Whether we are officers at the frontline or support staff, we ultimately serve the community. The challenge for us over the next three years will be how to meet the changing needs of the community and manage its expectations of police in an increasingly diverse and dynamic environment.

To continue to meet these needs in the midst of fiscal constraints, legislative reform, technological advances and population growth, the WA Police will move towards a more business-orientated model over the coming years. This model will aim to increase efficiencies, improve the quality of services and minimise non-core tasks.

There has been a trend over the last few years for increasing police powers through legislative reform. This puts an onus on the police to be extra cautious in how these new powers are used and to ensure that the community has confidence that police are using them appropriately. Our first response for decreasing acts of violence and aggression should still be communication, negotiation and persuasion before use of force options. Therefore effective leadership, management and supervision are critical to our future.

In an effort to tackle broader social issues that impact on crime levels, particularly the over-representation of Aboriginal people in the justice system, the WA Police will increasingly work with other agencies in joined-up initiatives to prevent or reduce crime. This will be a focus area for us to deliver better outcomes for the community now and in the future.

While we are aware that we are affected by changing external influences, there is also an increasing demand for us to deliver flexible, responsive and advanced policing services. In spite of all these pressures we are mindful that the community and its safety will always remain our number one priority.

KARL O’CALLAGHAN APM
COMMISSIONER OF POLICE
The strategic Plan 2010–2013 aims to set the broad direction to create a modern, flexible and ethical policing agency responsive to the needs of the Western Australian community. The Strategic Plan will be the source for the identification for new and/or revised informing strategies. Additionally, it will be the basis for the implementation of annual priorities that will be detailed in the Annual Business Plan. These will then be translated down to local action, and subsequently linked to the efforts of individual officers.

mission

“To enhance the quality of life and wellbeing of all people in Western Australia by contributing to making our State a safe and secure place.”

strategic intention

The Strategic Plan 2010–2013 aims to set the broad direction to create a modern, flexible and ethical policing agency responsive to the needs of the Western Australian community.
key principles

Since 2004, Frontline First has been the overarching philosophy for the WA Police. Frontline First has seen the WA Police successfully deliver timely and responsive services to the community. WA Police will continue to consolidate the achievements made under Frontline First through service delivery standards that support the commitment to deliver quality policing services in call-taking, responding to, and attending incidents. Over the coming three years the agency will also implement strategies that provide tangible improvements in the quality of service delivery to the community.

With a focus on core business, WA Police will ensure that employees have the right skills, specialist knowledge and personal drive for the job, whether they work directly with the public or perform a vital support role. In order for frontline officers to provide the highest quality service to the WA community, they need to have the right resources and expertise supporting them, and supervision and leadership guiding them.

Crime trends and demographics are always changing, but the WA Police role in public safety and emergency management in a dynamic environment remains. To keep abreast of this the WA Police need to continually monitor and review its operations, and refocus its business model and processes accordingly. By being responsive and innovative it can better serve the needs of the community.

The business practices of the WA Police will incorporate its corporate values and stress the need for integrity at all levels within the organisation. Decision-making will continue to be evidence-based and driven by both business and criminal intelligence.

WA Police are part of the bigger picture of government agencies supplying services to the people of Western Australia, and should not act in isolation. WA Police must identify and engage important stakeholders including government, non-government organisations, the private sector and law enforcement counterparts on both the national and international stage. Partnerships in many different forms will increasingly become a way to deliver better outcomes for the community.

“WA Police are part of the bigger picture of government agencies supplying services to the people of Western Australia, and should not act in isolation.”
strategic priorities

The five strategic priorities of People, Resources, Standards, Community Engagement and Partnerships are interlinked and join up to achieve the main objective of an agency that is flexible and adaptive to the needs of the community.

people
The right people in the right jobs with the right support making the right decisions

- A diverse integrated workforce with skilled and responsible personnel available to equip, train, develop and sustain our frontline efforts.
- Continuous momentum towards a workplace with the right levels of flexibility and structure to achieve a better balance of skills within the agency.

resources
The right technology and resource placement to support the frontline and service delivery

- Focus on equipping and supporting the frontline by adapting to new technology as it becomes available, reinforced by appropriate policies and tools.
- Develop strong and adaptive assets and Information and Communication Technology (ICT) systems to enable seamless communication and information sharing.

standards
Better policing services to the community through improved standards

- Identify best practice to deliver a responsive, consistent and community focused policing service that is monitored and evaluated.
- Improve leadership, accountability, performance management and adherence to values to drive the transition towards standards and customer service-based policing.

community engagement
Community Focused Policing

- Build confidence, support and satisfaction in service delivery by increasing and developing communication channels with the whole community, including Aboriginal people, and socially and culturally diverse communities.
- Increase public awareness of their role in crime prevention and their rights to an effective and professional service from the police through consultation and information sharing.

partnerships
Effective Partnerships and Collaboration

- Strengthen and utilise strategic partnerships and alliances with other policing jurisdictions, government agencies, non-government organisations and the private sector.
- Collaborate in the delivery of police objectives by contributing to road safety, integration of legislative reform, crime prevention and diversion, and the over-representation of Aboriginal people in the justice system.
monitoring and review

This Strategic Plan was developed through internal/external research and consultation. The strategic priorities detailed in this plan align with the aims in the Directions in Australia New Zealand Policing paper.

The Strategic Plan will be reviewed and assessed annually. This will ensure that adjustments are made in response to internal and external influences that affect the ability of the WA Police to achieve the strategic priorities.
contact

e. strategy.performance@police.wa.gov.au
w. www.police.wa.gov.au
p. 08 9222 1006