

# SERVICE DELIVERY STATEMENTS

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Queensland Police Service

# 2022–23 Queensland Budget Papers

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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 Corrective Services and  
Minister for Fire and Emergency Services**  
The Honourable Mark Ryan MP

**Queensland Police Service**  
Commissioner: Katarina Carroll APM

Additional information about the agency can be sourced from:

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

# Queensland Police Service

## Overview

The purpose of the Queensland Police Service (QPS) is to work with the community and stakeholders to prevent, disrupt, respond to and investigate crime to achieve our vision of making Queensland the safest state.

The department supports the government's objectives for the community:

- More Jobs in More Industries: Good, secure jobs in our traditional and emerging industries
- Protecting Our Queensland Lifestyle: Protect and enhance our Queensland lifestyle as we grow
- Better Services: Delivering even better services right across Queensland.

The service areas within the department align with the following department objectives:

Department's service area	Department's objectives
<b>Police Services</b> To keep Queenslanders safe by working with the community and our partners to prevent, disrupt and respond to and investigate crime and eliminate road trauma.	<p>Our Community - Together with our community build a safer Queensland</p> <p>Our Relationships - Create a safer community and provide better services through connected and engaged relationships</p> <p>Our Commitment - Embrace new ideas and innovation to strengthen our capability to prevent, disrupt, respond to and investigate crime and deliver safe and secure communities</p>

### Department highlights

In 2022–23, the department will:

- continue to support the implementation of the *Domestic and Family Violence Prevention Strategy 2016–2026* and contribute to the response to the first report of the Queensland Women's Safety and Justice Taskforce, *Hear her voice – Report one – Addressing coercive control and domestic and family violence in Queensland* (Report 1, Hear her voice), including delivering dedicated training programs focussing on coercive control to better equip QPS members to address domestic and family violence within the community
- continue to support the Queensland Government's *Youth Justice Strategy 2019–23 - Working Together, Changing the Story*, to assist young Queenslanders to make positive life choices through crime prevention and early intervention, and focus on serious repeat offenders
- continue to work closely with partner agencies to address justice-related targets to reduce rates of Aboriginal peoples and Torres Strait Islander peoples in incarceration by 15 per cent (adults) and 30 per cent (children) by 2031 under the *National Agreement on Closing the Gap*
- strive towards a more diverse workforce reflective of the Queensland community by developing sponsored pathways for First Nations and culturally and linguistically diverse background applicants and employing local community members as protective security officers in remote communities
- continue to implement the recommendations from the Royal Commission into Institutional Responses to Child Sexual Abuse (Royal Commission), including collaborating with the University of Queensland to explore bias, trauma and victim centric approaches and align current training programs with the Royal Commission recommendations as part of its commitment to supporting victims of crime, organisational education and training, and continual improvement
- continue to assist the community during disasters such as the 2022 flood responses where police worked together with their local communities and continue to support the public health response to COVID-19
- continue to support the *Queensland Road Safety Strategy 2022–31* through proven road safety interventions, such as strong deterrence, enforcement and education programs, and contribute to the Queensland Government's targets for improved road safety outcomes.

## Budget highlights

In the 2022–23 Queensland Budget, the government is providing:

- \$34.1 million over 4 years and \$5.5 million per annum ongoing as part of the government's total funding package of \$363 million over 5 years (\$350 million new funding and \$12.9 million internally met) to respond to Report 1, Hear her voice
- \$3.5 million to support the continuation of the Youth Justice Strategy - Five Point Plan to address youth crime
- \$6.1 million for a 12 month Road Safety Anti Hooning Maximum Saturation Deterrence trial of anti-hooning technology and an evaluation of the effectiveness of the technology in relation to hooning offending
- \$1.6 million in 2022–23 to address recommendations of the *Queensland Audit Office report 8: 2020–21 – Regulating firearms* including expediting work to replace the Weapons Licensing Management System
- \$2 million to support the development of a business case for the relocation of the Police Academy, and other co-located Queensland Police Service functions, from the Oxley site to the Wacol Police Precinct.

