## 2017 – 2018 NORTHERN REGION OPERATIONAL PLAN

### Our Vision: Delivering safe and secure communities through innovation, collaboration and best practice.

### QPS Strategic Objectives:

- Stop crime
- Make the community safer
- Strengthen relationships with the community
- Equip our workforce for the future

### Northern Region Purpose: To work collaboratively with the community to make the Northern Region safer.

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| QPS 1 Identify and implement new and better ways of doing business. | Appointment of an additional 20 police officers to the Townsville Rapid Action and Patrols (RAP) Group CBRC 2017-18 (5) | Outcomes in relation to Townsville RAP appointments including:  
  - Approved Strength  
  - No of appointments reflected within the QPS Establishment monthly report. | District Officer, Townsville District | 30/06/2018 |
| | Contribute to a whole-of-government submission for CBRC consideration which addresses community well-being in Aurukun CBRC 2017-18 (7) | Outcomes in relation to the formulation of a CBRC submission addressing community well-being in Aurukun:  
  - CBRC Submission  
  - Participation / involvement by Northern Region representatives.  
  - Consultative meetings and requests for information supporting the CBRC submission.  
  - CBRC submission completed within designated time-frames. | District Officer, Far North District | 30/11/2017 |
| | Identification and implementation of social project engagement strategies by the Cairns Safer Streets Taskforce, addressing community safety concerns in Cairns. | Outcomes in relation to the Cairns Safer Streets Taskforce:  
  - Public perception of safety.  
  - Public satisfaction with the police response to public safety.  
  - Project partners established / participating.  
  - Impacts to youth crime including:  
    - Rates of reported youth crime.  
    - Rates of cleared youth crime. | District Officer, Far North District | 30/06/2018 |
| | Identify and deliver effective, innovative and efficient policing services to address rising demand with finite resources. | Outcomes in relation to the identification and delivery of policing service to meet demand:  
  - Optimisation of the workforce to meet current and future challenges.  
  - Optimisation of infrastructure, resources, equipment and technology to facilitate and support frontline staff.  
  - Provision of opportunities to Northern Region personnel to undertake training and development.  
  - Support for safe and healthy workplaces promoting inclusion and diversity that reflects the community we serve.  
  - Levels of public perception of police professionalism, confidence, honesty and integrity.  
  - A decrease in rates of complaints against police. | District Officer (All) | 30/06/2018 |

### Our Behaviours:

- **Courage**: by always doing the right thing.
- **Fairness**: in making objective, evidence-based, consistent decisions and by treating people with respect.
- **Pride**: in ourselves, the QPS, the work they do and the community they serve.

### Our Purpose:
To provide timely, high quality and efficient policing services, in collaboration with communities and government and non-government partners, to make Queensland safer.

### Our Values:

- Knowledgeable
- Dynamic
- Purposeful
- Responsible
- Innovative

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**District Officer, Far North District**

