Commissioner’s Message

Senior Wiser Safer—Queensland Police Service Directory of Services for Older People

The Queensland Police Service recognises the valuable role that older Queenslanders play in our community and their right to safety and a lifestyle without fear.

With an ageing population in Australia, the Queensland Police Service acknowledges the concerns of seniors with respect to crime and fear of crime, and the need to provide effective strategies to meet these needs now and in the future.

 Whilst seniors have a right to feel safe all of the time, it is vital that they prepare themselves to recognise crime risk situations and take proactive steps to prevent them.

The Senior Wiser Safer—Queensland Police Service Directory of Services for Older People is a concise and user-friendly guide to the many existing programs and services developed by the Queensland Police Service and other Queensland government and non-government agencies that may be of benefit to seniors.

I trust this directory and its extensive list of Queensland Police Service programs and services is a valuable information resource for you and your family.

R Atkinson
Commissioner
Introduction

Senior Wiser Safer—Queensland Police Service Directory of Services for Older People is designed as a guide to Queensland Police Service and other Queensland government and non-government agencies programs and services of interest and benefit to older people. It contains a brief description of each of the programs and services and provides contact information for each listing. Please refer to the contents page to locate the service which may be of benefit.

All information in this directory was correct at time of publication. However, some components of services may change from time to time. Always check with the relevant contact agency before making decisions or acting on information contained in this directory.
Contacting Police

In an emergency

For life threatening matters, crimes in progress or when the event is time critical, you should call **Triple Zero (000)**.

When you call **Triple Zero (000)** you will be connected to an operator who will ask which service you need—police, fire or ambulance.

Please ensure that you are ready with your location, name, contact number and specific details of the incident that you are calling about.

Note: Mobile telephones may require a different emergency number which is supplied by your service provider.

If you have a speech or hearing disability, **Triple Zero (000)** can be accessed via the National Relay Service. For Speak and Read callers who rely on a TTY to make calls dial **106**. For Speak and Listen callers who use an ordinary phone or mobile rather than a TTY, dial **1800 555 727 and then ask for Triple Zero (000)**. For more information please visit the National Relay Service website at: www.relayservice.com.au

In a non-emergency

For all matters of a non-urgent nature contact:

- **Policelink 131 444**—available 24 hours, seven days a week and is the new number in Queensland to make general enquiries and report non-urgent incidents including:
  - wilful property damage
  - break and enters
  - lost property
  - stealing offences
  - stolen vehicles
When should you call Policelink?

- Anytime you would like to report a non-urgent crime or incident.
- If the crime is not happening now, life threatening or there is little likelihood of the suspected offenders in the area, call Policelink 131 444 for non-urgent assistance.
- For non-urgent police related general enquiries.

What happens when you call 131 444?

- Specifically trained Client Service Officers and Police Technical Advisors receive and process your non-urgent reports and answer your general enquiries.
- Where appropriate, Policelink staff may issue you with a crime report number for insurance purposes.
- In many cases your report will be finalised on the first phone call.

Benefits of Policelink

- Contacting Policelink helps reduce the number of calls to existing police stations. Your choice of action increases the ability for frontline police to attend more urgent requests for assistance.
- Policelink will allow approximately 260,000 Queensland Police Service resource hours to be re-invested into other priorities and proactive functions to the greater benefit to the community.
- It is expected Policelink will reduce non-urgent call volumes to Triple Zero (000) at Police Communication Centres by around 30 per cent.

Crime Stoppers

Crime Stoppers 1800 333 000 (Toll Free)

Crime Stoppers is a partnership between the community volunteer organisation Crime Stoppers Queensland Limited and the Queensland Police Service. Contact with Crime Stoppers can be made in one of two ways. By calling the telephone hotline number 1800 333 000 or by accessing the Share Crime Information section of the Crime Stoppers website. In both instances, members of the public can provide anonymous information about criminal activity.
The Crime Stoppers Unit operates 24 hours a day, every day of the year. Your call will be answered by a trained operator who will take note of your information. The information is electronically transferred to the police station in whose jurisdiction the offence occurred and then investigated. Please remember that:

- you need not give your name, remaining anonymous allows you to overcome any fear of involvement or retaliation;
- your call is not recorded or taped;
- you are not identified in any way; and
- callers are allocated a code number:
  - to allow for further information to be provided at another time;
  - to check on the progress of the investigation; and
  - to collect the reward.

