



Delivering services to the community

Queensland Government priorities and objectives

QPS service delivery is aligned with the Queensland Government's priorities, in particular:

- fostering healthy individuals and communities
- strengthening Indigenous communities.

The Service contributed to these priorities by providing safety and security to the State's 4.2 million residents and 18 million domestic and international visitors.

Our strategic plan

The Service has key outputs for the delivery of its core activities and services. These are:

- Community Safety and Engagement
- Crime Management
- Traffic Management
- Professional Standards and Ethical Practice

Corporate Resource Management is included as an additional component of the *Queensland Police Service Strategic Plan 2004-08*. The costing of corporate resource management is distributed across the outputs for external financial reporting purposes.

Operational Performance Reviews

The QPS strategic direction is reinforced through Operational Performance Review (OPR) discussions.

Reviews are facilitated by the Commissioner and two Deputy Commissioners, and assisted by other members of the Senior Executive as necessary.

Reviews entail comprehensive structured discussion centred on all aspects of service delivery and support operations for the particular area under review.

After seven continuous years of operation, OPR is now firmly embedded within the governance and overall performance management processes of the QPS, with policing emphasis on OPR priority areas now everyday practice across the State's 30 police districts. This year the use of 'themed' OPRs increased focusing on specific areas of functional or management practice, or

service delivery. OPRs covering the Stock and Rural Crime Investigation Squad, regional traffic coordination functions, and school based police officers were conducted. These reviews inform future planning for the Service and foster an ongoing culture of evaluation and organisational improvement.

Fostering innovation

OPR is underpinned by the problem solving policing philosophy, which promotes problem identification, and the application of innovative solutions to bring about sustainable, enduring outcomes. To this end, the Organisational Performance and Improvement Branch manages a central funding initiative to support the development and implementation of innovative policing practice.

Initiatives which have received assistance in 2007-08 included:

- the development of an on-line multicultural awareness project to assist front-line police to understand the diversity of cultures within Queensland
- the "Weed it out" cannabis supply and reduction initiative within the Far Northern Region, in collaboration with both the James Cook University and the Elders of Cape York Indigenous communities

More on page 83

- Project ID-IT, which utilises microdot technology for purposes of community property identification

More on page 81

- The development of a shoe scanning initiative within watchhouse environments to develop better forensic linkages of possible offenders to crime scenes
- The Safehands initiative, developed within the Southern Region, targeting child abuse

More on page 83

Funding these types of initiatives helps facilitate the Service's commitment to improvement and better practice generally.