30/11/2017

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**District Officer, (All)**

30/06/2018
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| QPS 2 Continue to plan and deliver the policing response to the Gold Coast 2018 Commonwealth Games, while maintaining service delivery across the Northern Region | Participation in a joint agency exercise program to test command and control arrangements and interoperability of all internal and external stakeholders in the lead up to the Games in April 2018. | • An increase in satisfaction of people who have had contact with police in the previous 12mths.  
• A decrease in the rate of road crash fatalities and hospitalisations.  
• An increase in the percentage of Code 1 and 2 incidents attended within 12 minutes.  
• An increase in the rate of personal safety, property security and offences against good order cleared within 30 days.  
• A decrease in rates of reported crime for personal safety, property security and offences against good order. | Inspector, Operations, District Officer (All) | 04/04/2018 |
| | Provide successful escort of the Queen’s Baton Relay through the Northern Region course. | | | |
| | Successful delivery of ‘Operation Sentinel’ – the provision of safety and security for the 2018 Commonwealth Games and related events including the parallel delivery of effective policing services to the Northern Region. | Outcomes in relation to the ‘Operation Sentinel’ including:  
- Provision of a safe and secure environment for the conduct of Northern Region Commonwealth Games associated events.  
- Community perception and confidence in the delivery of policing services during the event.  
- Community perception and confidence of safety during Commonwealth Games events conducted within the Northern Region. | Inspector Operations, District Officer (All) | 30/10/2018 |
| QPS 3 Manage complex and dynamic community safety risks, including the threat of terrorism and radicalisation, serious and organised crime, technology-enabled crime and risks associated with major events. | Continue to build an enhanced intelligence, preventative and investigative capability in response to terrorism and unplanned events that impact on safety and security, and to target serious and organised crime, utilising special funding allocations where available. | Outcomes in relation to responding to threats including:  
- Terrorism  
  - No of SCTN trained staff within the region in partnership with ICMC  
  - Review measures implemented to secure QPS establishments  
  - Review of critical infrastructure/priority site response plans  
  - Review SCTN reporting processes  
  - Counter terrorism exercises conducted  
- Major Events  
  - Business continuity plans reviewed and tested  
  - Public satisfaction with police dealing with major events  
  - Review and development of contingency plans  
- Organised Crime  
  - Review effectiveness of current investigative practices in targeting organised crime  
  - Detection of drug related offences  
  - Develop capacity for specialised units to deter/disrupt organised crime | Regional Crime Coordinator; District Officer (All) | 30/06/2018 |
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| QPS 4 Continue to maintain disaster response preparedness and response capability. | Manage the Northern Region role as it relates to the 2017 National Firearms Amnesty (1 July to 30 September 2017). Ensure preparedness and capability, build partnerships and test command and control arrangements to respond to disaster events. | Number of controlled activities/operations using covert and conventional investigative methodologies  
- Develop and maintain partnerships internally and externally to target ICE and other drug related offences  
- No of funding opportunities and submissions to address the Northern Region response to terrorism and serious and organised crime.  
- No of partnerships developed with key stakeholders.  
- Outcomes in relation to the Firearms Amnesty including:  
  - Surrender and Registration  
    - Volume of firearms surrendered to police.  
    - Volume of firearms registered with police.  
    - Volume impacts to regional property points.  
  - Liaison with Firearms Dealers in the coordination of firearm destruction.  
- Outcomes in relation to responding to disasters including:  
  - Disasters  
    - Review planning for disasters in line with the Emergency Management Assurance Framework  
    - No of trained personnel  
    - No of exercises completed and evaluated  
    - Review DDMG responses  
    - Public satisfaction with police dealing with disasters | District Firearms Amnesty Liaison Officers | 30/09/2017 |
| QPS 5 Continue to improve policing responses to people over-represented in the criminal justice system, as either victims or offenders, including vulnerable people affected by mental health issues and domestic and family violence. | Improve the policing response to domestic and family violence and vulnerable persons, harnessing collaborative partnerships as a form of innovation, to deliver a more cohesive and informed response. | Outcomes in relation to responding to Domestic and Family Violence and vulnerable persons including:  
- Innovative projects and strategies supporting police service delivery and management of Domestic and Family Violence and vulnerable persons and crime.  
- Review planning for disasters in line with the Emergency Management Assurance Framework  
- Compulsory training percentages – Vulnerable Persons Training  
- DFV Case Management:  
  - Reported and cleared incidents of D & FV  
  - D & FV Repeat Calls for Service  
  - Identification of High Risk Offenders  
  - No. project partners developed / participating  
  - No. Station DVLO’s  
  - Training and development Station DVLO’s  
  - Public perception D & FV  
  - Public satisfaction with policing response to D & FV and vulnerable persons. | District Officer (All) | 30/06/2018 |
| | Support and provide representation to the Stronger Communities (TSCAG) Initiative to enhance cross agency collaboration and break the cycle of youth crime in Townsville. | Outcomes in relation to TSCAG representation including:  
- Townsville District continuation of representation  
- No of involvements in cross agency collaborative meetings and projects  
- Number of internal awareness sessions / campaigns implemented to promote the functions and objectives of the Stronger Communities Initiative.  
- Impacts on youth crime including:  
  - No of families / youths engaged with the Stronger Communities Initiative  
  - No of project partners developed / participating  
  - Rates of reported youth crime  
  - Rates of cleared youth crime | District Officer, Townsville District | 30/06/2018 |
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| QPS 6 Continue to create better workplaces and improve workforce capability. | Improve Northern Region participation rates to the Working for Queensland Survey (31 July – 21 August 2017) and adopt actions to progress performance improvements. | Outcomes in relation to the Working for Queensland Survey including:  
  - Engagement Rates  
    - Increase in the percentage of Northern Region responders.  
    - Consultative sessions conducted with Districts highlighting survey performance results.  
    - Development of actions to progress performance improvements. | Inspector Performance, District Officer (All) | 30/06/2018 |
|  | Review and develop an enhanced Northern Regional Office framework which supports a collaborative, cooperative and beneficial relationship with the Districts. | Outcomes in relation to improved Northern Regional Office Framework including:  
  - Performance  
    - Review and release of a Northern Region Performance Framework.  
    - Number and quality of consultative sessions with District Management and Support representatives.  
    - Adherence to QPS Performance requirements including Divisional Performance Appraisals, District Performance Reviews and the Strategic Performance Review.  
    - Development of performance related projects promoting innovation, collaboration and best practice.  
  - Operations  
    - Review and release of a Northern Region Operations Framework.  
    - Number and quality of consultative sessions with District Management and Support representatives.  
    - Development of operations related projects promoting innovation, collaboration and best practice. | Inspector Performance, Inspector Operations | 30/06/2018 |

Northern Region Operational Plan 2017-18
Contributes to the Government’s objectives for the community to deliver quality frontline services and build safe, caring and connected communities. It does this by highlighting our operational responses to address the key strategic challenges and opportunities impacting service delivery in 2017-18. This annual operational plan should be read in conjunction with the QPS Operational Plan 2017-18 and the QPS Strategic Plan 2017-2021.

Paul G Taylor APM
Assistant Commissioner, Northern Region