Note: If you need police to attend an address or you need immediate police assistance DO NOT call Crime Stoppers.

For more information, visit the official Crime Stoppers website at: www.qld.crimestoppers.com.au/cs/home.jsp

**District Crime Prevention Coordinators**

The Queensland Police Service is committed to providing proactive strategies to help reduce or eliminate crimes against seniors. District Crime Prevention Coordinators work in partnership with the community to deliver crime prevention strategies. To obtain advice or services from your District Crime Prevention Coordinator contact your local police station.
Personal Safety

Whilst seniors have a right to feel safe all of the time, it is vital that they prepare themselves to recognise crime risk situations and take steps to prevent them. This section provides information on offences that may occur to older people and referral pathways to obtain support.

**Elder abuse**

Elder abuse is a relatively recent term for a form of mistreatment that, in reality, is just one part of a spectrum of violence that occurs when differences in power exist in relationships between people. Elder abuse can be defined as “any act occurring within a relationship where there is an implication of trust, which results in harm to an older person. Abuse can include physical, sexual, financial, psychological and social abuse and/or neglect”.

With the increasing number of people over the age of 65 years, incidents of elder abuse are also likely to increase. Addressing elder abuse requires a multi-faceted approach and the Queensland Police Service is working with other government and non-government agencies to address this emerging need. Some types of elder abuse are a criminal offence and can be reported to your local police station.

The Elder Abuse Prevention Unit, funded by the Department of Communities operates a State-wide telephone information, support and referral service for anyone experiencing abuse or witnessing the abuse of an older person. Callers may choose to remain anonymous and can call the HELPLINE on 1300 651 192 between 9am and 5pm Monday to Friday for the cost of a local call from anywhere in Queensland. The Elder Abuse Prevention Unit website can be located at: www.eapu.com.au

**Domestic violence**

The Queensland Police Service recognises domestic violence as a serious problem in the community. The Queensland Police Service is committed to providing an appropriate, effective and professional response ensuring the people of Queensland are safer and that victims receive the maximum protection under the law.
Relationships which are protected include:

(a) a spousal relationship;
(b) an intimate personal relationship;
(c) a family relationship; and
(d) an informal care relationship.

These amendments now allow seniors, who are subject to domestic violence by a family member or informal carer, to be protected by a Domestic Violence Order. An informal care relationship exists where someone is assisting another in their daily living activities because of a disability, illness or impairment but does not include a relationship where a carer is paid a fee for their services.

If you, or someone you know, is subject to domestic violence contact your local police station. All police stations in Queensland have a Domestic Violence Liaison Officer (DVLO), whose role includes assisting members of the community in direction and advice on domestic violence matters. Further information about domestic violence can be found on the Queensland Police Service Domestic Violence website at: www.police.qld.gov.au/programs/crimeprevention/dv/whats_dv.htm

Additional information, advice and referral to services can be obtained from DV Connect:

**Womensline (24 hours, 7 days) 1800 811 811**
**Mensline (9am–12 midnight, 7 days) 1800 600 636**
www.dvconnect.org/about/links.asp

**Personal safety**

The Queensland Police Service acknowledges everyone has the right to safety and a lifestyle without fear. The Personal Safety Strategies Program, which is delivered by the Queensland Police Service, provides quality personal safety information to members of the community. The topics covered by this program aim to provide empowering personal safety information which will enhance the quality of life for seniors, rather than place limitations on them.

Queensland Police Service members are available to attend the homes or residential care facilities of seniors to provide personal safety strategy presentations. To inquire about the availability of presentations in your area, please contact your
TourSafe

The Queensland Police Service wants seniors to enjoy themselves and remain safe during their holiday. Whether you are backpacking on a budget, or living it up on your holiday of a lifetime, TourSafe Queensland is designed to help you have a safer and more enjoyable holiday.

TourSafe Queensland can provide seniors with helpful information on many holiday activities, including travel hints, personal safety, safe driving suggestions and accommodation tips. TourSafe information can be obtained on the Queensland Police Service TourSafe website at: www.police.qld.gov.au/programs/personalsafety/toursafe

Drugs and the law

Most people, including seniors, use some kind of legal drugs—tobacco, alcohol, medicines and caffeine are part of everyday life.

