



Tasmania Police Community Survey

Quantitative Research Report

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# Introduction

## Background to the research

The Department of Police, Fire and Emergency Management (DPFEM) commissioned EMRS to conduct research with the Tasmanian community in order to understand community sentiment towards Tasmania police. The outcomes from this research will be input into strategies designed to improve community policing.

## Scope of the Research

EMRS recommends using quantitative research methods and administrating a structured survey instrument. Quantitative survey methods would be an effective approach to measure public sentiment and attitudes towards Tasmania police. Based on initial discussions with DPFEM, a public online survey approach will be used to collect the data.

## Purpose and Objectives of the Research

The research aimed to understand community sentiment towards Tasmania Police:

This includes, and confidence that the police can deliver policing services.

* Experiences with Tasmania Police
* Satisfaction with contact
* Confidence that Tasmania Police can deliver policing services
* Perceptions of Tasmania Police and their values
* Perceptions of community safety and the environs in which people felt safe
* Top concerns regarding safety in the community
* Most effective ways to communicate with the public.

## Research Methodology

The survey was designed and programmed by EMSR, and the link provided to Tasmania Police, and it was promoted through the Tasmania Police Facebook page and local councils. A total of n=4,080 Tasmanian residents completed the survey over the period from November 13 to December 4 2023.

## Reporting on the Results

The results were analysed by Police District, age, gender and LGA. Where percentage figures do not sum to 100, an asterisked (\*) comment explains whether it is due to rounding or the question allowing multiple responses. A dagger symbol (†) indicates where the sample size is small or variable and caution should be exercised in interpreting the results.

The following report presents the findings of the quantitative research, conducted among n=4,080 Tasmanians over 18 years of age. The results have been presented predominantly in chart and table formats. Any statistically significant variations in the results across the population subgroups have been remarked upon in the commentary accompanying the charts.

Weighting has been applied to the results of this survey to ensure that they accurately reflect the target population according to age, gender and district distribution as recorded in the most recent 2021 Australian Bureau of Statistics Census.

## Sample Profile

The sample profile is outlined below across key demographic groups. Around half of the respondents live in the Southern Police District (52%), followed by the Northern (25%) and Western districts (23%). This is similar to the population distribution in Tasmania.

Key demographics were relatively distributed across the districts, although the Western district had a higher representation of males and those aged 65 and over, while the Southern district had more representation across females and residents within 25 to 44 years of age.

****Figure 1. Tasmanian Police District****

Females were more likely to participate in this research (61%) compared to the population, with males much less likely to take part (38%). Gender was corrected with weighting to ensure equal representation in the results.

****Figure 2. Gender****

Across age representation differed with younger respondents (16 to 24 years) less likely to participate in the survey (3%) compared to their representation in the population. This group was upweighted to 12 percent, while 45 to 54 and 55 to 64 year olds (22% and 23%) who are over represented in the sample were down weighted in accordance with population statistics.

**Figure 3. Age group**

Launceston is the largest LGA represented in the survey at 11 percent, followed by Glenorchy at nine percent. Derwent Valley, Kingborough and Clarence compose eight percent of sample each. Hobart makes up six percent, while West Tamar and Devonport contribute 5 percent each.

****Figure 4. Local government area****

The proportion of Aboriginal and Torres Strait Islander respondents (6%) was aligned with the population statistics. The majority of respondents do not identify as Aboriginal or Torres Strait Islander (88%), and a small proportion are either unsure (2%) or prefer not to say (4%).

****Figure 5. Aboriginal or Torres Strait Islander descent****

The majority of respondents stated they only speak English at home (94%). A small proportion of four percent speak a language other than English.

****Figure 6. Speak a language other than English at home****

**Over one in ten respondents have a disability (15%), which is a little lower than population level statistics suggest, with the majority (81%) stating they don’t have a disability. A minority of four percent are unsure or prefer not to say. Residents who identify as Aboriginal or Torres Strait Islander are more likely to have a disability (24%).**

**Figure 7. Disability status**

# Executive Summary

Over half of the Tasmanian public surveyed had contact with Tasmania Police in the last 12 months. Those aged under 54 years were more likely to have had contact in this time period than older residents of Tasmania.

Contact with Tasmania Police was primarily through the Police Assistance line, and in person encounters (e.g. in the street). Other common contact methods included calling or visiting a police station. There were some differences across demographic groups with young people (16 to 24 years) more likely to have had in person contact with a police officer. Other differences are detailed in the report.

Those who had contact with Tasmania Police were asked to provide a satisfaction rating with this interaction. Satisfaction levels were positive overall with half of respondents providing a satisfied rating, however one in four were dissatisfied. There were some differences in satisfaction across location and demographic groups, of particular interest is the high level of satisfaction among older respondents (over 65 years), and the low level of satisfaction in the Southern Police District.

There is a pattern among those who are less satisfied with their experience. These residents are less positive towards the police, feel less safe, and feel like crime levels have increased. There are indications that this cohort didn’t feel supported by Tasmania Police, that their reason for having contact with the police wasn’t taken seriously, and that the police were not accountable. This cohort is also less engaged with Tasmania Police, with fewer and lower preferences for receiving information from the police or contacting the police.

Overall confidence in Tasmania Police’s ability to deliver policing services was split between residents who believe the police can deliver, and those who lack confidence in Tasmania Police. There was also quite a large neutral rating with one in three respondents selecting this response. Similar to satisfaction, older respondents were more confident overall, while residents of the Southern Police District were less confident.

Perceptions of Tasmania Police were positive for professional, trustworthy and honest, compassionate and fair and equitable qualities. There was a higher level of disagreement that Tasmania Police is visible however. Overall, those aged between 25 and 44 years were more likely to disagree across the measures. Notably, residents aged 16 to 24 years old disagreed strongest that Tasmania Police are compassionate, while providing the highest level of agreement that the police are visible.

