

# Delivering Services to the Community



Tailoring services to meet local community needs: Patrolling the waterways in North Coast Region.

The Service's organisational structure has been designed to support the effective and efficient delivery of policing services to the Queensland community. The majority of policing services are provided through the eight geographical regions, with two central commands providing specialist support as required. The Ethical Standards Command, in conjunction with the Criminal Justice Police Group, the four corporate services divisions and the two units reporting to the Commissioner provide specialist support and advice to facilitate the delivery of ethical and professional policing services. The structure ensures that the Assistant Commissioners in the Service's eight regions have sufficient flexibility, within the Service's overall strategic management framework, to develop and implement policing strategies that best suit the needs of their local communities.

**Far Northern Region**

..... **Contact Details**

**Far Northern Region Headquarters**  
 14-16 McLeod Street  
 CAIRNS QLD 4870

Tel: (07) 4031 2727  
 Fax: (07) 4031 5146

Postal Address:  
 PO Box 7419  
 CAIRNS QLD 4870

**Assistant Commissioner: Allan Roberts**

Districts:  
 3 (Cairns, Mareeba, Innisfail)

Population:  
 230,350

Area (square kms):  
 289,384

Human Resources:  
 546 Police Officers  
 138 Staff Members

**Northern Region**

..... **Contact Details**

**Northern Region Headquarters**  
 3rd Floor  
 Northtown Centre  
 Flinders Mall  
 TOWNSVILLE QLD 4810

Tel: (07) 4726 4666  
 Fax: (07) 4726 4613

Postal Address:  
 PO Box 2293  
 TOWNSVILLE QLD 4810

**Assistant Commissioner: Graham Williams**

Districts:  
 2 (Mt Isa, Townsville)

Population:  
 238,696

Area (square kms):  
 548,907

Human Resources:  
 579 Police Officers  
 163 Staff Members

**South Eastern  
Region**



• • • • • **Contact Details**

**South Eastern Region Headquarters**

Surfers Paradise Police Complex  
68 Ferny Avenue  
SURFERS PARADISE QLD 4217

Tel: (07) 5570 7999  
Fax: (07) 5570 7985

Postal Address:  
PO Box 7515  
GOLD COAST MAIL CENTRE QLD 9726

Assistant Commissioner:  
**Dick Conder**

Districts:  
2 (Logan, Gold Coast)

Population:  
640,543

Area (square kms):  
401,807

Human Resources:  
1,010 Police Officers  
159 Staff Members

**Metropolitan  
North  
Region**



• • • • • **Contact Details**

**Metropolitan North Region  
Headquarters**

8th Floor  
Century House  
316 Adelaide Street  
BRISBANE QLD 4000

Tel: (07) 3258 2600  
Fax: (07) 3258 2606

Postal Address:  
GPO Box 1440  
BRISBANE QLD 4001

Assistant Commissioner:  
**John Banham**

Districts:  
The Metropolitan North Region does not have police districts. It has a flattened organisational structure with a shortened chain of command through 11 divisions: Albany Creek, Boondall, Brisbane City, Brisbane Watchhouse, Hendra, Ferny Grove, Fortitude Valley, Indooroopilly, Petrie, Sandgate, The Gap.

Population:  
532,010

Area (square kms):  
1,265

Human Resources:  
971 Police Officers  
168 Staff Members

**Metropolitan  
South  
Region**



• • • • • **Contact Details**

**Metropolitan South Region  
Headquarters**

1993 Logan Road  
UPPER MT GRAVATT QLD 4122

Tel: (07) 3849 0333  
Fax: (07) 3849 0344

Postal Address:  
PO Box 6464  
UPPER MT GRAVATT QLD 4122

Assistant Commissioner:  
**Peter Freestone**

Districts:  
3 (South Brisbane, Oxley, Wynnum)

Population:  
596,643

Area (square kms):  
1,007

Human Resources:  
864 Police Officers  
134 Staff Members

**State Crime Operations Command**



• • • • • **Functions**

State Crime Operations Command responds to major and organised crime on a State-wide basis. The Command supports regional operations with the provision of high quality investigative services, specialist staff and access to sophisticated technology.

