Queensland Police Service
Strategic Plan
2019–2023

Our Values
COURAGE: by always doing the right thing
FAIRNESS: in making, objective, evidence-based, consistent decisions and by treating people with respect
PRIDE: in themselves, the QPS, the work they do and the community they serve

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

Our Purpose
In collaboration with community, government and non-government partners, provide effective, high quality and responsive policing services to make Queensland safer.

Advancing Queensland’s Priorities
The Queensland Police Service contributes to the Government’s objectives for the community. Our Future State: Advancing Queensland’s Priorities by working to keep communities safe. We do this through our focus on strengthening relationships; making the community safer; equipping our workforce for the future so we can meet the challenges of policing into the future and stopping crime.

Strategic Objectives

1. Strengthen relationships

Strategies
- Foster collaborative partnerships with government agencies, non-government organisations and community groups to maximise opportunities to prevent crime and enhance community safety
- Preserve the legitimacy of policing through fair and ethical service delivery
- Strengthen positive online user and social media experiences to expand options for engagement with police.

Performance Indicators
- Maintain high levels of public perception of police professionalism, and confidence in police
- An increase in public perception of police honesty, and fair and equitable behaviour
- A decrease in rate of complaints against police
- An increase in satisfaction of people who have had contact with police in the past 12 months.

3. Equip our workforce for the future

Strategies
- Invest in our people to meet current and future challenges through capability planning and development to position the QPS as a learning organisation
- Implement Atlas, a transformational program, to support our workforce and improve service delivery
- Support healthy, safe and inclusive workplaces and promote a diverse workforce that reflects the community we serve.

Performance Indicators
- Increased agency engagement (Working for Queensland survey measure)
- Increased diversity of our workforce in line with our 2022 diversity target.

4. Stop crime

Strategies
- Provide timely and professional responses to calls for service to maintain community confidence through a community-centred, victim-focussed approach to policing
- Improve policing services to people who are over-represented in the criminal justice system as either victims or offenders, including vulnerable persons, young people and victims of domestic and family violence.

Performance Indicators
- An increase in public satisfaction with police dealing with public order problems
- A decrease in the rate of road crash fatalities and hospitalisation
- An increase in public satisfaction with police dealing with emergencies and disasters
- A reduction in rates of youth reoffending
- An increase in the proportion of offender diversions as a proportion of all offenders processed.

Risks
Failure to adapt to economic conditions and limited resources could affect the delivery of high quality and efficient policing services.

Opportunities
An inability to adapt to the challenges of a dynamic policing environment could limit the opportunity to respond to cybercrime and the criminal use of emerging technologies.

Championing networks and partnerships across the public/private sectors and the community may create opportunities to improve responses and enhance social cohesion and community safety.

Promoting a workforce which is flexible, inclusive and diverse will enhance engagement and performance in delivering services to the Queensland community.

Empowering the workforce by investing in their safety and wellbeing, and organisational capabilities will improve responses to future challenges.

Championing collaborative approaches through information sharing and coordinated case management with partnering stakeholders will benefit Queensland’s youth.

Strategic Risks and Opportunities

Risks
Failure to adapt to economic conditions and limited resources could affect the delivery of high quality and efficient policing services.

Opportunities
Strong leadership of the QPS service delivery model during growing and changing demands will improve the future direction of the organisation.

Maintaining a diverse, safe and inclusive workplace will have a positive impact on engagement and performance.

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