..	..
Property, plant and equipment	..	..	..
Intangibles	..	..	..
Other	..	..	..
<b>Total non-current assets</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>TOTAL ASSETS</b>	<b>1,627</b>	<b>1,414</b>	<b>1,414</b>
<b>CURRENT LIABILITIES</b>			
Payables	1,068	880	880
Transfers to Government payable	559	534	534
Accrued employee benefits	..	..	..
Interest bearing liabilities and derivatives	..	..	..
Provisions	..	..	..
Other	..	..	..
<b>Total current liabilities</b>	<b>1,627</b>	<b>1,414</b>	<b>1,414</b>
<b>NON-CURRENT LIABILITIES</b>			
Payables	..	..	..
Accrued employee benefits	..	..	..
Interest bearing liabilities and derivatives	..	..	..
Provisions	..	..	..
Other	..	..	..
<b>Total non-current liabilities</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>TOTAL LIABILITIES</b>	<b>1,627</b>	<b>1,414</b>	<b>1,414</b>
<b>NET ASSETS/(LIABILITIES)</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>EQUITY</b>			
<b>TOTAL EQUITY</b>	<b>..</b>	<b>..</b>	<b>..</b>

# Administered cash flow statement

Queensland Police Service	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Inflows:</b>			
Appropriation receipts	..	..	..
User charges and fees	11,594	11,594	11,594
Royalties and land rent receipts	..	..	..
Grants and other contributions	..	..	..
Interest and distribution from managed funds received	..	..	..
Taxes	..	..	..
Other	2,532	2,532	2,532
<b>Outflows:</b>			
Employee costs	..	..	..
Supplies and services	..	..	..
Grants and subsidies	..	..	..
Borrowing costs	..	..	..
Other	..	..	..
Transfers to Government	(14,126)	(14,126)	(14,126)
<b>Net cash provided by or used in operating activities</b>	..	..	..
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
<b>Inflows:</b>			
Sales of non-financial assets	..	..	..
Investments redeemed	..	..	..
Loans and advances redeemed	..	..	..
<b>Outflows:</b>			
Payments for non-financial assets	..	..	..
Payments for investments	..	..	..
Loans and advances made	..	..	..
<b>Net cash provided by or used in investing activities</b>	..	..	..
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
<b>Inflows:</b>			
Borrowings	..	..	..
Equity injections	..	..	..
Appropriated equity injections	..	..	..
Non-appropriated equity injections	..	..	..
<b>Outflows:</b>			
Borrowing redemptions	..	..	..
Finance lease payments	..	..	..
Equity withdrawals	..	..	..
Appropriated equity withdrawals	..	..	..
Non-appropriated equity withdrawals	..	..	..
<b>Net cash provided by or used in financing activities</b>	..	..	..
<b>Net increase/(decrease) in cash held</b>	..	..	..
<b>Cash at the beginning of financial year</b>	<b>1,634</b>	<b>1,423</b>	<b>1,423</b>
Cash transfers from restructure	..	..	..
<b>Cash at the end of financial year</b>	<b>1,634</b>	<b>1,423</b>	<b>1,423</b>



## **Office of the Inspector-General of Emergency Management**

# Office of the Inspector-General of Emergency Management

## Overview

The Office of the Inspector-General of Emergency Management's (IGEM) vision of a strong, resilient, and safer Queensland community is guided through a purpose of providing independent and valued assurance and insights that enhance Queensland's disaster management arrangements.

IGEM's objectives are to:

- Strengthen – ensure the Standard for Disaster Management in Queensland remains contemporary.
- Assure – enhance effective disaster management and community resilience.
- Collaborate – facilitate strategic connections within and across the disaster management sector, researcher sector, industry, and the community.

### Contribution to the government's objectives for the community

The agency supports the government's objectives for the community<sup>1</sup>:

- Good jobs: Good, secure jobs in our traditional and emerging industries.
- Better Services: Deliver even better services right across Queensland.
- Great Lifestyle: Protect and enhance our Queensland lifestyle as we grow.