Other illegal drugs like marijuana and ‘speed’ are a regular part of life for some people too. In Queensland, most drugs are governed by laws and regulations, and the penalties for misusing drugs can be harsh. Think about the drugs that you use.

The booklet *Drugs and the Law in the Sunshine State* provides comprehensive information about this issue and can be obtained from your local police station.

If the abuse of alcohol or other drugs is causing problems for you or someone you care about, there are many people and organisations in the community who can help. The Alcohol and Drug Information Service operates 24 hours a day, 7 days a week. This service can be contacted by calling toll free 1800 177 833 (charges may apply to mobiles).

Further information can be found on the Queensland Police Service Drug and Alcohol website at: www.police.qld.gov.au/services/drugs/
Property Security

Your home is your castle, and the effects that theft and property damage have on seniors can be traumatic. The implementation of simple but effective security strategies can greatly reduce the likelihood of being a victim or a repeat victim of crime. This section provides advice and security services available to seniors from the Queensland Police Service to assist in reducing the chances of having personal property stolen or damaged.

Property security

The Queensland Police Service has a range of programs to keep your home, business, vehicle and other property safe from theft and damage. Services available include home security assessments, property security presentations, training and brochures. For further information contact your local District Crime Prevention Coordinator or visit the Queensland Police Service Property Security website at: www.police.qld.gov.au/services/property

Crime Prevention Through Environmental Design

Crime Prevention Through Environmental Design (CPTED) is a proven crime prevention approach which has been shown to reduce opportunities for crime and incivility. The fundamental idea of CPTED (pronounced CEP-TED) is that it is possible to use knowledge and creativity to design environments in ways that lessen or prevent the incidence of crime.

The application of CPTED principles to your home and suburb can dramatically reduce opportunities for offences. Simple CPTED strategies such as trimming foliage, utilising sensor lights, making house numbers clearly visible and keeping your premises maintained are just some of the tips which are likely to reduce the risks to your property.

For further information on how you can apply CPTED to your home environment contact your local District Crime Prevention Coordinator or visit the Queensland Police Service CPTED website at: www.police.qld.gov.au/programs/crimeprevention/cpted.htm
Scams

A scam is a crime involving trickery or deception to obtain benefit. Scams target people of all backgrounds, ages and income levels across Australia. There is no one group of people more likely than another to become a victim of a scam. If you think you are ‘too clever’ to fall for a scam, you may take risks that scammers can take advantage of.

Unscrupulous operators can target consumers, with the marketing of illegal schemes and scams. Some of the more common scams include:

• get rich quick schemes;
• miracle health products;
• competitions and lotteries;
• pyramid/referring selling/multi-level marketing;
• Nigerian loan/investment scams; and
• work-at-home schemes.

Unfortunately, many people in Australia are scammed every year. While it is very difficult to track down the person or group who has scammed you, there are some steps you can take straight away to reduce the damage. You may also be a target for a ‘follow-up’ scam, so you need to take action to stop the scammers succeeding again.

Scammers are not just after your money. Scams can also be designed to steal your personal details. The types of personal information that scammers might ask for include credit card and bank account details, passport details and name and address details. This is known as ‘identity theft’.

Scammers may try to give you something, such as a ‘free’ gift or assistance, to get something in return, such as your agreement later on. You may feel obliged to do something in response to this. Protect yourself from these sentiments by recognising the gifts and favours as nothing more than devices to influence you to return the favour.

Misleading or deceptive conduct or an act which is likely to mislead or deceive is likely to contravene section 52 of the Trade Practices Act. Contact the Australian Competition and Consumer Commission if you think you have been the subject of this type of conduct.
There is ample information available on the Internet in relation to scams currently marketed worldwide and the precautions to follow. The following links offer advice on spotting scams and methods to protect you from becoming a victim:

www.fido.asic.gov.au
www.scamwatch.gov.au
www.accc.gov.au
www.fairtrading.qld.gov.au

To subscribe to weekly updates of scams, send an email to:
FairTradingUpdate@dtrft.qld.gov.au

**Remember, if it sounds too good to be true, it probably is.**

**Fraud**

Fraud is behaviour that is deceptive, dishonest, corrupt or unethical. For a fraud to exist there needs to be an offender, a victim and an absence of control or safeguards. Here in Queensland, the laws on fraud involve dishonesty in any of these situations:

- obtaining property belonging to someone else;
- applying someone else’s property to one’s own use;
- causing a detriment to another person or entity;
- gaining a benefit or advantage for any person; and
- inducing or causing any person to deliver property to another person.