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

# Performance statement

## Police Services

### Objective

To keep Queensland safe by working with the community and our partners to prevent, disrupt, respond to and investigate crime and eliminate road trauma.

### Description

To provide services to the Queensland community designed to uphold and administer the law responsibly, fairly and efficiently; preserve peace and good order; protect and support the community; prevent, disrupt and respond to crime; to promote road safety and to work toward fair, just and lasting outcomes for the community. This includes, but is not limited to:

- protecting property and personal safety
- maintaining public order and safety including during major events and disasters
- working with partners to address over-representation in the criminal justice system among vulnerable groups, including First Nations peoples
- intervening in driver behaviours contributing to road trauma: speeding; red light offences; driving while distracted; driving under the influence of alcohol or drugs; driving while fatigued; and not wearing seatbelts.

Service standards	2021–22 Target/Est.	2021–22 Est. Actual	2022–23 Target/Est.
<b>Effectiveness measures</b>			
Percentage of personal safety offences cleared within 30 days:			
Homicide (murder and other homicide)	70-83%	83.0%	70-83%
Assault	54-63%	58.1%	54-63%
Sexual assault <sup>1</sup>	48-57%	38.8%	48-57%
Robbery <sup>2</sup>	57-62%	62.9%	60-68%
Total Personal safety	54-61%	55.1%	54-61%
Percentage of property security offences cleared within 30 days:			
Unlawful entry	18-21%	23.9%	18-21%
Other property damage	25-27%	35.8%	25-27%
Motor vehicle theft <sup>2</sup>	36-39%	43.2%	36-40%
Other theft (excluding unlawful entry)	26-28%	30.4%	26-28%
Total property security	28-30%	31.7%	28-30%
Percentage of good order offences cleared within 30 days <sup>3</sup>	80-85%	78.4%	80-85%
Rate of crime victimisation per 1000 population:			
Total personal offences <sup>4</sup>	<6.3	10.3	<6.3
Total property offences	<42.3	42.2	<42.0
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	New Measure	New measure	66%
Percentage of proceedings where young offenders were offered and accepted a diversion option	≥40%	38.5%	>40%
Percentage of code 1 and code 2 incidents attended within 12 minutes	≥85%	85.4%	>85%

Service standards	2021–22 Target/Est.	2021–22 Est. Actual	2022–23 Target/Est.
Public perceptions of safety:			
Feelings of safety walking alone in neighbourhood during the night	>50%	51.8%	>50%
Feelings of safety travelling alone on public transport during the night <sup>2</sup>	>25%	31.0%	>30%
Satisfaction of members of the public who had contact with police in the last 12 months <sup>5</sup>	>85%	74.6%	>85%
Public satisfaction with police dealing with emergencies and disasters <sup>5</sup>	>85%	77.7%	>85%
Perception of police integrity: <sup>5</sup>			
Police perform their job professionally	>85%	83.3%	>85%
I do have confidence in police	>85%	79.0%	>85%
Police treat people fairly and equally	>75%	66.5%	>75%
Police are honest	>75%	67.0%	>75%
Rate of complaints against police per 100 sworn (operational) staff	<9.8	9.9	<9.8
Road Fatalities per 100,000 population <sup>6</sup>	4.30	5.39	4.30
Hospitalised road casualties per 100,000 population <sup>6</sup>	110	155	110
<b>Efficiency measures</b>			
Cost of police services per person <sup>7</sup>	\$494	\$499	\$517
<b>Discontinued measures</b>			
Proportion of young offenders who have another charged offence within 12 months of an initial finalisation for a proven offence <sup>8,9</sup>	70%	78%	Discontinued measure

Notes:

1. The complexity and protracted nature of sexual assault investigations, coupled with reporting of historical offences and characteristics of the offence reported may impact the proportion of crimes cleared within a set timeframe. Therefore, a definitive explanation for the variance between the 2021–22 Target/Estimate and 2021–22 Estimated Actual for sexual assault offences is not feasible.
2. The 2022–23 Target/Estimate has been revised based on historical performance and trends.
3. The variance between the 2021–22 Target/Estimate and 2021–22 Estimated Actual for good order offences cleared within 30 days may be associated with the overall higher rate of victimisation for these offences more broadly.
4. From 1 July 2021 the QPS implemented a decision to enhance the consistent practice of recording criminal offences associated with domestic and family violence (DFV) investigations across the state within the QPS QPRIME computer system. When responding to and investigating a DFV occurrence, police across the state are now consistently recording all offences identified in the same incident in the QPRIME system. This means that police districts will likely see a statistical increase in a number of DFV related offence categories – for example DFV related assault, strangulation or wilful damage.
5. Queensland results mirror that occurring at a national level, indicating national-level factors affecting satisfaction with police. The results are likely a mix of local and national factors affecting attitudes to police generally, though the impact of any one factor (or group of factors) on satisfaction with or perceptions of police cannot be confirmed based on available data. Attitudinal data in particular can be influenced in the short term by significantly adverse or highly publicised events. Point-in-time responses can vary from people's true underlying (or longer term) satisfaction with police and general community perceptions.
6. The variance between 2021–22 Target/Estimate and 2021–22 Estimated Actual are based on a number of societal influences that can vary throughout the year resulting in changes in numbers of road crashes. The QPS in partnership with the Department of Transport and Main Roads continues to implement various road safety initiatives and programs aimed at reducing lives lost and hospitalisations.
7. The 2021–22 Estimated Actual is above the 2021–22 Target/Estimate mainly as a result of COVID-19 impacts. The 2022–23 Target/Estimate reflects enterprise bargaining arrangements and the recruitment of additional police officers as part of the government's 2,025 police personnel commitment.
8. This service standard has been discontinued and replaced with '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', which captures all young people aged 10–17 years in Queensland who had a proven charge. The measure aligns with that reported by the Department of Children, Youth Justice and Multicultural Affairs.
9. The variance between the 2021–22 Target/Estimate and 2021–22 Estimated Actual is likely associated with both the decreasing number of 10–15 year old offenders (base cohort) and the subsequent increasing proportion of offenders within this cohort who are likely to reoffend.

## Departmental budget summary

The table below shows the total resources available in 2022–23 from all sources and summarises how resources will be applied by service area and by controlled and administered classifications.

Queensland Police Service	2021–22 Adjusted Budget \$'000	2021–22 Est. Actual \$'000	2022–23 Budget \$'000
<b>CONTROLLED</b>			
<b>Income</b>			
Appropriation revenue <sup>1</sup>	2,485,278	2,550,776	2,659,113
Other revenue	204,283	225,054	219,308
<b>Total income</b>	<b>2,689,561</b>	<b>2,775,830</b>	<b>2,878,421</b>
<b>Expenses</b>			
Police Services	2,689,561	2,775,830	2,878,421
<b>Total expenses</b>	<b>2,689,561</b>	<b>2,775,830</b>	<b>2,878,421</b>
<b>Operating surplus/deficit</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Net assets</b>	<b>1,946,745</b>	<b>1,956,462</b>	<b>1,975,529</b>
<b>ADMINISTERED</b>			
<b>Revenue</b>			
Commonwealth revenue	..	..	..
Appropriation revenue	..	..	..
Other administered revenue	13,445	13,445	13,781
<b>Total revenue</b>	<b>13,445</b>	<b>13,445</b>	<b>13,781</b>
<b>Expenses</b>			
Transfers to government	13,445	13,445	13,781
Administered expenses	..	..	..
<b>Total expenses</b>	<b>13,445</b>	<b>13,445</b>	<b>13,781</b>
<b>Net assets</b>	<b>..</b>	<b>..</b>	<b>..</b>