Agreement that Tasmania Police exhibit the core values respect, integrity and support was strong overall, although some residents more strongly disagreed that the police provide support and are accountable. Those aged under 65 years were much more likely to disagree that Tasmania Police show support, as were those living in the Southern and Northern districts. Accountability received the highest level of disagreement, largely due to those aged under 44 years and males. While districts were consistent, there were some differences within LGAs regarding this measure.

When asked about scenarios regarding feelings of safety, residents felt safest in their own homes followed by outside in the community during the day. Concerningly, while a small proportion, some residents felt unsafe in their own homes. Those living in the Southern Police District were more likely to say they felt unsafe at home, while older residents (65 years and over) felt safer than other age groups.

Feelings of safety in the community at night and on public transport was very low, this was lowest among those living in the Southern Police District, females and those aged under 65 years. Residents in the Southern district were also more likely to feel unsafe on public transport, as were those aged under 65 years.

Youth crime, theft from homes and public order and safety were the top three safety concerns cited by residents. Youth crime and theft from homes were more pressing concerns for Southern Police District residents.

Drugs and alcohol were also a top safety issue, particularly for those in the Northern and Western Police Districts.

The majority of residents felt that crime has increased over the past 12 months, which was particularly high among those in the Southern district. Older residents 65 years and over were less likely to feel crime levels have increased than younger cohorts.

When asked about sources of information about community safety issues residents relied on word of mouth and personal experience. Personal experience was particularly high among residents of the Southern Police District and the younger cohorts (generally under the age of 65 years). This may be a contributing factor to why there are patterns in perceptions of Tasmania Police among these groups.

Online sources are also relied on for information about community safety issues, with one in two saying they use the Tasmania Police Facebook page. Older residents aged 65 years and over were less likely to use online sources, and preferred to get their information from TV, radio and newspapers.

Under half the residents felt that Tasmania Police keep the public informed about issues that affect the community. Residents in the Southern district and those aged under 65 years were less positive about this measure.

# Contact with Tasmania Police

## Contact with Tasmania Police in last 12 months

Just over half of the Tasmanian public stated they had contact with Tasmania Police in the last 12 months (55%). Respondents with disability and those who identify as Aboriginal or Torres Strait Islander were significantly more likely to have had contact with Tasmania Police.

****Figure 8. Proportion of contact in the last 12 months****

There were no significant differences in contact across the last 12 months by Police District, with very similar proportions of the Tasmanian public stating they’d had contact within each district. While those living in the Southern District had a slightly higher level of contact (57%) compared to the Northern and Western Districts (53% each), this was not significantly different.

****Figure 9. Proportion of contact in the last 12 months by Police District****

Contact with Tasmania Police across gender is similar, with no differences in contact in the last 12 months, with 56 percent of males and 54 percent of females having had contact.

****Figure 10. Proportion of contact in the last 12 months by Gender****

The main differentiator in whether the public has contact with Tasmania Police is related to age, with those under 54 years more likely to have had contact in the last 12 months. Young Tasmanians between 16 and 24 years of age were most likely to have had contact with the police (65%), followed by 25 to 34 year olds (63%), 35 to 44 year olds (63%) and 45 to 54 year olds (61%). Older Tasmanians were much less likely to have had contact (55 to 64 year olds 53% and over 65 year olds 38%).

**Figure 11. Proportion of contact in the last 12 months by Age**

## Method of contact with Tasmania Police

Among those who had contact with Tasmania Police in the last 12 months the most common methods were through calling the Police assistance line (41%), having in person contact (e.g. in the street) (34%), calling a police station (27%) and visiting a police station (23%).

**Figure 12. Types of contact**

Types of contact across Police Districts were similar, however those living in the Southern District were significantly more likely to have had contact through calling the assistance line compared to the Western District (45% vs 33%).

****Figure 13. Types of contact by Police District****

Contact type by gender was overall similar as well, although males were significantly more likely to have had contact with Tasmania Police in person than females (37% compared to 30%).

****Figure 14. Types of contact by Gender****

Younger people (16 to 24 year olds) were most likely to have had in person contact with a Police Officer (47%) compared to those aged 35 to 44 years (32%), 45 to 54 years (30%), 55 to 64 years (30%) and those aged 65 or older (28%).

There were other differences by age, with 25 to 34 year olds and 35 to 44 year olds more likely to have contact by calling the assistance line (50% each) compared to 16 to 24 year olds (28%), 55 to 64 year olds (39%) and over 65 year olds (33%).

Emergency Triple Zero was most likely to have been called by 25 to 34 year olds (20%), particularly when compared to over 65 year olds who were least likely to have used this service (6%).

****Figure 15. Types of contact by Age****

## Satisfaction with service provided by Tasmania Police

Overall those who had contact with Tasmania Police were satisfied at 56 percent, providing a rating of 4 or 5. One in five provided a neutral rating of 3 (19%) and one in four stated they were dissatisfied overall with a rating of 1 or 2 (24%).

The average rating provided was between 3 and 4 (3.6).

There are indications that respondents who identify as Aboriginal or Torres Strait Islander or are a person with a disability were more likely to be Very dissatisfied with the service provided by Tasmania Police.

Respondents who called Tasmania Police through the Assistance Line, called a police station or visited a police station were less satisfied with the service they received.

**Figure 16. Satisfaction with the service provided by Tasmania Police**

Net: 56%

**Average:**

**3.6**

Members of the public living in the Southern Police District were significantly less satisfied overall (52%) compared to those in the Northern and Western Districts (60% each). The average rating provided by those in the Southern District was significantly lower than that provided in the Western District (3.5 vs 3.7).

Among the LGAs Meander Valley had a significantly higher net satisfaction at 83 percent with an average score of 4.0. Derwent Valley had a significantly lower level of net satisfaction at 29 percent and an average of 2.9; due to a significantly higher level of dissatisfaction (40%).

**Figure 17. Satisfaction with the service provided by Tasmania Police by District**

While not significant, males were more satisfied overall than females (58% compared to 53%), this is due to more females providing a neutral rating of 23 percent compared to 15 percent among males. There was no difference in average rating across genders (3.6 each).

