



Queensland Police Service

Strategic Plan 2025-29

Our Values



INTEGRITY

We are honest, trustworthy and serve the community with the highest standards of professional conduct at all times



RESPECT

We treat everyone fairly and with dignity, embrace diversity, and consider and value all perspectives



COURAGE

We serve in the face of adversity and lead by example

Our Vision

A safer, more resilient Queensland

Our Purpose

Keeping our community safe and feeling safe

The Queensland Police Service is responsible for the functions of:

- Policing and community safety
- State Emergency Service (SES)
- Marine Rescue Queensland (MRQ)



Acknowledgement 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.

Our Human Rights Commitment

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



Our objectives:



Healthy and engaged workforce

Build an engaged and capable workforce with health, safety and wellbeing of our people a priority.



Community safety

Deliver effective and responsive policing and community safety services, ensuring our communities are safe and feel safe.



Engaged and trusted relationships

Provide better services through connected and trusted relationships.



Effective and efficient service delivery

Deliver transformational reform, informed by insights, to innovate and strengthen our capability to deliver community safety services in a fiscally responsible manner.

Opportunities

Supporting our community and vulnerable groups through evidence-based integrated service responses.

Developing a skilled and resilient workforce to respond to future challenges and evolving demands.

Harnessing data driven insights and decision making to drive policing excellence and efficiency.

Leveraging government, private and voluntary sector partnerships to support improved system delivery.

Adopting digital innovation with ethical and transparent practices.

Risks

Meeting growing service demands and evolving community needs.

Meeting the needs of our workforce including health, safety and wellbeing of our people.

Declining community trust and confidence in the integrity and professionalism of policing.

Not staying ahead of the rapidly evolving landscape of online and technology-enabled crime.

Effectively preparing for disasters, unpredictable extreme weather events and addressing the broader impacts of climate change.

How we plan to deliver our objectives:



Healthy and engaged workforce

Build an engaged and capable workforce with health, safety and wellbeing of our people a priority.



Strategies

- Keep our people safe and feeling supported, embedding a shared responsibility for prioritising wellbeing.
- Grow a capable workforce that represents and understands the community we serve.
- Develop authentic leaders who empower and engage our people.
- Build a more connected and inclusive workplace that reflects our values.

Performance indicators

- Employee and volunteer levels of agency engagement in relation to motivation, inspiration and pride
- Employee perception of leadership and a positive workplace culture that models ethical behaviour and promotes innovation
- Diversity of our workforce in line with QPS diversity targets
- Employees feel the organisation places a value on their health, safety and wellbeing



Community safety

Deliver effective and responsive policing and community safety services, ensuring our communities are safe and feel safe.



Strategies

- Provide culturally safe, victim-centric and trauma informed practices to support victims.
- Prevent harm, build resilience and reduce demand through contemporary problem-solving approaches.
- Recognise and maximise the experience and skills of our volunteers to deliver community safety responses that complement and build on existing capability.
- Target serious and repeat offending behaviours.

Performance indicators

- Public perception of safety
- Rate of crime victims and repeat crime victimisation
- Percentage of offences against the person, offences against property and good order offences cleared within 30 days
- Rate of road crash fatalities and hospitalisations
- Rate of domestic and family violence related offences
- Proportion of young offenders subject of a diversion who do not reoffend within the following 24 months



Engaged and trusted relationships

Provide better services through connected and trusted relationships.



Strategies

- Build and enhance partnerships to develop new ways of preventing crime, reducing harm and building resilience, to support system delivery and community safety outcomes.
- Deliver community safety through strong and trusted partnerships.
- Nurture and strengthen our relationships with Queensland communities.

Performance indicators

- Satisfaction of people who have had contact with police in the last 12 months
- Public confidence to contact the police to report domestic and family violence
- Rate of complaints against police
- Public perception of police integrity, including police professionalism, trust and confidence in police, police honesty, and fair and equitable behaviour



Effective and efficient service delivery

Deliver transformational reform, informed by insights, to innovate and strengthen our capability to deliver community safety services in a fiscally responsible manner.



Strategies

- Enhance our capability and capacity to ensure the right resources are in the right place, at the right time.
- Accelerate the adoption of digital, alongside other innovative approaches, to improve service delivery.
- Optimise business processes to support the delivery of contemporary community safety services.
- Restore fiscal responsibility through improved financial management practices and sound and efficient governance.

Performance indicators

- Percentage of code 1 and 2 incidents attended within 12 minutes (Triple Zero calls only)
- Public satisfaction with police dealing with emergencies and disasters
- Percentage of disaster management training participants with enhanced capability
- Percentage of state-wide SES and MRQ volunteers that meet minimum operational training requirements
- Engagement levels for volunteers from the SES and MRQ

The Queensland Police Service contributes to the Government's objectives for the community



Safety where you live



A better lifestyle through a stronger economy



A plan for Queensland's future

DELIVERING FOR QUEENSLAND



Queensland Government