



Queensland Police Service Strategic Plan 2022-2026

Our Vision Queensland - the safest State.

Our Purpose Together, we prevent, disrupt, respond and investigate.

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.

Strategic Objectives

Our people

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

Strategies

- Deliver leadership that is based on integrity and is agile, authentic, supportive, courageous, innovative and visible
- Establish and maintain strong partnerships, openness, awareness and accessibility
- Promote an adaptive workforce that encourages new ways of working
- Deliver healthy, safe, positive and inclusive workplaces with a diverse workforce that reflects the community we serve
- Prioritise physical, mental and social wellbeing
- Provide fit for purpose resources to support all our staff

Performance Indicators

- Increased agency engagement (Working for Queensland survey measure)
- An increase in positive response regarding workload and health (Working for Queensland survey measure)
- An increase in positive response regarding organisational leadership and innovation (Working for Queensland survey measure)
- Increase the diversity of our workforce in line with our 2022 diversity target

Our community

Together with our community build a safer Queensland

Strategies

- 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, young people and victim survivors of domestic and family violence

Performance Indicators

- An increase in satisfaction of people who have had contact with police in the last 12 months
- An increase in public perception of safety
- An increase in public satisfaction with police dealing with emergencies and disasters
- A reduction in rates of youth reoffending

Our relationships

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

Strategies

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

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 the percentage of proceedings where young offenders were offered and accepted a diversion option (Youth Diversions)

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

Strategies

- Deliver sustainable, effective, innovative and efficient approaches to preventing, disrupting, responding and investigating crime and delivering safe and secure communities, including an effective policing response to the ongoing COVID-19 pandemic
- 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 improving our response capability 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

Performance Indicators

- An increase in the percentage of code 1 and 2 incidents attended within 12 minutes
- An increase in the rate of personal safety, property security and offences against good order cleared within 30 days
- A reduction in the rate of crime victims
- A decrease in the rate of road crash fatalities and hospitalisation

Risks

Deliver an effective policing response to COVID-19 that upholds public health directives while maintaining strong community relationships

Maintain an agile disaster management capability to plan for and respond to an increase in the frequency and/or severity of extreme weather events and natural disasters

Advance the use of evidence-based policing strategies to deliver victim-centric, trauma-informed responses to victims and design strategic prevention activities

Adapt to keep pace with challenges presented by new and emerging technologies and their impact on the criminal environment and regulation of online information

Strengthen the integrity and professionalism of police to enhance community satisfaction, trust and confidence in the QPS, in an environment of evolving community expectations

Opportunities

Lead the QPS service delivery model through a period of significant disruption by remaining agile to shifting demands and community safety needs

Champion collaborative approaches to promote outcomes which are victim-centric and trauma-informed for vulnerable people, and enhance social cohesion and community safety

Identify innovative applications for new and emerging technologies in policing, while upholding community expectations around transparency, privacy and ethics

Promote a workforce which is flexible, inclusive and diverse, to enhance engagement and performance

Empower the workforce by investing in their safety, mental health and wellbeing, and by proactively developing organisational capabilities to keep pace with future challenges

Queensland Government's objectives for the community - *Unite and Recover*

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



Backing our frontline services by providing world-class frontline services in community safety



Safeguarding our health by ensuring a sustained and effective response to COVID-19 in support of Queensland Health

Our Human Rights commitment

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

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 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.