**Figure 18. Satisfaction with the service provided by Tasmania Police by Gender**

Satisfaction with Tasmania Police was similar across age groups overall, however those aged over 65 years were most satisfied with a net satisfaction of 66 percent and an average of 3.8 compared to 25 to 34 year olds (52% and 3.5), 35 to 44 year olds (48% and 3.4), 45 to 54 year olds (56% and 3.5) and 55 to 64 year olds (56% and 3.6). This was largely driven by the significantly higher proportion of older respondents who were very satisfied (43%).

**Figure 19. Satisfaction with** **the** **service provided by Tasmania Police by Age**

# Perceptions of Tasmania Police

## Confidence in Tasmania Police to deliver policing services

On the whole, members of the public were more confident that Tasmania Police can deliver policing services, with 41 per cent providing a rating of 4 or 5 compared to 30 per cent providing a 1 or 2. Over one in four provided a neutral rating (28%).

The average rating provided was close to 3 (3.2).

Notably residents who were dissatisfied with the service provided by Tasmania Police were more likely to say they were not confident (82%) compared to those who were satisfied (13% total not confident).

**Figure 20. Confidence in Tasmania Police to deliver policing services**

Net: 41%

**Average:**

**3.2**

Members of the public living in the Southern Police District were significantly less confident overall (38%) compared to those in the Western District (45%). This is due to a lower proportion providing a rating of 5 – Very confident compared to those in the West (14% vs 22%). The average rating provided by those in the Southern Police District was significantly lower than that provided in the Northern and Western districts (3.1 vs 3.3 ND 3.4).

Among the LGAs West Coast and Devonport were significantly more confident in Tasmania Police, providing a rating of 5 – Very confident (35% and 28% respectively), with an average score of 4.1 and 3.5. Residents of Meander Valley were significantly more likely to provide a rating of 4 (46%) with an average score of 3.7. Derwent Valley had a significantly lower level of overall confidence at six percent and an average of 2.1; due to a significantly higher level of dissatisfaction (70%).

**Figure 21. Confidence in Tasmania Police to deliver policing services by District**

There were no significant differences in confidence across male and female residents, with both providing the same overall confidence rating of 41 percent. The average for males and females was the same at 3.2.

**Figure 22. Confidence in Tasmania Police to deliver policing services by Gender**

Confidence in Tasmania Police was highest for those aged over 65 years with a net confidence of 54 percent and an average rating of 3.6 compared to 25 to 34 year olds (33% and 2.9), 35 to 44 year olds (34% and 3.0) and 45 to 54 year olds (3.1). This was due to the significantly higher proportion of older respondents who provided a rating of 4 or 5 (29% and 25% respectively).

**Figure 23. Confidence in Tasmania Police to deliver policing services by Age**

## Perceptions of Tasmania Police Qualities

Members of the public were most likely to agree that Tasmania Police are professional (71% total agree), trustworthy and honest (66%), compassionate (59%) and fair and equitable (57%). Less than half agreed that they are visible (49%); this was driven by a larger proportion who disagree overall (37%). Ratings of professional and trustworthy and honest were significantly higher than ratings of visible.

Respondents who were dissatisfied with the service provided by Tasmania Police were significantly more likely to disagree across the board that the police demonstrated these qualities. They were least likely to agree that Tasmania Police was fair and equitable (24%) and most likely to disagree that they were visible (55%).

**Figure 24. Overall perceptions of Tasmania Police qualities**

**Perceptions of Professional**

Perceptions of professional were not significantly different across Police Districts, with total agree the same for both Southern and Western Districts at 71 percent, while the Northern District sits at 70 percent agreement. Neutral and disagree ratings were also similar across districts, varying between 13 to 16 percent for neutral ratings, and 10 percent and 13 percent for disagreement.

There were no significant differences across LGAs.

**Figure 25. Perceptions of Tasmania Police qualities by District - Professional**

Perceptions of Tasmania Police as professional were similar across genders (70% total agree for males and 71% total agree among females). Neutral and total disagree ratings were also similar, with 15 percent of males and 14 percent of females providing a neutral rating, and 13 percent and 11 percent respectively providing a total disagree rating.

**Figure 26. Perceptions of Tasmania Police qualities by Gender - Professional**

While overall members of the public agree that Tasmania Police are professional, older respondents aged 55 to 64 and over 65 years were most positive about the professionalism of Tasmania Police, providing the highest level of agreement to this measure across the age groups (37% and 39% Strongly agree). This was significantly higher than the level of Strongly agree among 25 to 34 year olds (27%). Disagreement was highest for 35 to 44 year olds, with 16 percent either strongly or somewhat disagreeing with this measure.

**Figure 27. Perceptions of Tasmania Police qualities by Age - Professional**

**Perceptions of Trustworthy and honest**

Ratings of trustworthy and honest were similar across Police Districts, with those residing in the Southern and Northern Districts providing a total agree rating of 66 percent compared to 67 percent in the Western District. Neutral ratings were also similar with close to one in five providing this rating across all three districts, and approximately one in ten disagreeing across all three districts.

There were no differences in perceptions of trustworthy and honest by LGA.

**Figure 28. Perceptions of Tasmania Police qualities by District – Trustworthy and honest**

Males and females were similarly likely to agree that Tasmania Police are trustworthy and honest (66% and 67% respectively), sharing similar neutral and disagree ratings.

**Figure 29. Perceptions of Tasmania Police qualities by Gender - Trustworthy and honest**

Tasmania Police was considered trustworthy and honest by similar proportions across age groups, although those aged 65 years and over were significantly more likely to Strongly agree with this compared to 25 to 34 year olds (39% vs 26%). Disagreement was highest among 35 to 44 year olds, with almost one in ten saying they Strongly disagree (9%); significantly higher than Tasmanian residents aged over 65 years (3%).