Assistant Commissioner:  
**Andrew Kidcaff**

Organisational Units:  
Crime Operations Branch,  
Bureau of Criminal Intelligence  
Queensland

Human Resources:  
501 Police Officers  
129 Staff Members

**Operations Support Command**



• • • • • **Functions**

Operations Support Command supports regional operations by maintaining a range of specialist support functions that can be accessed and utilised to enhance local policing responses to extraordinary incidents and events. The Command also provides technical, policy and professional support and maintains specialist expertise for the management of disasters and other major events.

Assistant Commissioner:  
**George Nolan**

Organisational Units:  
Policing Advancement Branch,  
Legal Services Branch, Specialist  
Services Branch, Forensic  
Services Branch, Disaster and  
Major Events Planning Branch,  
State Traffic Support Branch,  
Communications Branch.

Human Resources:  
578 Police Officers  
280 Staff Members

**Ethical Standards Command**



• • • • • **Functions**

Ethical Standards Command is responsible for the promotion of ethical behaviour, discipline and professional practice within the Service.

Assistant Commissioner:  
**John McDonnell**

Organisational Units:  
Ethical Practice Branch,  
Inspectorate and Evaluation  
Branch, Internal Investigations  
Branch; Internal Audit Branch

Human Resources:  
68 Police Officers  
23 Staff Members

**Criminal Justice Commission Police Group**



• • • • • **Functions**

The CJC Police Group performs duties within the Official Misconduct Division and Witness Protection Division of the Criminal Justice Commission.

Director of Witness Protection and  
Operations, CJC:  
Assistant Commissioner  
**Kathy Rynders**

Human Resources:  
68 Police Officers

**Administration  
Division**



• • • • • **Functions**

The Administration Division performs general corporate administrative duties and manages logistics, weapons licensing, property and facilities, and freedom of information matters.

**Director:**  
**Bob Carson**

**Organisational Units:**  
Administration Branch, Freedom of Information Unit, Logistics Branch, Property and Facilities Branch, Weapons Licensing Branch.

**Finance  
Division**



• • • • • **Functions**

The Finance Division is concerned with accounting operations, accounting policy and reporting, systems accounting and management accounting. Finance Division is responsible for ensuring that the Service's accounting procedures comply with State Government standards.

**Director:**  
**John Just**

**Human Resources  
Division**



• • • • • **Functions**

The Human Resources Division is responsible for recruiting and training new officers in line with the Service's 10-Year Staffing Plan and providing a range of professional development programs for officers and staff members at all levels within the Service. In addition, the Division manages the Service's industrial relations responsibilities, including Workplace Health and Safety obligations.

**Director:**  
**David Gill**

**Organisational Units:**  
Human Resource Development Branch, Human Resource Management Branch, Health, Safety and Industrial Relations Branch.

**Information  
Management  
Division**



• • • • • **Functions**

The Information Management Division is responsible for the provision of a range of services including information planning; information systems development and implementation; management of corporate databases; maintenance of the Service's Intranet; crime statistics; forensic mapping and cartography; library services; and central management of warrants and criminal histories.

**Director:**  
**Denis Luttrell**

**Organisational Units:**  
Information Planning Branch, Information Resource Centre, Information Systems Branch, Police Information Centre, Information Security Section.

**Office of the Commissioner**



• • • • • *Functions*

The Office of the Commissioner provides strategic advice and executive support to the Commissioner through strategic planning, policy coordination and development, Cabinet legislation and liaison, legal advice, organisational change and improvement and cross-cultural liaison.

Director:  
**Ann Scott**

**Media and Public Relations Branch**



• • • • • *Functions*

The Media and Public Relations Branch manages and coordinates media liaison, marketing and public relations for the Service.

Director:  
**Brian Swift**

*Notes on staffing levels*

- A total of 317 police officers and 916 staff members are allocated across the four Corporate Services Divisions, Office of the Commissioner, Media and Public Relations, and other agencies such as the Queensland Crime Commission, the National Crime Authority and the Australian Bureau of Criminal Intelligence.
- A total of 410 employees are allocated across the State under a general category which incorporates nurses, pilots, cleaners and gardeners.
- The figure for the category "Staff Members" includes Public Service Officers, Police Liaison Officers, Communication Room Operators, Assistant Watchhouse Officers and Queensland Aboriginal and Torres Strait Islander Police.



*Supporting the Neighbourhood Watch Program to reduce crime and victimisation.*