MACKAY DISTRICT PLAN 2014–2015

Every member of the Service needs to have and display the QPS values of courage; fairness; and pride, in support of the public service values:

<table>
<thead>
<tr>
<th>Customers first:</th>
<th>Our values will be:</th>
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<tbody>
<tr>
<td>Know your customers; deliver what matters; make decisions with empathy</td>
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<tr>
<th>Ideas into action:</th>
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<tr>
<td>Challenge the norm and suggest solutions; encourage and embrace new ideas; work across boundaries</td>
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<tr>
<th>Unleash potential</th>
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<tr>
<td>Expect greatness; lead and set clear expectations; seek, provide and act on feedback</td>
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<tr>
<th>Be courageous</th>
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<td>Own your actions, successes and mistakes; take calculated risks; act with transparency</td>
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<tr>
<th>Empower people</th>
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<tbody>
<tr>
<td>Lead, empower and trust, play to everyone’s strengths, develop yourself and those around you</td>
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Central Region Purpose:
To provide strong, creative and innovative strategic leadership, to effectively manage our complex and diverse policing environments to ensure we stop crime, make the community safer (including stopping road trauma) and building relationships across the community.

<table>
<thead>
<tr>
<th>Priorities</th>
<th>Activities and Responsible Officers</th>
<th>Outcomes</th>
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<tbody>
<tr>
<td>Safe Communities</td>
<td>Our activities and actions will be:</td>
<td>Our outcomes will be:</td>
</tr>
<tr>
<td>Our priorities will be:</td>
<td>• Delivery of zero tolerance policing in SNP at Airlie Beach and Mackay with Divisional resources supported by District</td>
<td>• Rates of police hours within SNP</td>
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<tr>
<td>• Safe Night Precincts</td>
<td>• Response to demand drivers through Place &amp; Case policing</td>
<td>• Rates of offending in SNP</td>
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<tr>
<td>• Alcohol related harm</td>
<td>• Continued use of District Strike Team for CMG policing supported by all District Police</td>
<td>• Reduction in domestic and family violence</td>
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<td>• Reduction domestic and family violence</td>
<td>• Implement and trial a Demand Policing Unit</td>
<td>• Reduction in personal violence offences, focussing on assaults and robbery offences</td>
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<tr>
<td>• Managing repeat offender, victims, locations</td>
<td>• Continue partnerships with external agencies including Department of Communities, Probation &amp; Parole</td>
<td>• Reduction in offences where alcohol is a factor</td>
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<tr>
<td>• CMG activity</td>
<td>• Maintain relentless tasking and action plans in support of CRRSS targeting Fatal 5 on Highways, Western Corridor and rural road networks</td>
<td>• Reduction in fatality and hospitalisation rates from traffic crashes</td>
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<tr>
<td>• Support to Central Region Road Safety Strategy</td>
<td>• Continue relationship building and operational capacity through Manager Network meetings, DDMG and LDMG groups</td>
<td>• Community perceptions on personal safety through National Community Satisfaction Survey</td>
</tr>
<tr>
<td>• Working with our public safety partners to ensure our communities and partners are prepared and ready to respond to any emergency and disaster</td>
<td></td>
<td>• Disaster management exercises and readiness</td>
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## Stopping Crime

**Our priorities will be to**
- Target crime and criminals
- Reduce property offences
- Increase intelligence services
- Provide crime prevention consultancy to reduce victimisation
- Enhance and develop partnerships across community, business and government agencies to tackle crime together
- Focus on performance at all levels, including individual, divisional and district

**Our activities and actions will be to**
- Utilise ‘place and case’ policing as the fundamental strategy to target crime and criminals
- Target recidivist young offenders, including diversion activities
- Continue operations of District Strike Team and District Property Team
- Implement and trial a Demand Policing Unit
- Implement Divisional Performance Reviews
- Use District Tasking and Coordination Committee (TCCs) with evidence and intel base
- Use CPU to provide crime prevention activities including blogs, online NHW, Adopt a School
- Enhance and develop partnerships across community, business and government agencies to tackle crime together
- Focus on performance at all levels, including District, Division and Individual
- Strengthening trust and confidence in our policing services amongst the community