**Figure 30. Perceptions of Tasmania Police qualities by Age - Trustworthy and honest**

**Perceptions of Compassionate**

**Agreement that Tasmania Police are compassionate was similar across Police Districts with over half of those residing in the Southern and Northern districts providing a total agreement rating of 58 percent. Those in the Western district were just as likely to agree, with 60 percent either strongly or somewhat agreeing that Tasmania Police is compassionate. Agreement was similar across LGAs, with no significant differences in ratings noted.**

**Figure 31. Perceptions of Tasmania Police qualities by District – Compassionate**

While at a total level males and females provided similar levels of agreement that Tasmania Police are compassionate (57% and 60% respectively), females were significantly more likely to strongly agree with this quality compared to males (26% vs 21%). Males were more likely to provide a neutral rating (23% compared to 19% of females), and females were more likely to say they don’t know (6% vs 4% males).

**Figure 32. Perceptions of Tasmania Police qualities by Gender - Compassionate**

Older respondents were most likely to agree that Tasmania Police is compassionate with close to two in three 55-64 year olds and those aged over 65 years agreeing with this measure (62% and 63%). Younger members of the public were more likely to disagree compared to those aged over 65 years (24% vs 9%).

**Figure 33. Perceptions of Tasmania Police qualities by Age - Compassionate**

**Perceptions of Fair and equitable**

**There were no significant differences in perceptions of Tasmania Police being fair and equitable across Police Districts, with total levels of agreement similar across all three (57% Southern, 56% Northern and 60% Western). Neutral ratings and disagreement were similar across districts.**

**There were no differences in perception by LGA.**

**Figure 34. Perceptions of Tasmania Police qualities by District – Fair and equitable**

There were very few differences by gender, with females more likely to say they don’t know if Tasmania Police is fair and equitable (7% vs 4% males). Otherwise ratings of agreement were similar (58% males compared to 57% females), as were neutral ratings, and levels of disagreement.

**Figure 35. Perceptions of Tasmania Police qualities by Gender - Fair and equitable**

Perceptions of Tasmania Police as fair and equitable were highest for older respondents aged over 65 years (64% agreement), particularly compared to 25 to 34 year olds, who had the lowest agreement with this measure at 51 percent. This was largely due to the lower levels of disagreement among older respondents (9% vs 19% 25 to 34 year olds). Strong disagreement was highest among 35 to 44 year olds (9% Strongly disagree), while 16 to 24 year olds were most likely to Somewhat disagree (16%).

**Figure 36. Perceptions of Tasmania Police qualities by Age - Fair and equitable**

**Perceptions of Visible**

**Perceptions of Tasmania Police as Visible was consistent across Police Districts with no significant differences between them. Agreement was similar across all three districts with close to half agreeing that Tasmania Police is visible (48% Southern district, 49% Northern, 50% Western). Around one in three disagreed with this measure across all districts.**

**Figure 37. Perceptions of Tasmania Police qualities by District – Visible**

While not significant, females were slightly more likely to agree that Tasmania Police is visible (51% compared to 46% among males). Males were more likely to Somewhat disagree with this measure compared to females (24% vs 18%).

**Figure 38. Perceptions of Tasmania Police qualities by Gender - Visible**

Younger residents were more likely to agree that the police are visible, with two in three of those aged between 16 and 24 years providing a Somewhat or Strongly agree response (67%), particularly compared to 35 to 44 and 55 to 64 year olds (43% and 42% respectively). Those aged 45 to 54 years old were least likely to Strongly agree that Tasmania Police is visible (12%), while 16 to 24 year olds were most likely to do so (32%). This was due to higher levels of disagreement among 45 to 54 year olds (42%) compared to 16 to 24 year olds (19%). Those aged between 55 and 64 years had the highest level of disagreement at 44 percent, with one in five of this age group providing a Strongly disagree response (21%).

**Figure 39. Perceptions of Tasmania Police qualities by Age - Visible**

## Perceptions of Tasmania Police Core Values

Among core values, Tasmania Police is perceived most strongly as having respect (65%) but is least likely to be seen as having accountability (50%). This is largely due to the higher level of disagreement and neutrality for accountability (22% and 21% respectively), and the lower disagreement and neutral responses for respect (15% and 17%).

**Perceptions among those who were dissatisfied with the service they received from Tasmania Police were poor across all core values, notably they disagreed most strongly that the police provided support (63%) and were accountable (58%).**

**Figure 40. Overall perceptions of Tasmania Police Core Values**

**Perceptions of Respect**

**Agreement that Tasmania Police demonstrates respect is consistent across Police Districts, with the Western district having the highest level of agreement compared to the Southern and Northern districts (67% vs 64% both), although this is not significant.**

**Figure 41. Perceptions of Tasmania Police core values by District - Respect**

Overall there were no differences in the level of agreement between males and females (64% and 66%), although females were more likely to say they don’t know (5% vs 3%).

**Figure 42. Perceptions of Tasmania Police core values by Gender - Respect**

Older respondents are significantly more likely to agree that Tasmania Police demonstrate respect as a core value (72%), than younger respondents, particularly compared to 25 to 34 and 35 to 44 year olds (both 60%). This is primarily the result of a larger proportion of older respondents providing a Strongly agree response to this measure (31% compared to 22% of 25 to 34 year olds), a lower level of Strongly disagree (3% vs 9% of 25 to 34 year olds).

**Figure 43. Perceptions of Tasmania Police core values by Age - Respect**

**Perceptions of Integrity**

Perceptions of integrity as a core value of Tasmania Police is consistent across Police Districts. Both Northern and Western districts had slightly higher total agreement than the Southern district (62% vs 59%) , however this was not significant.

**Figure 44. Perceptions of Tasmania Police core values by District - Integrity**

There are no significant differences by gender across perceptions of integrity as a core value of Tasmania Police, with total agree similar for both males and females (59% and 61%).

