



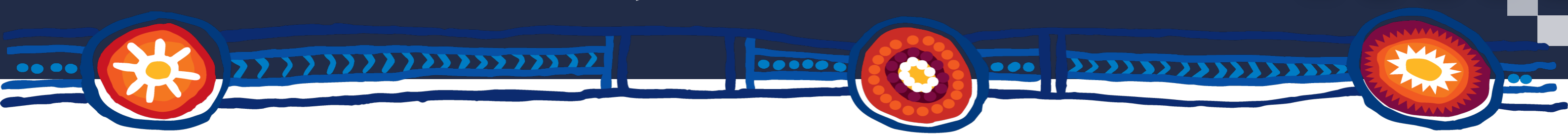
Queensland Police Service

# Strategic Plan 2023-2027

**Our Vision** Queensland - the safest State **Our Purpose** Together, we prevent, disrupt, respond and investigate

## Acknowledgment of country

The Queensland Police Service respectfully acknowledges First Nations peoples as the Traditional Owners and Custodians of Queensland. We recognise their connection to land, sea and community. We pay our respects to them, their cultures, and to their elders, past present and emerging.



## Strategic Objectives

### Strategies

### Performance Indicators

## Risks

- Deliver efficient and effective policing services in the context of growing demand and challenging community safety issues, including domestic and family violence, youth crime, sexual violence and road trauma
- Maintain an agile disaster management capability to respond to an increase in the frequency and severity of extreme weather events, and prepare for the broader impacts
- Strengthen the integrity and professionalism of police to enhance community satisfaction, trust and confidence in the QPS
- Adapt and keep pace with the challenges presented by new and emerging technologies and their impact on the criminal environment and the regulation of online information
- Attract and retain the right people and proactively develop organisational capabilities

## Opportunities

- Champion collaborative and integrated service responses to achieve positive outcomes for vulnerable people, including First Nations peoples, and enhance social cohesion and community safety
- Leverage the recommendations of recent reviews and inquiries to drive significant reform and build an inclusive and diverse organisational culture
- Identify innovative applications for new and emerging technologies in policing, while upholding community expectations around transparency, privacy and ethics
- Advance the use of evidence-based strategies to deliver victim-centric police services that prevent harm, trauma and crime
- Empower the workforce by investing in their safety, mental health and wellbeing

## Queensland Government's objectives for the community

The Queensland Police Service supports the Government's objectives for the community:

- Good jobs:** Good, secure jobs in our traditional and emerging industries
- Better services:** Deliver even better services right across Queensland
- Backing our frontline services:** Our strategic objectives contribute to delivering world-class frontline services in community safety
- Great lifestyle:** Protect and enhance our Queensland lifestyle as we grow

## Our Human Rights Commitment

The Queensland Police Service is committed to respecting, protecting and promoting human rights in our decision-making and actions.

## With Honour We Serve



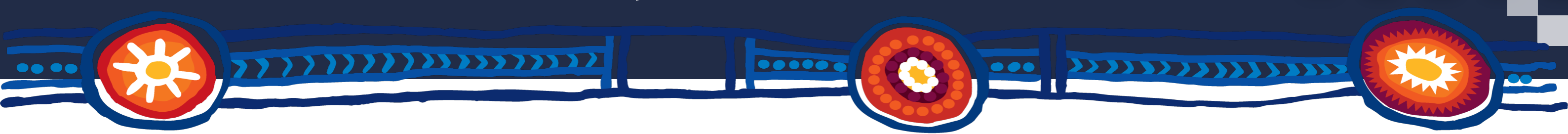
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### OUR PEOPLE

Build a connected, engaged and job-ready workforce, with the health, wellbeing and safety of our people a priority

- Foster and embed a culture that aligns with our values of integrity, professionalism, community and respect and fairness
- Deliver leadership that is visible, agile, authentic, courageous and supportive
- Build a capable and sustainable workforce that is diverse, inclusive and reflective of the community we serve
- Establish and maintain collaborative partnerships to deliver positive outcomes
- Enable new ways of working and provide fit for purpose resources
- Provide safe and healthy workplaces, embedding a shared responsibility in prioritising wellbeing

- Agency engagement (Working for Queensland survey measure)
- Culture, organisational leadership and innovation (Working for Queensland survey measures)
- Diversity of our workforce in line with QPS diversity targets
- Health, safety and wellbeing (Working for Queensland survey measures)



### OUR RELATIONSHIPS

Create a safer community and provide better services through connected and engaged relationships

- Protect the legitimacy of policing by setting and maintaining high standards of integrity and professionalism aimed at strengthening the community's trust and willingness to engage
- Maximise our joint capability to prevent crime and enhance community safety through collaborative partnerships with government agencies, non-government organisations and community groups
- Strengthen relationships to better support us into the future

- Public perception of police integrity, including police professionalism, trust and confidence in police, police honesty, and fair and equitable behaviour
- Public confidence to contact the police to report domestic and family violence
- Rate of complaints against police
- Percentage of proceedings where offenders were offered and accepted a diversion option



### OUR COMMITMENT

Embrace new ideas and innovation to strengthen our capability to prevent, disrupt, respond to and investigate crime and deliver safe and secure communities

- Deliver sustainable, effective, innovative and efficient approaches to preventing, disrupting, responding and investigating crime and delivering safe and secure communities
- Meet growing demand by focusing and positioning our resources in the right place at the right time
- Prevent crime together, by connecting our people, community and relationships to collectively build a community culture of prevention and harm minimisation
- Disrupt crime together, by educating our people, community and relationships in strategies to identify and disrupt local, state, national and global crimes
- Respond to crime together, by maturing our capabilities through streamlining, technology, improved models of service delivery, continuous learning, business optimisation and digital transformation
- Investigate crime together, by developing our people, community and relationships to investigate crime in a global environment of complexity and ambiguity

- Rate of personal safety, property security and offences against good order cleared within 30 days
- Rate of domestic and family violence related offences reported, for person offence and property offences
- Rate of crime victims and repeat crime victimisation
- Rate of road crash fatalities and hospitalisation



### OUR COMMUNITY

Together with our community build a safer Queensland

- Deliver timely and professional responses to calls for service to maintain and strengthen community confidence through a community-centred approach to policing and crime prevention
- Partner with the community and other agencies to respond to overrepresentation in the criminal justice system, of victims or offenders, including vulnerable persons, First Nations peoples, young people and victim survivors of domestic and family violence

- Percentage of code 1 and 2 incidents attended within 12 minutes
- Satisfaction of people who have had contact with police in the last 12 months
- Public perception of safety
- Public satisfaction with police dealing with emergencies and disasters
- Proportion of youth reoffending
- Rate of repeat victimisation

## Our Values



### Integrity:

Is in everything we do. We are honest, trustworthy and hold each other to a high standard.



### Professionalism:

Times are challenging but if we are professional in everything we do, our communities will continue to support us.



### Community:

We support each other and lend a hand to ensure we can respond to the community needs as well as the needs of our policing community.



### Respect and Fairness:

We treat each other and our communities as we would like to be treated ourselves - with fairness, dignity and respect.