



**NT POLICE,  
FIRE & EMERGENCY  
SERVICES**

# NTPFES STRATEGIC PLAN 2013-15

**MISSION:** *Keeping People Safe*

**VISION:** *A Safe and Secure Northern Territory*

## Drivers

- Demand for Quality Services
- Legislative Reform
- Diverse Communities and Business Models
- Technology
- Financial Environment
- Continuous Improvement
- Prevention
- Response and Recovery

## Enablers

- Workforce
- Technology
- Risk Management Framework
- Information
- Governance Practices
- Targeted Resource Allocation
- Assets - Operational Readiness and Response

## Approach

- Intelligence-Led
- Leadership
- Stakeholder Engagement
- Customer Focused Service
- Disciplined
- Teamwork
- Passionate
- Evidence-Based



## Leadership

- Mentoring Future Leaders
- Inspiring and recognising Operational Excellence
- Learning and development
- Encouraging and supporting innovation

## Communication

- Excellence in customer service culture
- External branding is focussed and consistent
- Executive is accessible and promotes ownership

## Collaboration

- Whole-of-Government Framework supporting integration and coordination
- Engagement through multi-tiered approach
- Inter-agency secondments and internal staff rotations

## Governance

- Accountable and transparent decision making
- Risk and business planning
- Appropriate policies, procedures and practices

## Efficiency

- Agency is responsive, progressive and accountable to community and government
- Innovative solutions and approaches
- Stakeholder engagement and consultation leveraging off the capacity of other agencies

## Values

- Professional Excellence
- Integrity, respect, courage, diversity, responsibility and accountability
- Ethical, fair and self disciplined
- Commitment to continuous learning and sharing of knowledge

Operating Framework

**OPERATIONAL EXCELLENCE**