**Figure 45. Perceptions of Tasmania Police core values by Gender - Integrity**

Tasmania Police was most likely to be perceived as demonstrating integrity by older residents of Tasmania (65 years and older), with two in three providing an overall agreement rating, and one in three providing a Strongly agree response (69% and 31%). Those aged 25 to 54 years were less likely to Strongly agree with this measure (19% and 21%), and had higher levels of neutral and Somewhat disagree ratings.

**Figure 46. Perceptions of Tasmania Police core values by Age - Integrity**

**Perceptions of Support**

Those living across all three Police Districts are consistent in their perceptions that Tasmania Police meets its core value of support, ranging between 55% and 58% total agreement. Residents from the Western district were significantly more likely to Strongly agree with this measure compared to those from the Southern and Northern Police Districts (27% vs 20% for both).

Residents of the Derwent Valley were significantly more likely to Strongly disagree (16%) than other LGAs.

**Figure 47. Perceptions of Tasmania Police core values by District - Support**

There were no significant differences in agreement among males and females (54% and 58%), however males were more likely to provide a neutral rating (22% vs 17% females).

**Figure 48. Perceptions of Tasmania Police core values by Gender - Support**

There were a number of significant differences in perception of Tasmania Police meeting its core value of support across age groups. Similar to other measures, older respondents (65 years and over) were more likely to agree (66%) than younger age groups. This is due to lower levels of disagreement among older respondents, particularly in regards to Strongly disagree ratings compared to the younger age groups. Those in the 25 to 34 and 35 to 44 year old age groups were less likely to Strongly agree (17% and 18%) and more likely to Strongly disagree (11% and 12%) that the core value of support is met by Tasmania Police.

**Figure 49. Perceptions of Tasmania Police core values by Age - Support**

**Perceptions of Accountability**

**There were no significant differences in perceptions of accountability as a core value demonstrated by Tasmania Police across districts. Approximately one in two residents within each district agreed with this measure (49% Southern district, 50% Northern district and 51% Western district.**

**Those living in the Derwent Valley were significantly less likely to agree that Tasmania Police are accountable (36%).**

**Figure 50. Perceptions of Tasmania Police core values by District - Accountability**

While overall agreement was consistent between genders, there were some differences between males and females in regards to ratings of Somewhat disagree (15% males vs 11% females), with more females saying they don’t know whether Tasmania Police exhibit the core value of accountability (9% vs 6% males).

**Figure 51. Perceptions of Tasmania Police core values by Gender - Accountability**

Older respondents aged 65 years and over were more likely to agree that Tasmania Police meets its core value of accountability compared to younger respondents (58% vs 44% 25 to 34 year olds, 42% 35 to 44 year olds and 48% 45 to 54 year olds). This was due to lower levels of disagreement among older respondents (13%) versus higher disagreement among 25 to 34 and 35 to 44 year olds in particular (30% and 27%).

**Figure 52. Perceptions of Tasmania Police core values by Age - Accountability**

# Perceptions of Community Safety

## Perceptions of Community Safety

Members of the public felt safest in their own homes (67% total safe) compared to other community settings, in particular outside at night (29%) or on public transport (25%). Concerningly one in ten felt unsafe in their own homes (12%).

Residents who were dissatisfied with their contact with Tasmania Police felt the least safe, including one in three who felt unsafe in their home (33%).

**Figure 53. Overall perceptions of community safety**

**Perceptions of safety - In your home**

Members of the public living in the Southern Police District were significantly less likely to say they felt safe in their homes (62%%) compared to those in the Northern and Western Districts (70% and 74%).

Among the LGAs the majority of those living in the Meander Valley felt safe (85%), while those in the Derwent Valley felt significantly less safe (38% safe and 32% unsafe).

**Figure 54. Perceptions of community safety by District – In your home**

Males were significantly more likely to say they felt safe in their home compared to females (69% vs 64%), this is due to higher ratings of Very safe among males (38% compared to 33% females). Females were more likely to provide a neutral rating (22% vs 19% males).

**Figure 55. Perceptions of community safety by Gender - In your home**

Older members of the public were significantly more likely to feel safe in their home compared to 35 to 44 and 45 to 54 year olds (70% vs 64% and 66%). This was due to a larger proportion of respondents in these age groups feeling somewhat unsafe (10% and 11% vs 7% 65 years and older).

**Figure 56. Perceptions of community safety by Age - In your home**

**Outside in your community during the day**

**Members of the public living in the Western Police District are significantly more likely to say they feel safe outside in their community during the day compared to those living in the Southern district (60% vs 53%). This is mostly due to a lower proportion of these respondents feeling Very safe compared to the Western Police District (20% compared to 28%).**

**Figure 57. Perceptions of community safety by District – Outside during the day**

Overall males report feeling safer than females outside in their community during the day (59% vs 52%). This is the result of females more likely to rate their feelings of safety as a ‘2’ out of 5 (13% vs 10% males) instead of providing a Very safe rating of ‘5’ (21% compared to 25% males).

**Figure 58. Perceptions of community safety by Gender - Outside during the day**

Older members of the public (65 years and older) are significantly more likely to say they feel safe overall, and providing a particularly high rating of Very safe (66% and 31%) compared to other age groups. Those aged between 25 to 34 and 35 to 44 years reported feeling the least safe (20% and 21% unsafe overall).

**Figure 59. Perceptions of community safety by Age - Outside during the day**

**Outside in your community at night**

**Residents in the Western Police District were significantly more likely to say they felt safe when outside in their community at night compared to those in the Southern district (34% vs 27%). This was mostly the result of a larger proportion of residents in the Southern district saying they felt Very unsafe compared to those living in the Western district (21% vs 16%).**

**Figure 60. Perceptions of community safety by District – Outside at night**

Males were more likely to say they feel safe in the community at night compared to females (35% vs 24%), with significantly lower levels of feeling unsafe (15% Very unsafe vs 24% for females). One in two females felt unsafe outside in their community at night compared to just over one in three males (52% vs 37%).

