

Department of Police and Emergency Management
**Business Priorities
2010-2011**



High visibility front-line service delivery



Public Safety

Aim: For the community to feel safe and be safe in public places

Priorities:

- › Visibility
- › Violence in public places
- › Alcohol-related community safety issues

Key Performance Measures

1. Total Uniform Police foot patrol hours
2. Total Public Order
3. Number of public place assaults
4. Community satisfaction with police dealing with public order problems \geq national average*
5. General satisfaction with policing services \geq national average*
6. Percentage of people who feel safe in public places during the day and after dark†
7. Community safety partnerships developed and maintained that address alcohol-related public order issues

*as measured by the *National Survey of Community Satisfaction with Policing*

†Tasmania Together Goal 2 Benchmarks

Aim: To provide support to the delivery of policing and emergency management

Operations Support Priorities:

- › Fraud / E-Crime
- › Intelligence Functions
- › Forensic Services Strategic Plan
 - Equipment / supporting infrastructure upgrade and replacement
- › Trailerable vessels and associated equipment

Key Performance Measures

1. Establish a Fraud / E-Crime Unit for the investigation of major fraud and electronic crime
2. Implement strategies to increase the production and utility of intelligence products
3. Forensic Services Strategic Plan completed and implemented
4. Forensic Services equipment and supporting infrastructure upgraded in accordance with project plan
5. Trailerable vessels and associated equipment upgraded or replaced in accordance with project plan



Business Priorities

Department of Police and

Crime

Aim: To reduce the impact of crime

Priorities:

- › Serious and organised crime investigation
- › Home burglaries
- › Stolen motor vehicles

Key Performance Measures

1. Total serious crime
2. Serious crime clearance rate
3. Total crime
4. Home burglaries clearance rate
5. Stolen motor vehicles clearance rate
6. Seizures of illicit drugs
7. Number of serious drug offenders

Forensic Science Service Tasmania Priorities:

- › Scientific equipment replacement program
- › Forensic evidence processes within Agency

Key Performance Measures

1. Improved forensic testing procedures implemented
2. Forensic test turn-around time reduced

Executive Support Priorities:

- › Statistical and Data Analysis review
- › Tasmania Police Manual
- › 'Right to Information' legislation oversight
- › Support Government in enhanced coordination of children and young person issues

Key Performance Measures

1. Complete review of statistical and data analysis area
2. Complete review of Tasmania Police Manual
3. Review programs, mechanisms and policies for children and young people

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Emergency Management



Road Safety

Aim: To improve traffic law compliance

Priorities:

- Visibility on highways and major arterial roads
- High-risk driver behaviours
- Equipment deployment deterring poor driver behaviour

Key Performance Measures

1. Police patrol hours travelled on arterial roads
2. Number of high-risk driver behaviour detections
3. Number of traffic law detections
4. Implement and review Automated Number Plate Recognition technology
5. Review camera site strategy



Human Resources Priorities:

- Enterprise Bargain Agreement
- Uniform Review recommendations
- Leadership Program
- Police establishment increase approved by Government

Key Performance Measures

1. Successful training and allocation of additional police strength (of 30 police officers)
2. Number of people who receive leadership training
3. Recommendations of Uniform Review implemented
4. Negotiate and implement the Enterprise Bargain Agreement

Corporate Services Priorities:

- Audit governance arrangements
 - Risk Management Strategy
- Strategic Asset Management Plan
 - Support and maintenance
 - Forward Purchasing Plan
- Information Technology Infrastructure reform program (IT15)

Key Performance Measures

1. Timely response to Performance Audit recommendations
2. Review risk management protocols
3. Implementation of Microsoft Active Directory and Exchange e-mail system
4. Forward Purchasing Plan developed and implemented

Emergency Management

Aim: To enhance emergency and security management

Priorities:

State Emergency Service

- › Volunteer capability support
- › Disaster Resilience Australia Package implementation
- › State Preparedness Project

Counter-Terrorism Unit

- › State security management arrangements
- › Critical Infrastructure Program review
- › CCTV network functionality enhancement
- › National counter-terrorism exercise - *Mercury 10*

Key Performance Measures

1. SES Volunteer retention improved
2. Strategic asset management for Volunteer Units reviewed
3. Disaster mitigation and resilience grants to the community assessed and delivered
4. 80% of emergency management plans updated
5. Plan, participate in and review *Mercury 10*
6. Implement the State Security Unit Review and evaluate the Tasmanian Security and Emergency Management Group



Aim: To maintain professional standards

Internal Investigations Priorities:

- › Graduated management model for complaints
- › Integrity Commission relationships and protocols

Key Performance Measures

1. Percentage of Tasmanian population who have confidence in police*
2. Percentage of population who believe that police perform their job professionally*
3. Number of complaints against police
4. Improved complaint resolution
5. Implement and review graduated management model for complaints
6. Establish protocols and associated arrangements with Integrity Commission

Our Business Principles

- › Engagement
- › Empowerment
- › Quality service
- › Continuous improvement

Our People

We will implement a more inclusive and consultative approach to developing our people that focuses on organisational and individual needs.

Our Resources

We will make sure that our facilities, equipment and resources continue to support our people and our service delivery.

Our Systems

We will ensure that our internal systems and structures will continue to support our business and the delivery of our services.



The annual Business Priorities provide specific aims and a range of key priorities for each of the Output Groups and Support Commands to guide the delivery of our **Vision and Mission**.

We will continue to:

- › improve public safety
- › reduce the impact of crime
- › improve traffic law compliance
- › enhance emergency management





Business Priorities 2010-2011



The Business Priorities for 2010-2011 establish our direction for the next 12 months. The priorities for this year are a response to Government and community expectations — a deliberate focusing of effort in key areas that will deliver quality policing and emergency management services to the people of Tasmania.

As a values-based organisation, our values endure despite changing annual priorities, and underpin our decision making from strategic to operational issues.

Our values are a set of shared beliefs that guide our people's everyday behaviours as together we strive to deliver a safe and secure Tasmania.

Our values are demonstrated in our Business Principles and guide the manner in which we deliver services to the community.

Our Vision

A safe and secure Tasmania

Our Mission

To deliver quality policing and emergency management services to the people of Tasmania

Our Values

› Integrity

Supporting Behaviours

We act honestly and ethically and exercise authority responsibly. We persevere because we are committed and professional. We are visible advocates of the quality of our service.

› Equity

We are fair and objective. We have empathy for victims and vulnerable groups and look for opportunities to empower. We are open-minded but consistent in our engagement with each other and the community.

› Accountability

We accept responsibility for ourselves and are answerable for our actions. We seek to continuously improve whilst responsibly managing risk.

The following 2012 targets are used to measure our performance.

Tasmania *Together* Goal 2 benchmarks:

- › Percentage of people who feel safe at home by day: 96%, at night: 89%
- › Percentage of people who feel safe in public places by day: 93%, at night: 50%
- › Crime victimisation rate 8%

We will contribute to:

- › The *Tasmanian Road Safety Strategy 2007-2016*
- › A reduction in the reported level of family violence

Other high-level benchmarks include:

- › Confidence in police - target for 2012 to be \geq national average*
- › General satisfaction with policing services - target for 2012 to be \geq national average*

*as measured by the *National Survey of Community Satisfaction with Policing*

Other activities:

By 2012 we will have reviewed and updated a range of strategic plans.