### Key deliverables

In 2024–25, the agency will:

- undertake reviews to provide assurance that the disaster management arrangements continue to keep our communities safe
- partner with key stakeholders to deliver assurance activities that enhance disaster management capability across Queensland by promoting shared responsibility for all Queenslanders
- support inclusive engagement through all aspects of Queensland's disaster management arrangements providing future focussed, equitable and resilient disaster management arrangements
- broker cooperative partnerships that build pathways for future research programs to connect research expertise with real world problems to improve disaster management outcomes
- scope a comprehensive review of the disaster management standards to ensure they remain contemporary and fit for purpose.

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<sup>1</sup> To find out more, go to [www.qld.gov.au](http://www.qld.gov.au) and search "Government's objectives for the community."

# Performance statement

## Disaster management assurance and advice

### Objective

To provide independent and valued assurance and insights to enhance Queensland's disaster management arrangements.

### Description

IGEM provides independent assurance and advice about Queensland's disaster management arrangements and conducts monitoring, evaluation and reporting activities to enhance accountability and improve outcomes for the community.

The IGEM Emergency Management Assurance Framework includes a description of assurance and assurance activity outputs. Assurance activities, such as post-event reviews, disaster management plan assessments, capability reviews, and research activities, may be undertaken at the direction of government or scheduled as part of IGEM's program of work. Outputs of assurance activities include briefing, discussion and research papers, and review reports.

<b>Service standards</b>	<b>2023–24 Target/Est.</b>	<b>2023–24 Est. Actual</b>	<b>2024–25 Target/Est.</b>
<b><i>Effectiveness measure</i></b>			
Overall customer satisfaction with IGEM assurance activities	80%	88%	80%
<b><i>Efficiency measure</i></b>			
Average cost per assurance activity (\$'000)	233	229	233

# Departmental budget summary

The table below shows the total resources available in 2024–25 from all sources and summarises how resources will be applied by service area and by controlled and administered classifications.

Office of the Inspector-General of Emergency	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
<b>CONTROLLED</b>			
<b>Income</b>			
Appropriation revenue	4,620	5,110	4,723
Other revenue	607	607	622
<b>Total income</b>	<b>5,227</b>	<b>5,717</b>	<b>5,345</b>
<b>Expenses</b>			
Emergency management assurance and advice	5,227	5,717	5,345
<b>Total expenses</b>	<b>5,227</b>	<b>5,717</b>	<b>5,345</b>
<b>Operating surplus/deficit</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Net assets</b>	<b>2,774</b>	<b>3,113</b>	<b>3,113</b>

## Staffing

The table below shows the Full Time Equivalent (FTEs) as at the 30 June in the respective years.

<b>Service area</b>	<b>2023–24 Budget</b>	<b>2023–24 Est. Actual</b>	<b>2024–25 Budget</b>
Disaster management assurance and advice	22	22	22
<b>Total FTEs</b>	<b>22</b>	<b>22</b>	<b>22</b>

Note:

1. The department participates in a partnership arrangement in the delivery of its services, whereby corporate FTEs are hosted by the department to work across multiple departments, and therefore cannot be allocated by Service Area.



# Budgeted financial statements

## Departmental income statement

Total expenses are estimated to be \$5.3 million in 2024–25, an increase of \$118,000 from the 2023–24 Budget. The increase is broadly associated with enterprise bargaining arrangements.

## Departmental balance sheet

IGEM will have assets estimated at \$3.2 million at the end of 2024–25. The main liabilities relate to payables and accrued employee benefits estimated at \$73,000 at the end of 2024–25.