**Figure 61. Perceptions of community safety by Gender - Outside at night**

All age groups felt less safe overall, although older residents are more likely to say they feel safe or provide a neutral rating compared to younger age groups (36% total safe and 28% neutral). Those aged between 25 and 34 years were least likely to provide a rating of 4 or 5-Very safe (20%) and more likely to provide a rating of feeling unsafe overall (56%). This was similar among 35 to 44 year olds with 50 percent stating they felt unsafe, and 45 to 54 year olds at 47 percent unsafe.

**Figure 62. Perceptions of community safety by Age - Outside at night**

**On public transport**

**There was a large proportion of respondents who do not use public transport and therefore were unable to provide a rating for this measure (27%). This was slightly higher for women compared to men (30% vs 25%), and older respondents 55 to 64 and 65 years and older (33% and 39%) compared to all other age groups, in particular 18 to 24 year olds (13%). Those living in the Western District were more likely to say this measure was not applicable compared to those in the Southern District (40% compared to 21%).**

**An average of one in four residents stated they felt safe on public transport (25%); this is highest among those in the Western Police District (31%) and lowest in the Southern district (23%). Residents in the Southern district were most likely to provide ratings of feeling unsafe on public transport compared to other districts, particularly those in the Western district (48% vs 33%).**

**Figure 63. Perceptions of community safety by District – On public transport**

There were no significant differences in perceptions of safety on public transport among gender. Overall males were slightly more likely to say they felt safe, however this is marginal (2.9 average compared to 2.8 among females).

**Figure 64. Perceptions of community safety by Gender - On public transport**

Overall those aged between 25 to 34 (22% safe), 35 to 44 (21%) and 45 to 54 years of age (18%) felt least safe compared to other age groups, particularly residents aged 65 years and older (33%). This is directly due to higher ratings of Very unsafe among all younger age groups overall, but particularly these three (54%, 48% and 46% respectively compared to 32% of 65 years and over).

**Figure 65. Perceptions of community safety by Age - On public transport**

**Safety Concerns**

**Youth crime is a dominant concern among members of the community, with one in two overall nominating this issue (49%) and one in five selecting it as their number one concern (22%).** It is a significantly higher concern among those living in the Southern Police District (54%) than those in the Western district (43%). Concerns regarding youth crime were highest for 25 to 34 year olds (58% top concern), particularly compared to those 65 years and older (42%). Residents of the Derwent Valley were most concerned about this issue (71%), followed by Glenorchy (63%) and Kingborough (62%).

**Theft from homes is the second highest safety concern overall (36%) with one in ten selecting it as their top concern (11%), the same proportion who chose public order and safety and drugs and alcohol as their number one issue (11% and 10%). Theft from homes is a significant concern among those living in the Southern district compared to the Western district (42% vs 23%). Among LGAs, those living in the Derwent Valley (62%), Brighton (54%) and Kingborough (47%) were more concerned about theft from homes than other LGAs.**

**The third overarching safety concern was public order and safety (31%), which was consistent across demographic groups overall. There were differences across LGAs with Burnie (53%), Glenorchy (52%), Clarence and Hobart (44% each) nominating this issue as a concern.**

Among Northern and Western districts drugs and alcohol were significantly higher concerns (34% and 41%) than those in the Southern Police District (18%). Residents of Waratah-Wynyard (48%), Kentish (46%), Circular Head (46%) and Launceston (35%) were significantly more likely to be concerned about this issue.

**While family and domestic violence was an overall concern for one in five respondents (20%), this was higher among females compared to males (24% vs 16%) and those living in the Northern and Western Police Districts (23% and 25% compared to 16% Southern district). Those living in Circular Head (46%) and Kentish (37%) were most concerned about family and domestic violence.**

**Residents who were dissatisfied with Tasmania Police had similar concerns to the broader survey population.**

**Figure 66. Overall safety concerns**

Almost half of the respondents wanted to add another top concern in addition to the three they already selected (46%). The most common additional concerns were related to road safety (14%), youth crime (12%) and drugs and alcohol (8%).

**Perceptions of crime levels**

**The majority of community members felt that crime has increased in their community over the last 12 months (69%). One in five stated it had stayed the same (21%), while a very small minority felt it had decreased a little or a lot (2%). Almost one in ten stated they don’t know if crime has increased or decreased in this time period (8%).**

**Residents dissatisfied with Tasmania Police were more likely to feel that crime has increased in their community (81%).**

**Figure 67. Perceptions of the level of crime in your community**

Net: 69%

Residents in the Southern Police District were significantly more likely to feel that crime has increased compared to both the Northern and Western districts (75% vs 61% and 62%). These respondents are less likely to feel that crime levels have stayed the same than the other districts (17% vs 27% and 24%).

Those living in Derwent Valley (90%), Kingborough (81%) and Glenorchy (77%) were more likely to feel that crime has increased in the last 12 months.

**Figure 68. Perceptions of the level of crime in your community by Police District**

**Women are significantly more likely to feel levels of crime have increased over the last 12 months than males (73% vs 65%). This is due to a high level of Increased a lot and a lower proportion who feel it has stayed the same (45% and 18%).**

**Figure 69. Perceptions of the level of crime in your community by Gender**

Older respondents over the age of 65 years were more likely to feel crime levels had stayed the same over the last 12 months rather than increased compared to other age groups (25% stayed the same and 60% increased). Younger respondents were more likely to feel crime had increased with 25 to 34 and 35 to 44 year olds providing the highest overall ratings of increased (76% each).

**Figure 70. Perceptions of the level of crime in your community by Age**

**Members of the public were asked if they had any suggestions to improve community safety. One in three respondents suggested a higher police presence or visibility (35%) as a way of improving community safety. Other key suggestions included increased police patrols (17%), stronger penalties for offenders (15%) and address youth crime (10%). Residents in Brighton and Central Coast were more likely to suggest increased police patrols (29% each), while those in Glenorchy want stronger penalties for offenders (24%) and police to address youth crime (19%). One in ten members of the community (9%) also want police to be available more hours (night policing or 24/7 police stations). This was particularly high among residents of Derwent Valley (39%) and Kingborough (26%).**

# Communication

The most common source of information about community safety issues is word of mouth from friends, family and colleagues (67%). This information source is more heavily relied on by females than males (69% vs 65%) and 16 to 24 and 35 and 44 year olds compared to older respondents over 65 years (76% and 70% vs 63%).