Note:

1. Includes State and Commonwealth funding.

## Staffing

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

Service area	2021–22 Adjusted Budget <sup>1</sup>	2021–22 Est. Actual <sup>1</sup>	2022–23 Budget <sup>2</sup>
Police Services	16,920	16,923	17,548
<b>Total FTEs</b>	<b>16,920</b>	<b>16,923</b>	<b>17,548</b>

Notes:

- The 2021–22 Adjusted Budget and 2021–22 Estimated Actual includes:
  - the finalisation of staff transfers to QPS following the disestablishment of the Public Safety Business Agency on 1 July 2021
  - the transfer of responsibility for the Road Safety Camera Office - Fine Administration and Management from QPS to Queensland Treasury from 1 February 2022 (under an interim agreement, which is subject to change upon final agreement).
- The increase in the 2022–23 budget includes the government's 2,025 police personnel commitment.

## Capital program

The 2022–23 QPS capital program of \$174.6 million supports quality frontline services throughout Queensland. The program will fund police facilities, motor vehicles, aviation assets, vessels, information and communications technology and other essential equipment.

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

	2021–22 Adjusted Budget \$'000	2021–22 Est. Actual \$'000	2022–23 Budget \$'000
Capital purchases	156,057	142,516	174,629
<b>Total capital outlays</b>	<b>156,057</b>	<b>142,516</b>	<b>174,629</b>

Further information about the QPS capital outlays can be found in *Budget Paper No. 3: Capital Statement*. There may be variations between the capital program figure quoted across papers as payments across Queensland government agencies are excluded from *Budget Paper No. 3: Capital Statement* and may be included in the figure quoted above.

# Budgeted financial statements

## Departmental income statement

The departmental financial statements include the finalisation of the transfer to the QPS of various corporate functions following the disestablishment of the Public Safety Business Agency on 1 July 2021 and the machinery-of-government transfer of responsibility for the Road Safety Camera Office - Fine Administration and Management from the QPS to Queensland Treasury from 1 February 2022 (under an interim agreement, which is subject to change upon final agreement).

Total expenses are estimated to be \$2.878 billion in 2022–23, an increase of \$102.6 million from the 2021–22 Estimated Actual. The increase is mainly due to the recruitment of additional police officers as part of the government's 2,025 police personnel commitment, Queensland Government Air related expenses and enterprise bargaining arrangements.

Total revenue is estimated to be \$2.878 billion in 2022–23, an increase of \$102.6 million from the 2021–22 Estimated Actual. The increase is mainly due to the funding for additional police officers that are part of the government's 2,025 police personnel commitment, funding to ensure ongoing delivery of Queensland Government Air services and enterprise bargaining arrangements.

## Departmental balance sheet

The department's major assets in 2022–23 are estimated to be plant and equipment and intangibles (\$1.93 billion), cash (\$50.1 million), and receivables (\$82 million). The department's main liabilities relate to accrued employee benefits (\$82.9 million) and payables (\$36.4 million).

# Controlled income statement

Queensland Police Service	2021–22 Adjusted Budget \$'000	2021–22 Est. Actual \$'000	2022–23 Budget \$'000
<b>INCOME</b>			
Appropriation revenue	2,485,278	2,550,776	2,659,113
Taxes	..	..	..
User charges and fees	166,163	185,718	181,225
Royalties and land rents	..	..	..
Grants and other contributions	32,156	33,372	32,119
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>2,689,561</b>	<b>2,775,830</b>	<b>2,878,421</b>
<b>EXPENSES</b>			
Employee expenses	2,168,290	2,218,811	2,318,362
Supplies and services	371,070	403,448	408,501
Grants and subsidies	6,525	6,525	6,633
Depreciation and amortisation	115,900	119,220	116,958
Finance/borrowing costs	264	264	203
Other expenses	25,512	25,562	25,764
Losses on sale/revaluation of assets	2,000	2,000	2,000
<b>Total expenses</b>	<b>2,689,561</b>	<b>2,775,830</b>	<b>2,878,421</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>..</b>	<b>..</b>	<b>..</b>

