

## Attachment H

**From:** Organisational Engagement <OrganisationalEngagement@police.qld.gov.au>  
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**To:**  
**Subject:** Commissioner's Update - January Edition

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Dear colleagues

Welcome to a new year and the first edition of the Commissioner's Update in 2022.

This year, as always, we will strive towards a connected and engaged workforce, and these updates are an important part of making sure you are well informed throughout the year.

### **In this Update, you'll read about:**

- The successful launch of DAP and tools to help you
- Our commitment to continuing the work of SDP and delivering a new service delivery model
- Growing our workforce and the incoming numbers
- The new social media policy

The start to 2022 has been incredibly challenging. We have seen COVID-19 cases surging into the tens of thousands across the state and similar scenarios playing out across much of the country. While the case numbers in Queensland are still expected to peak, the opening of our borders and a continuing increase in vaccinations will hopefully see the beginning of our return to normality in the near future.

It was fantastic to fully open our borders this month and release police officers from domestic border operations. You have fulfilled these duties for nearly two years to an exceptional level; keeping COVID-19 out of Queensland and protecting our communities.

As you are aware the QPS is not immune to the impacts of COVID with many of our members contracting the virus. I would like to convey my best wishes to all of our staff who have been affected by the virus and I wish you a speedy recovery.

Not only has our start to the year been challenged by COVID-19, but also the severe weather experienced in parts of the state. The Wide Bay Burnett District has unfortunately seen the effects of La Niña, with Maryborough in particular impacted by severe flooding.



*Visiting Maryborough on January 11*

Our members have been instrumental in keeping communities safe and working hand-in-hand with our partners to ensure we can respond and recover. Thank you for providing this response while many of you were undoubtedly also personally affected by the weather event.

I look forward to seeing what we can achieve in 2022. Stay safe and look out for one another.

**Katarina Carroll APM**  
**COMMISSIONER**

## Development and Performance

Earlier this month, our new Development and Performance system, DAP, was officially launched across the organisation. I am very proud of the significant work that has gone into implementing the platform developed with the sole intention of supporting our members.

Located within the familiar and user-friendly platform Aurion, DAP is the foundation and final critical step in the implementation of our organisation-wide performance management framework.

I believe DAP will help support our people through development and training and provide the opportunity to record genuine and constructive feedback that will help you thrive across all aspects of your career.

Many of our managers and supervisors have received notifications, marking the start of DAP. While there is no planned face-to-face or individual training sessions for this stage of the rollout, I encourage you to head to Aurion to familiarise yourself with the new form ([find out how to access this through the user guides here](#)) and, if needed, take advantage of the various support options now available to assist you through this process. These support options include:

- A dedicated Workplace group – [DAP Support](#) where helpful hints and guides will be posted regularly. As I understand, a significant number (almost 30 per cent of our Workplace members) have visited this page since launch and have been supported by the DAP team.
- The launch of the [DAP Support bot](#). For those of you familiar with Cornelia the Workplace support bot (for COVID-19 related questions), the DAP bot can be messaged directly from your Work Chat account (simply create a new message and search for DAP in the “To” field).
- A [SharePoint page](#) containing a range of quick and simple [videos](#) and user guides.
- A suite of online learning resources to assist and support managers and supervisors is also available. Focused on goal setting, feedback and the end-of-year assessment process, the resources can be accessed through the [Leadership Centre](#) (via the recently introduced Q-Learn). I thoroughly recommend this as a great source for thousands of blended learning resources to watch, listen to, read and practice.

I understand this is a very busy time for our organisation, but I encourage you to familiarise yourself with the new system and reach out to the DAP support team or your managers for any questions about the new system.

Thank you to the DAP support team for their fantastic work in releasing the new system and helping elevate development and performance for our organisation.

## Service Delivery Program

One of our operational priorities as we launch into 2022 is our service delivery. This includes working together to deliver the best services to our community through continuous improvement and innovation, and specifically, the work of districts and the Service Delivery Program (SDP) in delivering the new service delivery model.

As I announced in the Special Edition of my update in November, a modified version of the service delivery model is being implemented in Mackay District with assistance from the Service Delivery Redesign Project (SDRP) team in April 2022.

This timeline is, of course, adaptable to the needs of the district and the challenges we are already facing this year, such as COVID-19 and severe weather. However, I am committed to delivering this program and improving the way we do business.

The model that will be implemented in Mackay is a result of exhaustive assessment and evaluation of the trial in Moreton District, as well as consultation with the unions and member feedback. Changes to the model will include collapsing the Volume Team (as we know it from the Moreton trial), with a more defined outline of responsibilities between general duties officers and investigators. This will see:

- A General Duties team rostered to perform incident management, including immediate response code 1, 2 and 3 calls for service;
- Alternate response duties, to attend incoming or outgoing code 4 calls for service and counter duties; and
- A General Duties team rostered to undertake operational response duties, including general investigations and inquiries.

Thank you to Mackay District, Moreton District and the SDP team for their continued work in this space. More updates will be provided as the model progresses and we will share these with you accordingly.

## Recruits and workforce growth

This year we continue to see our organisation grow with the addition of new police personnel to our ranks, to meet the increasing needs of the community.

Over five financial years (2020-21 to 2024-25), at least 1,200 new police officer positions will be allocated across police districts, including 50 to be allocated to Child Protection Investigation Units, as well as a further 250 additional police positions allocated as operationally required.

This will be supplemented by 575 additional staff members, which includes 300 staff to support frontline policing like prosecutions and watchhouses, 125 school-based support officers and police liaison officers, 100 frontline support staff and 50 Policelink call takers.

Already in 2020-21, 126 police positions were created, and a further 122 growth positions are being allocated in the current financial year. The allocations for these two financial years have been made to every district in the state, with significant boosts in positions for Logan, Moreton, and Ipswich Districts.

There are also plans to allocate additional resources, including marked vehicles, integrated load bearing vests, body worn cameras, tasers and QLITEs to ensure these officers are fully equipped.



*Recruits at the Oxley Academy in December 2021*

This is a terrific outcome for our frontline and will no doubt go a long way in helping us meet the needs of our communities. I would like to acknowledge the work that will be undertaken by the People Capability Command in ensuring our recruit training is of the highest standard and making sure our new members are ready to face the challenges of keeping Queenslanders safe.

I would also like to thank the Media and Public Affairs team for their outstanding work in releasing our latest recruit campaigns. If you have not seen the revamped police recruiting website, [you can take a look here.](#)

## New social media policy

Social media is increasingly important as a tool for law enforcement agencies both domestically and internationally. Over the years, our Service's engagement with external facing social media platforms has been essential to enhancing community safety through sharing of public safety alerts and crime prevention initiatives.

To support the increasing demands for engagement with external facing social media platforms, we have released an updated version of our *Use of Social Media Policy*.

The new policy supersedes the previous policy from 2012 and brings social media practices into line with the Standard of Professional Practices (SPP). The policy reflects the Service's expectations of members when they engage with social media for official purposes as well as for personal or non-work related purposes.

As a Service, we recognise and respect the rights of our members to participate on social media for official, professional, and personal or non-work related purposes. However, it is important to understand that improper use of external facing social media platforms may have disciplinary and/or legal implications.

The *Use of Social Media Policy* provides clear guidance so you can continue to engage in a way that protects our members, our privacy, and our reputation.

I strongly encourage you to take the time to familiarise yourself with the new policy and your online responsibilities as a member of the QPS.

The policy can be accessed [here](#).



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