This is followed by personal experience (55%), which is significantly higher for those living in the Southern Police District compared to those in the Northern district (58% vs 51%). Males were more likely to use this source to get information (59% vs 52% females). Those aged 25 to 34 (60%), 35 to 44 (62%), 45 to 54 (60%) and 55 to 64 (53%) were much more likely to rely on personal experience than those aged over 65 years (47%).

Residents who were dissatisfied with Tasmania Police were more likely to have had personal experience (71%). This group was also a little less likely to rely on the Tasmania Police Facebook page as a source of information (46%). Otherwise they are similar to the survey population in regards to the sources of information they use.

The Tasmania Police Facebook page is also a prominent source of information at 54 percent, as is other social media at 42 percent. Females were also more likely to get information from the Facebook page (62% compared to 46% males) and utilise other social media sources (45% vs 39% males). Older respondents were much less likely to use Facebook and other social media (39% and 32%). Those living in the Southern Police District are more likely to rely on other social media compared to those in the Northern district (46% vs 37%).

News sources are also strong sources of information with TV (34%), radio (28%), newspapers (27%) and news websites (23%) highly utilised by the community. Older respondents over 65 years of age were most likely to use these sources overall (newspapers 38%; TV (50%); radio (34%). Residents of Hobart were more likely to rely on newspapers (38%) and news websites (34%), while those in Kingborough showed a tendency to use other social media (59%) to get information about community safety issues.

The Tasmania Police website is not as strong a source, with around one in ten respondents saying they get information about community safety issues this way (13%). Females were more likely than males to use the police website (16% vs 11%).

**Figure 71. Sources of information about community safety issues**

Under half of the respondents felt that Tasmania Police is keeping the public informed about issues that affect the community (44%) with an average rating of 3.4. Just over one in ten provided a top rating of Very good – 5 (15%). Residents who were dissatisfied with their contact with Tasmania Police were much more likely to rate them as poor overall (48%), with only one in five rating them as good (21%).

**Figure 72. Rating of Tasmania Police in informing the public about issues**

Net: 44%

**Average:**

**3.4**

This was consistent across Police Districts, with those living in the Southern district providing the lowest rating overall (42% and 3.3 average), although this was not significant.

**Figure 73. Rating of Tasmania Police in informing the public about issues by Police District**

There were some significant differences by gender, with females more likely to provide a top rating of Very good – 5 than males (16% vs 13%). This translates to a higher overall net response of 45 percent, which is significantly higher than males at 42 percent, although the averages are similar due to the slightly higher neutral rating provided by males (32% compared to 30% females).

**Figure 74. Rating of Tasmania Police in informing the public about issues by gender**

Across age older respondents 55 to 64 years (46%) and 65 years and over (51%) are more likely to provide a higher rating of Tasmania Police, with the 65 years and over group particularly likely to provide a top rating of Very good – 5 (18%).

Younger groups are less likely to provide a positive rating of Tasmania Police for this measure, with 25 to 34 (40%), 35 to 44 (38%) and 45 to 54 year olds (41%) significantly less likely to provide a higher rating. Those aged between 25 and 34 (10%) and 35 to 44 years (12%) are most likely to provide the least positive rating of Very poor – 1.

**Figure 75. Rating of Tasmania Police in informing the public about issues by age**

The majority of members of the community state they would like to receive information from Tasmania Police from the Tasmania Police Facebook page (71%) or through news sources such as TV (39%) and radio (38%). The Tasmania Police website is preferred by one in three Tasmanians surveyed (30%), while just over one in four would like to receive information through other social media (26%) or newspapers (24%). News websites are a preference for one in five respondents (21%).

Residents living in the Western Police District were significantly more likely to say they prefer newspapers (28%), while those in the Southern district showed a stronger preference for other social media (29%).

Females were significantly more likely than males to prefer the Tasmania Police Facebook page (79% vs 63%), while males displayed a preference for newspapers (27% compared to 22% females).

All age groups other than those aged over 65 years showed a strong preference for the Tasmania Police Facebook page and other social media. Residents aged between 16 and 24 years old were particularly likely to prefer Facebook and other social media (82% and 41%) and those aged 25 to 34 most strongly preferred the Tasmania Police Facebook page (85%). Older respondents aged between 55 to 64 and 65 years and over were more likely to say they preferred to receive information from newspapers (28% and 35%) and TV (46% and 54%).

Residents who were dissatisfied with Tasmania Police are less likely to prefer to receive information across any of the sources, although the order of preferences is similar to the overall population surveyed.

**Figure 76. Preferred way of receiving information from Tasmania Police**

Overall residents when asked their preferred way of making contact with Tasmania Police were split between calling a police station (59%) or calling the Police Assistance Line (56%).

A further one in three would make contact in person either through a Tasmania Police Officer (35%) or visiting a police station (34%). One in four would complete an online crime report (24%).

Residents living in the Southern and Northern Police Districts were more likely to prefer to call the Police Assistance Line than those in the Western district (59% and 55% compared to 49%). Females were more likely to call a police station (62% vs 56% males).

Among age groups younger residents between 16 and 24 years of age were least likely to call the Police Assistance Line (44%) compared to all other cohorts. Those aged 25 to 34 (30%) and 35 to 44 (29%) were least likely to say they prefer in person contact with a Tasmania Police officer. Online crime reporting was not a strong preference for residents aged between 55 and 64 (19%) or 65 years and over (16%).

Residents who were dissatisfied with the service they received from Tasmania Police had fewer preferences for making contact with Tasmania Police, although their preferences were similar to the overall population.