# Controlled balance sheet

Queensland Police Service	2021–22 Adjusted Budget \$'000	2021–22 Est. Actual \$'000	2022–23 Budget \$'000
<b>CURRENT ASSETS</b>			
Cash assets	38,725	76,251	50,143
Receivables	75,073	82,016	82,016
Other financial assets	..	..	..
Inventories	10,615	10,951	10,951
Other	35,365	31,679	31,679
Non-financial assets held for sale	..	963	963
<b>Total current assets</b>	<b>159,778</b>	<b>201,860</b>	<b>175,752</b>
<b>NON-CURRENT ASSETS</b>			
Receivables	..	..	..
Other financial assets	..	..	..
Property, plant and equipment	1,904,176	1,856,045	1,905,106
Intangibles	24,824	26,057	20,957
Other	..	..	..
<b>Total non-current assets</b>	<b>1,929,000</b>	<b>1,882,102</b>	<b>1,926,063</b>
<b>TOTAL ASSETS</b>	<b>2,088,778</b>	<b>2,083,962</b>	<b>2,101,815</b>
<b>CURRENT LIABILITIES</b>			
Payables	54,236	36,368	36,368
Accrued employee benefits	76,312	82,906	82,906
Interest bearing liabilities and derivatives	2,069	1,649	1,245
Provisions	679	135	135
Other	2,689	415	415
<b>Total current liabilities</b>	<b>135,985</b>	<b>121,473</b>	<b>121,069</b>
<b>NON-CURRENT LIABILITIES</b>			
Payables	..	..	..
Accrued employee benefits	..	..	..
Interest bearing liabilities and derivatives	6,048	6,027	5,217
Provisions	..	..	..
Other	..	..	..
<b>Total non-current liabilities</b>	<b>6,048</b>	<b>6,027</b>	<b>5,217</b>
<b>TOTAL LIABILITIES</b>	<b>142,033</b>	<b>127,500</b>	<b>126,286</b>
<b>NET ASSETS/(LIABILITIES)</b>	<b>1,946,745</b>	<b>1,956,462</b>	<b>1,975,529</b>
<b>EQUITY</b>			
<b>TOTAL EQUITY</b>	<b>1,946,745</b>	<b>1,956,462</b>	<b>1,975,529</b>

# Controlled cash flow statement

Queensland Police Service	2021–22 Adjusted Budget \$'000	2021–22 Est. Actual \$'000	2022–23 Budget \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Inflows:</b>			
Appropriation receipts	2,485,278	2,554,460	2,659,113
User charges and fees	178,208	197,763	193,270
Royalties and land rent receipts	..	..	..
Grants and other contributions	13,434	14,600	13,145
Interest and distribution from managed funds received	550	550	550
Taxes	..	..	..
Other	38,527	38,527	38,527
<b>Outflows:</b>			
Employee costs	(2,168,290)	(2,218,811)	(2,318,362)
Supplies and services	(406,183)	(438,561)	(443,614)
Grants and subsidies	(6,525)	(6,525)	(6,633)
Borrowing costs	..	..	..
Other	(18,835)	(18,835)	(18,835)
<b>Net cash provided by or used in operating activities</b>	<b>116,164</b>	<b>123,168</b>	<b>117,161</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
<b>Inflows:</b>			
Sales of non-financial assets	13,710	17,171	13,710
Investments redeemed	..	..	..
Loans and advances redeemed	..	..	..
<b>Outflows:</b>			
Payments for non-financial assets	(156,057)	(142,516)	(174,629)
Payments for investments	..	..	..
Loans and advances made	..	..	..
<b>Net cash provided by or used in investing activities</b>	<b>(142,347)</b>	<b>(125,345)</b>	<b>(160,919)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
<b>Inflows:</b>			
Borrowings	..	..	..
Equity injections	69,971	64,373	77,801
<b>Outflows:</b>			
Borrowing redemptions	..	..	..
Finance lease payments	(6,441)	(6,441)	(1,417)
Equity withdrawals	(58,734)	(58,734)	(58,734)
<b>Net cash provided by or used in financing activities</b>	<b>4,796</b>	<b>(802)</b>	<b>17,650</b>
<b>Net increase/(decrease) in cash held</b>	<b>(21,387)</b>	<b>(2,979)</b>	<b>(26,108)</b>
<b>Cash at the beginning of financial year</b>	<b>44,809</b>	<b>79,230</b>	<b>76,251</b>
Cash transfers from restructure	15,303	..	..
<b>Cash at the end of financial year</b>	<b>38,725</b>	<b>76,251</b>	<b>50,143</b>