# Controlled income statement

Office of the Inspector-General of Emergency Management	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
<b>INCOME</b>			
Appropriation revenue	4,620	5,110	4,723
Taxes	..	..	..
User charges and fees	..	..	..
Royalties and land rents	..	..	..
Grants and other contributions	607	607	622
Interest and distributions from managed funds	..	..	..
Other revenue	..	..	..
Gains on sale/revaluation of assets	..	..	..
<b>Total income</b>	<b>5,227</b>	<b>5,717</b>	<b>5,345</b>
<b>EXPENSES</b>			
Employee expenses	3,349	3,352	3,481
Supplies and services	1,249	1,736	1,220
Grants and subsidies	..	..	..
Depreciation and amortisation	..	..	..
Finance/borrowing costs	..	..	..
Other expenses	629	629	644
Losses on sale/revaluation of assets	..	..	..
<b>Total expenses</b>	<b>5,227</b>	<b>5,717</b>	<b>5,345</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>..</b>	<b>..</b>	<b>..</b>

# Controlled balance sheet

Office of the Inspector-General of Emergency Management	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
<b>CURRENT ASSETS</b>			
Cash assets	2,800	3,111	3,111
Receivables	186	75	75
Other financial assets	..	..	..
Inventories	..	..	..
Other	10	..	..
Non-financial assets held for sale	..	..	..
<b>Total current assets</b>	<b>2,996</b>	<b>3,186</b>	<b>3,186</b>
<b>NON-CURRENT ASSETS</b>			
Receivables	..	..	..
Other financial assets	..	..	..
Property, plant and equipment	..	..	..
Intangibles	..	..	..
Other	..	..	..
<b>Total non-current assets</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>TOTAL ASSETS</b>	<b>2,996</b>	<b>3,186</b>	<b>3,186</b>
<b>CURRENT LIABILITIES</b>			
Payables	109	50	50
Accrued employee benefits	113	23	23
Interest bearing liabilities and derivatives	..	..	..
Provisions	..	..	..
Other	..	..	..
<b>Total current liabilities</b>	<b>222</b>	<b>73</b>	<b>73</b>
<b>NON-CURRENT LIABILITIES</b>			
Payables	..	..	..
Accrued employee benefits	..	..	..
Interest bearing liabilities and derivatives	..	..	..
Provisions	..	..	..
Other	..	..	..
<b>Total non-current liabilities</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>TOTAL LIABILITIES</b>	<b>222</b>	<b>73</b>	<b>73</b>
<b>NET ASSETS/(LIABILITIES)</b>	<b>2,774</b>	<b>3,113</b>	<b>3,113</b>
<b>EQUITY</b>			
<b>TOTAL EQUITY</b>	<b>2,774</b>	<b>3,113</b>	<b>3,113</b>

# Controlled cash flow statement

Office of the Inspector-General of Emergency Management	2023–24 Budget \$'000	2023–24 Est. Actual \$'000	2024–25 Budget \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Inflows:</b>			
Appropriation receipts	4,620	4,610	4,723
User charges and fees	1	..	..
Royalties and land rent receipts	..	..	..
Grants and other contributions	..	..	..
Interest and distribution from managed funds received	..	..	..
Taxes	..	..	..
Other	132	113	113
<b>Outflows:</b>			
Employee costs	(3,349)	(3,352)	(3,481)
Supplies and services	(1,381)	(1,849)	(1,333)
Grants and subsidies	..	..	..
Borrowing costs	..	..	..
Other	(23)	(22)	(22)
<b>Net cash provided by or used in operating activities</b>	<b>..</b>	<b>(500)</b>	<b>..</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
<b>Inflows:</b>			
Sales of non-financial assets	..	..	..
Investments redeemed	..	..	..
Loans and advances redeemed	..	..	..
<b>Outflows:</b>			
Payments for non-financial assets	..	..	..
Payments for investments	..	..	..
Loans and advances made	..	..	..
<b>Net cash provided by or used in investing activities</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
<b>Inflows:</b>			
Borrowings	..	..	..
Equity injections	..	..	..
Appropriated equity injections	..	..	..
Non-appropriated equity injections	..	..	..
<b>Outflows:</b>			
Borrowing redemptions	..	..	..
Finance lease payments	..	..	..
Equity withdrawals	..	..	..
Appropriated equity withdrawals	..	..	..
Non-appropriated equity withdrawals	..	..	..
<b>Net cash provided by or used in financing activities</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Net increase/(decrease) in cash held</b>	<b>..</b>	<b>(500)</b>	<b>..</b>
<b>Cash at the beginning of financial year</b>	<b>2,800</b>	<b>3,611</b>	<b>3,111</b>
Cash transfers from restructure	..	..	..
<b>Cash at the end of financial year</b>	<b>2,800</b>	<b>3,111</b>	<b>3,111</b>

