



NSW Police Force

NSW POLICE FORCE

OUR FOCUS OUR FUTURE

CONNECTED WORKFORCE CONNECTED COMMUNITY

Our Vision:
A safer NSW

Our Purpose:
Working with the community to reduce violence, crime and fear



NSW Police Force Commissioner
Karen Webb APM

Commissioner's Message:

Our Focus Our Future forms part of my vision for our organisation moving forward. As the world and communities across NSW evolve, we also need a plan for the future that enables us to adapt to a complex and changing operating environment.

The communities and people we serve face a wide range of social problems, community safety issues, and new and emerging forms of crime. We live in a globally connected society, where cyber-enabled crimes make geographic boundaries irrelevant. In this operating environment, we need to continually enhance our policing responses to traditional, and emerging crime types and demands for service.

Our culture in the NSWPF is to place People First. We will serve our people and the community through developing trust and pride in our work, where we model professionalism, respect, empathy and humility.

Together, we will shape a connected workforce and connected community, inspiring our people while remaining authentic to our rich history.

How the community perceives their police force is critical to safeguarding the community. How we engage the community, respond to and support victims, and progress investigations will build community confidence in policing and victim outcomes.

Underpinning this is our Statement of Values which are the guiding principles of the NSW Police Force and underpin the conduct of all NSW Police Force employees and I expect the behaviour and actions of all staff to align with these values.

The NSW Police Force is a world-class police service and I am confident that it will continue to serve the people of NSW well into the future. Success involves all of us working together.

As your Commissioner, I look forward to working with you over the next five years.

Karen Webb APM

Our Statement of Values:

- a) Places integrity above all
- b) Upholds the rule of law
- c) Preserves the rights and freedoms of individuals
- d) Seeks to improve the quality of life by community involvement in policing
- e) Strives for citizen and police personal satisfaction
- f) Capitalises on the wealth of human resources
- g) Makes efficient and economical use of public resources, and
- h) Ensures that authority is exercised responsibly

NSW Police Force Key Priorities

Modernising the Future of Policing:

1. Connected Workforce (Organisational Capability)
2. Connected Community
3. Victim Focus (Silent Crimes)
4. Organised Crime
5. Next Generation (Youth and Aboriginal)



OUR KEY RESULT AREAS

Reduce Crime

- Target Offenders
- Improve legal action rates
- Enable diversion opportunities



Maintain Public Safety

- Improve community confidence and perception of safety
- Reduce road trauma

Engage the Community

- Foster police and community relationships
- Maintain police professionalism



Enhance Capability

- Grow and develop our people
- Advance our infrastructure, assets and technology

Evaluate Effectiveness

- COMPASS
- BOCSAR
- Community sentiment
- State Outcomes



OUR APPROACH

Prevention

Disruption

Response

Capability

OUR SERVICE TO NSW

Our focus is to continue providing service excellence to the changing needs and expectations of our diverse communities.

Services will be delivered using contemporary and collaborative ways of working, supporting an agile organisation that is fit for the future.

Recognising the need to stay at the forefront of technological trends to tackle new and emerging technology enabled crime.

To embed sustained change, there is a need to understand the impact of environmental trends and how policing services are delivered.

We will enhance our ability to respond effectively and apply improvements across training, technology and infrastructure.

OUR APPROACH	OBJECTIVES		
PREVENTION	SAFEGUARD and STRENGTHEN individuals, communities, assets and infrastructure to deter crime, improve personal safety, and build resilience		
ACTIONS	<ul style="list-style-type: none"> • Conduct intelligence driven high-visibility policing. • Proactively initiate police interactions with individuals, groups and communities at risk of crime. • Work with industries and individuals to ensure compliance with regulations & safer practices. • Rigorously test emergency management and counter terrorism arrangements with partner agencies. • Work with government and non-government agencies to deliver safe large scale major events. • Communicate tailored safety messages (e.g. road safety, reporting crime and suspicious activity, security advice, scams). 	INTERVENE EARLY for at risk individuals and groups to limit escalation, minimise harm and positively influence behaviour <ul style="list-style-type: none"> • Contribute to whole of government and interagency crime prevention and public safety initiatives and programs. • Enhance partnerships to develop local solutions to community safety issues. 	DIVERT minor offenders and at-risk groups (e.g. young persons, Aboriginal people) to reduce reoffending and avoid unnecessary contact with the criminal justice system <ul style="list-style-type: none"> • Appropriately apply police discretion through available court alternatives. • Partnership with government and non-government agencies to deliver alternative pathways
DISRUPTION	DISRUPT criminal behaviour to break criminal networks and bring offenders to justice		
ACTIONS	<ul style="list-style-type: none"> • Proactively engage high-risk and recidivist offenders. • Identify, target and disrupt organised crime groups. 	<ul style="list-style-type: none"> • Focus intelligence activities on organisational priorities. • Improve road safety through targeted enforcement. 	<ul style="list-style-type: none"> • Utilise technology and forensic science capabilities to full effect.
RESPONSE	DELIVER professional policing services to maintain community confidence		
ACTIONS	<ul style="list-style-type: none"> • Protect, support and refer victims to appropriate services. • Deliver respectful and consistent customer service. • Respond swiftly and professionally to all calls for assistance. 	<ul style="list-style-type: none"> • Ensure appropriate use of tactical options and police powers. • Undertake thorough investigations, lay appropriate charges and produce high-quality briefs. 	<ul style="list-style-type: none"> • Maintain the safety and wellbeing of people in custody and ensure legal rights are protected.
CAPABILITY	DEVELOP CAPABLE AND RESILIENT PEOPLE to maximise performance		
ACTIONS	<ul style="list-style-type: none"> • Ensure safe workplaces, safe people, and safe operations. • Facilitate flexible workforce allocation and deployment to meet demand and community need. • Support and encourage personal development through education and training opportunities. • Embed misconduct prevention and reinforce ethical behaviour. • Actively contribute to respectful, inclusive and productive workplaces. • Promote and capitalise on workforce diversity. • Increase individual capacity to respond to complex and evolving policing and societal issues. • Enhance staff knowledge, skills and expertise in the use of new policing methodologies. 	BUILD EFFECTIVE SYSTEMS to future-proof our service delivery <ul style="list-style-type: none"> • Identify and share information, intelligence, and best-practice. • Streamline and improve organisational processes. • Partner with industry to deliver innovative and integrated information, communications, science and technology. • Progress infrastructure and asset modernisation. 	ENHANCE LEADERSHIP to build an agile, innovative organisation <ul style="list-style-type: none"> • Put People First to positively influence culture. • Reinforce accountability and good governance at all levels. • Technology enabled and modernised workforce. • Invest in people and enhance capabilities including communication, change and performance. • Capitalise on a diverse and inclusive workplace.