# Administered income statement

Queensland Police Service	2021–22 Budget \$'000	2021–22 Est. Actual \$'000	2022–23 Budget \$'000
<b>INCOME</b>			
Appropriation revenue	..	..	..
Taxes	..	..	..
User charges and fees	11,035	11,035	11,311
Royalties and land rents	..	..	..
Grants and other contributions	..	..	..
Interest and distributions from managed funds	..	..	..
Other revenue	2,410	2,410	2,470
Gains on sale/revaluation of assets	..	..	..
<b>Total income</b>	<b>13,445</b>	<b>13,445</b>	<b>13,781</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	13,445	13,445	13,781
<b>Total expenses</b>	<b>13,445</b>	<b>13,445</b>	<b>13,781</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>..</b>	<b>..</b>	<b>..</b>

# Administered balance sheet

Queensland Police Service	2021–22 Budget \$'000	2021–22 Est. Actual \$'000	2022–23 Budget \$'000
<b>CURRENT ASSETS</b>			
Cash assets	1,899	1,504	1,504
Receivables	(3)	(10)	(10)
Other financial assets	..	..	..
Inventories	..	..	..
Other	..	..	..
Non-financial assets held for sale	..	..	..
<b>Total current assets</b>	<b>1,896</b>	<b>1,494</b>	<b>1,494</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>1,896</b>	<b>1,494</b>	<b>1,494</b>
<b>CURRENT LIABILITIES</b>			
Payables	1,282	921	921
Transfers to Government payable	614	573	573
Accrued employee benefits	..	..	..
Interest bearing liabilities and derivatives	..	..	..
Provisions	..	..	..
Other	..	..	..
<b>Total current liabilities</b>	<b>1,896</b>	<b>1,494</b>	<b>1,494</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>1,896</b>	<b>1,494</b>	<b>1,494</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	2021–22 Budget \$'000	2021–22 Est. Actual \$'000	2022–23 Budget \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
<b>Inflows:</b>			
Appropriation receipts	..	..	..
User charges and fees	11,035	11,035	11,311
Royalties and land rent receipts	..	..	..
Grants and other contributions	..	..	..
Interest and distribution from managed funds received	..	..	..
Taxes	..	..	..
Other	2,410	2,410	2,470
<b>Outflows:</b>			
Employee costs	..	..	..
Supplies and services	..	..	..
Grants and subsidies	..	..	..
Borrowing costs	..	..	..
Other	..	..	..
Transfers to Government	(13,445)	(13,445)	(13,781)
<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	..	..	..
<b>Outflows:</b>			
Borrowing redemptions	..	..	..
Finance lease payments	..	..	..
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>1,899</b>	<b>1,504</b>	<b>1,504</b>
Cash transfers from restructure	..	..	..
<b>Cash at the end of financial year</b>	<b>1,899</b>	<b>1,504</b>	<b>1,504</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 2022–23

**Service Delivery Statements**

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