Common frauds include using false:

- identities;
- cheques; and
- credit and EFTPOS cards.

If you believe you have been the victim of fraud, contact your local police station. For further information on types of fraud and how you can protect yourself, visit the Queensland Police Service Fraud website at:
Home Assist Secure

Home Assist Secure (HAS) was established by the Queensland Government in 1993 and now funds 41 services across Queensland. This community service is funded by the Queensland Department of Housing and is supported by the Queensland Police Service. The HAS service provides the following assistance:

The Home Checklist Book—Contains practical advice about common home maintenance problems and solutions, home safety, legal and consumer protection issues, and sources of further specialised information.

Security Hints for You and Your Home—Provides information on how to make your home more secure and increase your personal security. Subsidised assistance helps people who are unable to obtain alternative assistance with minor home and yard maintenance and repairs.

Home Security Assessments—Police-trained security assessors can inspect your home to help you decide on security-related repairs or installation of security hardware. They can also advise on personal safety issues. This service is only available in locations throughout the State where this program is operating.

To be eligible for free information and referral, you must be a home owner or live in any form of rental housing and be:

- 60 years or over; or
- of any age with a disability (or living with a family member who has a disability).

For further information contact HAS on 1300 880 882 or visit their website at: www.housing.qld.gov.au/programs/ch/factsheets/has.htm
Services for Diverse Communities

The Queensland Police Service recognises that the Queensland community is rich in cultural diversity and has developed a number of initiatives designed to ensure equal access to policing services regardless of a person’s cultural, linguistic or religious background. If you are, or you know of, an older person within a culturally diverse community, this section may assist you.

Cultural Advisory Unit

The mission of the Cultural Advisory Unit is to promote and maintain effective relationships between members of the Queensland Police Service and culturally specific communities. These relationships are based on open communication, mutual understanding, respect, tolerance and trust.

The key objectives of the unit are to:

- ensure Queensland Police Service policies and programs are culturally appropriate and equitable;
- provide advice and support to the Commissioner of Police and Senior Executive Officers on matters relating to ethnic and indigenous policing issues;
- identify and provide advice on trends and emerging issues of concern to police in culturally specific communities; and
- provide ongoing support to operational police and other Queensland Police Service personnel.

To contact the staff at the Cultural Advisory Unit, call (07) 3364 3934 or visit the Queensland Police Service Cultural Advisory Unit website at: www.police.qld.gov.au/programs/community/culturaladvisory/cclo.htm
Cross Cultural Liaison Officers

Cross Cultural Liaison Officers are sworn police officers and are deployed in each police region. Their role is to improve relations between the Queensland Police Service and culturally specific communities, to assist police officers in understanding the issues affecting culturally specific communities and to further the aims of the Queensland Police Service.

In part, the role addresses potential problems and difficulties before they escalate. By encouraging communities to contact police, issues and concerns are more readily resolved. This is being achieved through:

- coordinating and supporting the operations of Police Liaison Officers;
- providing guidance to police officers on culturally specific issues;
- identifying special projects relevant to culturally specific communities;
- improving communication and understanding between police and culturally specific communities;
- identifying issues affecting the Queensland Police Service and culturally specific communities;
- developing appropriate ways of addressing these issues; and
- contributing to Queensland Police Service policy.

Contact with Cross Cultural Liaison Officers can be made via your local regional headquarters, through the Cultural Advisory Unit on (07) 3364 3934 or by visiting the Queensland Police Service Cross Cultural Liaison Officers website at: www.police.qld.gov.au/programs/community/culturaladvisory/cclo.htm

Police Liaison Officers

Police Liaison Officers are employed by the Queensland Police Service to establish and maintain a rapport between culturally specific communities and the Queensland Police Service. The role of Police Liaison Officers is to promote trust and understanding through their liaison role by assisting the community and police to:

- reduce and prevent crime;
- divert people from the criminal justice system;
• advise and educate police officers on culture and cultural issues; and
• improve community knowledge of law and order issues and policing services.

The specialist ‘liaison role’ performed by Police Liaison Officers does not require the powers of police officers to carry out their activities.