**Figure 77. Preferred way of making contact with Tasmania Police**

At the end of the survey all respondents were asked if they had any other comments to add and one in three stated they did (30%). There were a wide range of comments provided and overall 35 percent of comments were positive about Tasmania Police. One in ten wanted a higher police presence (11%), improved police accountability or respect (8%) or for police to address youth crime (8%).

Other comments include topics such as police taking crimes more seriously (7%), better communication from police (5%), improved police training (5%), police to prioritise serious crimes (5%), among others. Crime in Derwent Valley was specifically mentioned by three percent of respondents.

Among those residents who were dissatisfied with Tasmania Police, almost half wanted to make a comment (46%). They were most concerned that reported crimes be taken seriously (19%), improved police accountability or respect (18%), address youth crime (11%), a higher police presence or visibility (11%) and police officers to care/ be non-judgemental (10% vs 4% overall).

# Findings

* Satisfaction with the service provided and confidence in Tasmania Police to deliver policing services is low overall. There are complexities to understanding what’s contributing to this issue, however two key facets come through strongest. These are outlined below.
  + Those who contacted the police through calling a police station or the Police Assistance Line were more likely to have had a personal experience with community safety than other contact methods. They were also much more likely to be dissatisfied with the service they received from Tasmania Police. In total this cohort comprises close to 60 percent of those who had contact with Tasmania Police.
    - This cohort was more likely to be residing in the Southern Police District and aged between 25 and 54 years. There are indications that more females call the police than males.
    - They lacked confidence in Tasmania Police’s ability to deliver policing services, and were more negative in regards to rating Tasmania Police qualities and core values.
    - They felt less safe across all scenarios presented and believe that crime levels have increased over the last 12 months. Fortunately this group appears to be relatively engaged with Tasmania Police and open to communication and receiving information about community safety issues.
    - To address the issues among this particular cohort Tasmania Police need to internally explore service delivery outcomes when the public, especially those based in the Southern Police District, call the police. Identifying service gaps and training opportunities should improve satisfaction and confidence ratings among this group.
  + There is a separate core group of residents who had contact with Tasmania Police and were dissatisfied with the service they received. The type of contact they had was not different to the overall sample population, which indicates an underlying more complex issue for this cohort in regards to their interactions with the police. They make up approximately 14 percent of the survey population, however due to the nature of survey dissemination it’s difficult to estimate their true prevalence in the community.
    - This group was more likely to have had personal experiences with safety in the community, and indications in the data are that this group didn’t feel supported, that their reason for having contact with the police wasn’t taken seriously, and that the police were not accountable.
    - This cohort comprises a larger proportion of residents with disability and those who identify as Aboriginal or Torres Strait Islander than the overall sample population.
    - Understanding dissatisfaction among this group will require additional research, such as one on one interviews to explore the interactions they had with Tasmania Police and why they were dissatisfied, as the survey does not contain the context to each individual’s reason for contact and the outcome of this contact.
    - This cohort is less engaged with Tasmania Police, with fewer and lower preferences for receiving information from the police or contacting the police. This makes engagement more challenging.
* Visibility of Tasmania Police is flagged as a concern in the community, of whom a significant proportion believe the level of crime in their community has increased. Youth crime is a particular concern, along with theft and public order and safety.
  + Communicating initiatives around these issues, and keeping the community informed through a range of media channels will be the most effective strategy to help residents feel that Tasmania Police is addressing their concerns.
  + While Facebook and other online sources are preferred by the community as channels through which to receive information, older respondents are more likely to prefer offline sources. This means that Tasmania Police needs to focus on a widespread approach to communication with the community.
  + Given the large proportion who believe that crime has increased, Tasmania Police needs to address this issue. Transparency is important to improving perceptions that the police are visible and accountable, alongside actual physical presence.

# Appendix

There is a small group of community members who have a disability and identify as Aboriginal or Torres Strait Islander within the sample population. Three quarters of this particular cohort had contact with Tasmania Police in the last 12 months (n=44), and were most likely to have called either a police station or the Police Assistance Line (73%).

They are evenly distributed across Police Districts and gender, and tended to be aged between 35 and 64 years.

This cohort is split across satisfaction, with 49 percent satisfied and 45 percent dissatisfied with the service they received from Tasmania Police. Dissatisfaction is even higher among those who called a police station or the Assistance Line (50%). This polarisation is indicative of uneven experiences with Tasmania Police

**Figure 78. Satisfaction with the service provided by Tasmania Police**\*

Net: 49%

**Average:**

**3.0**

Overall confidence that Tasmania Police can deliver policing services to their community is very low (50% not confident overall; 35% not at all confident).

**Figure 79. Confidence in Tasmania Police to deliver policing services\***

Net: 25%

**Average:**

**2.4**

Ratings of Tasmania Police qualities was below the sample population, in particular for being trustworthy and honest (41%) and fair and equitable (31%).

**Figure 80. Overall perceptions of Tasmania Police qualities\***

Perceptions of Tasmania Police against core values were also lower than other community members, in particular for respect, integrity and support.

**Figure 81. Overall perceptions of Tasmania Police Core Values\***

This cohort felt less safe across all scenarios, including in their own home (32% unsafe), which alarmingly shares a similar level with those who felt unsafe outside in their community during the day (38%).

**Figure 82. Overall perceptions of community safety\***

This cohort were most concerned with youth crime (66%), family and domestic violence (42%), theft from homes (32%) and public order and safety (30%). Youth crime, theft from homes and public order and safety are priority concerns among other members of the community as well, however family and domestic violence is not in the top concerns overall. This speaks to the lack of safety this cohort feels in their own home.

Interestingly this group was as likely as the sample population to feel that crime levels have increased over the last 12 months, and they were no more likely to say their information source is personal experience or word of mouth.

They rate Tasmania Police lower on informing the public (32% overall good vs 44% sample population). However, they are open to receiving information from the police through the Tasmania Police Facebook page or website. They do engage with traditional media as well, but are less present on social media or other websites compared to other community members.