



Queensland Police Service Strategic Plan 2024-28

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 hold each other to account and serve in the face of adversity

Our Vision

A safer and more resilient Queensland

Our Purpose

To keep the people, places and communities of Queensland safe through excellence in policing and community safety services

The Queensland Police Service is responsible for the functions of:

- Policing and community safety
- State Emergency Service
- Marine Rescue Queensland



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.



Engaged and trusted relationships

Provide better services through connected and trusted relationships.



Community safety

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



Effective and efficient service delivery

Deliver transformational reform, informed by insights, to innovate and strengthen our capability to deliver community safety services.

Opportunities

Leveraging integrated service responses, innovative partnerships and co-design solutions to solve complex community issues.

Optimising recommendations to drive reform and build an inclusive and diverse culture.

Delivering evidence-based services to support our community with a focus on victim-centric and trauma informed responses.

Embracing innovative digital solutions, while balancing community expectations around transparency, privacy and ethics.

Building a highly skilled, resilient workforce enhancing our capabilities to meet future demand.

Risks

Delivering contemporary services in the context of growing demand, changing priorities and evolving community needs.

Responding to extreme weather events and ability to prepare for the broader impacts of a changing climate.

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

Threats posed by the rapid advancement of technology enabled crime.

Addressing complex issues impacting our workforce including safety, wellbeing and mental health matters.

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.
- Grow a capable workforce that represents and understands the community we serve.
- Develop authentic leaders who empower and engage our people.
- Support a connected workforce who are collaborative, innovative and resilient.
- Strengthen our culture to better reflect 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.
- Target serious and repeat offending behaviours.
- Leverage our volunteers to deliver community safety responses that complement and build on existing capability.

Performance indicators

- Public perception of safety
- Rate of crime victims and repeat crime victimisation
- Rate of personal safety, property security and offences against good order cleared within 30 days
- Rate of road crash fatalities and hospitalisations
- Rate of domestic and family violence related offences
- Proportion of youth reoffending
- Percentage of proceedings where offenders were offered and accepted a diversion option



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, building resilience and delivering services.
- 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.



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.

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 State Emergency Service volunteers that meet minimal operational training requirements
- Engagement levels for volunteers from the State Emergency Service
- Percentage of state-wide Marine Rescue Queensland volunteers that meet the minimum training requirements

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



Good jobs: Good, secure jobs in our traditional and emerging industries



Investing in skills



Better services: Deliver even better services right across Queensland



Backing our frontline services



Keeping Queenslanders safe



Great lifestyle: Protect and enhance our Queensland lifestyle as we grow



Honouring and embracing our rich and ancient cultural history