# Glossary of terms

<b>Accrual accounting</b>	Recognition of economic events and other financial transactions involving revenue, expenses, assets, liabilities and equity as they occur and reporting in financial statements in the period to which they relate, rather than when a flow of cash occurs.
<b>Administered items</b>	Assets, liabilities, revenues and expenses an entity administers, without discretion, on behalf of the government.
<b>Agency/entity</b>	Used generically to refer to the various organisational units within government that deliver services or otherwise service government objectives. The term can include departments, commercialised business units, statutory bodies or other organisations established by Executive decision.
<b>Appropriation</b>	Funds issued by the Treasurer, under Parliamentary authority, to departments during a financial year for: <ul style="list-style-type: none"> <li>• delivery of agreed services</li> <li>• administered items</li> <li>• adjustment of the government's equity in agencies, including acquiring of capital.</li> </ul>
<b>Balance sheet</b>	A financial statement that reports the assets, liabilities and equity of an entity as at a particular date.
<b>Capital</b>	A term used to refer to an entity's stock of assets and the capital grants it makes to other agencies. Assets include property, plant and equipment, intangible items and inventories that an entity owns/controls and uses in the delivery of services.
<b>Cash flow statement</b>	A financial statement reporting the cash inflows and outflows for an entity's operating, investing and financing activities in a particular period.
<b>Controlled Items</b>	Assets, liabilities, revenues and expenses that are controlled by departments. These relate directly to the departmental operational objectives and arise at the discretion and direction of that department.
<b>Depreciation</b>	The periodic allocation of the cost of physical assets, representing the amount of the asset consumed during a specified time.
<b>Equity</b>	Equity is the residual interest in the assets of the entity after deduction of its liabilities. It usually comprises the entity's accumulated surpluses/losses, capital injections and any reserves.
<b>Equity injection</b>	An increase in the investment of the government in a public sector agency.
<b>Financial statements</b>	Collective description of the income statement, the balance sheet and the cash flow statement for an entity's controlled and administered activities.
<b>Income statement</b>	A financial statement highlighting the accounting surplus or deficit of an entity. It provides an indication of whether the entity has sufficient revenue to meet expenses in the current year, including non-cash costs such as depreciation.
<b>Outcomes</b>	Whole-of-government outcomes are intended to cover all dimensions of community wellbeing. They express the current needs and future aspirations of communities, within a social, economic and environment context.
<b>Own-source revenue</b>	Revenue that is generated by an agency, generally through the sale of goods and services, but it may also include some Commonwealth funding.
<b>Priorities</b>	Key policy areas that will be the focus of government activity.
<b>Services</b>	The actions or activities (including policy development) of an agency which contribute to the achievement of the agency's objectives.
<b>Service area</b>	Related services grouped into a high level service area for communicating the broad types of services delivered by an agency.
<b>Service standard</b>	Define a level of performance that is expected to be achieved appropriate for the service area or service. Service standards are measures of efficiency or effectiveness.







Queensland Budget 2024–25

**Service Delivery Statements**

[budget.qld.gov.au](http://budget.qld.gov.au)