**Our outcomes will be:**
- Reduction in personal safety offences
- Reduction in property offences
- Number of solved offences and clear-up rates
- Rate of Other Offences, including drugs, weapons and good order offences
- Community perceptions on personal safety through National Community Satisfaction Survey
- Community satisfaction with police generally
- Completion rate of individual PRD/PDA
- Appraisals of Divisional Performance Reviews with OICs

## Mining and Construction

**Our priorities will be**
- Engage as partners across industry, exchange information, address industry needs and meet shared challenges
- Support transitional population swells associated with industry
- Focus on road safety with commitment to safe wide-load management and industry traffic through supporting the CER Road Safety Strategy
- Monitor Issues Motivated Groups (IMG)

**Our activities and actions will be**
- Engage industry groups and mine management in regular dialogue including meetings
- Engage all local Council Mayors
- Adopt mobile, flexible and innovative service delivery models based on demand drivers
- Use Place & Case policing to direct road safety enforcement to mining and construction corridors
- Focus on fatigue management for wide load escorts
- Engage Port managers, Water Police, Intel, Joint Agency Task Force Jericho to monitor Hay Point and Abbot Point bulk loading facilities

**Our outcomes will be:**
- Reduced industry issues impacting on policing
- Number of meetings
- Reduced fatality and hospitalisation crashes
- Innovative service delivery initiatives/models applied
- Community perceptions on personal safety through National Community Satisfaction Survey
- Rate of Downtime in Industry production due to IMG or Industrial Actions

## Tourism and Agriculture

**Our priorities will be**
- Engage as partners with the tourism and agricultural industries to identify future demand forecasts
- Focus on Road Safety Strategy to get people home safely, including farmers and rural families
- Focus on Safe Night Precinct Strategy and alcohol related harm minimisation
- Work with our policing partners including Water Police, Intelligence, SARCIS and Road Policing Units to address crime and safety across industry activities
- Focus on Operational Capacity for Whitsunday and off shore islands within the District

**Our activities and actions will be**
- Maintain regular meetings and information exchange with peak tourism and agricultural groups in the District
- Incorporate rural areas within scope of operations for road safety enforcement
- Respond to crime or safety issues within rural, farming or tourism areas through Place & Case policing
- Deliver high level policing within SNP areas
- Continue building existing relationships with tourism based islands especially the Whitsunday Group
- Train officers in ship board safety and deck hand duties so police vessels can be crewed to attend island calls for service

**Our outcomes will be:**
- Reduced fatality and hospitalisation rates
- Reduction in victimisation rates in tourists
- Offence rates within SNPs
- Reduction in offences where alcohol is a factor
- Community perceptions on personal safety through National Community Satisfaction Survey
- Number of water assets & trained/qualified officers
- Response times to Islands
### Our People – one team, one focus

**Our priorities will be to**
- Communicate with our people, our communities and our representatives to about achievements and share our challenges
- Focus on ‘red’ and ‘blue’ tape reduction to deliver efficiencies to the community and our own members
- Develop leadership across all areas to empower staff to be innovative, creative and solutions focussed

### Our activities and actions will be

- Regular face to face interaction between Commissioned Officers with OICs and all ranks at all possible forums
- Recognition of good work, ideas and innovation from all ranks and staff
- Continued drive for red and blue tape reduction ideas from all officers and staff
- Source leadership training or development opportunities for all ranks and staff
- Deliver positive public messages via all type of media of good policing, community interaction, events and relationship building

- High level/increase in employee satisfaction
- Increase in community satisfaction
- Investment and opportunities in training and development
- Awards and recognition
- Red/blue tape reduction initiatives
- Financial performance indicators