Police Liaison Officer activities assist the Queensland Police Service to be more effective by improving client services, preventing or reducing crime and maintaining community partnerships.

General enquiries relating to Police Liaison Officers should be referred to local police stations. For further information on the Police Liaison Officer Scheme contact the Cultural Advisory Unit on (07) 3364 3934 or visit the Queensland Police Service Police Liaison Officer website at: www.police.qld.gov.au/join/plo/default.htm

Lesbian, Gay, Bisexual, Transgender and Intersex Community

The Queensland Police Liaison to the Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) communities provides a professional, non-discriminatory, accessible policing service.

This goal is achieved by:
• developing an awareness and understanding of LGBTI communities;
• developing partnerships with LGBTI communities;
• ensuring equality, accountability and professionalism in our contact with LGBTI communities; and
• improving service delivery to LGBTI communities.

To support this goal, a network of LGBTI Liaison Officers is available around the State to assist with all LGBTI inquiries. Contact details for LGBTI Liaison Officers can be obtained from your local police station or by visiting the Queensland Police Service LGBTI website at: www.police.qld.gov.au/programs/community/lgbti/default.htm
Community Partnerships

Working in partnership with the people of Queensland is a fundamental principle of modern policing as practiced by the Queensland Police Service. These community partnerships not only enhance crime prevention services to seniors, but also allow seniors to actively participate in creating a safer community. This section provides an overview of these services and community partnership opportunities.

Volunteers in Policing

Volunteers in Policing (ViP) are based in local police establishments. They work with police to address customer service, community safety and crime prevention. The range of tasks which they undertake complements, rather than competes with, the roles and responsibilities of paid police officers and staff members. Some of these tasks include:

- providing support to, and assisting, victims of crime;
- offering referrals to other agencies;
- liaising with community groups and participating in community-based activities;
- conducting home security assessments and engraving property;
- managing key holders’ index for businesses;
- participating in crime prevention initiatives;
- assisting police with customer service; and
- assisting with school-based crime prevention projects.

To pass through the selection phase of the program ViPs must:

- be 18 years and over;
- be willing to participate in a mandatory training program;
- agree to the Queensland Police Service conducting a national criminal history check;
- be prepared to participate in the ViP Program for at least 12 months; and
- be willing to work a minimum of four hours per week and a maximum of 16 hours per week.
Volunteers interested in joining the ViP Program should contact the Regional ViP Co-ordinator in their police region or visit the Queensland Police Service ViP website at: www.police.qld.gov.au/join/vip

Neighbourhood Watch

Neighbourhood Watch (NHW) is a program organised by the community to help reduce residential crime. It is about working together as a community to improve personal safety and household security. Most importantly, it is about encouraging interaction and fostering a sense of responsibility between neighbours and communities.

Householders are encouraged to join together in small informal groups for the purpose of improving the safety of their families and other neighbourhood residents. It is not a police scheme. Police only lend their expertise to enable residents to organise themselves for the purpose of minimising crime in their community. NHW will only work if the community supports the scheme.

To find out if NHW is active in your area contact your local District Crime Prevention Coordinator or the NHW State Office on (07) 3234 2111. Further information about the NHW program can be obtained by visiting the NHW website at: www.NHWQ.com.au

Safety Audit Program

The Safety Audit Program is for people who want to feel safer in their public space and who are prepared to do something to contribute towards that. Safety Audits are about improving the physical environment in ways that will reduce opportunities for crime. Safety Audits are also about making public places like parks, bus stops and streets safer for everyone.
Safety Audits aim to:

- identify possible crime sites in public spaces;
- address crime-related safety concerns by making recommendations to appropriate authorities and owners of spaces that assist in removing or reducing opportunities for crime; and
- enable the community to monitor the implementation of recommendations made.

For further information on the Safety Audit Program or how to conduct one in your area contact your local District Crime Prevention Coordinator or visit the Queensland Police Service Safety Audit website at: www.police.qld.gov.au/programs/crimeprevention/audit

**Community Consultative Committees**

Community Consultative Committees (CCC) are established to develop synergy between police and community, in a police district, division or region, which allows police to serve their community in an informed and co-operative way. The aims of CCCs are:

- to provide a forum for discussing matters of concern relating to the policing of our community;
- to arrive at decisions resulting from those discussions and, where necessary, act upon such decisions;
- to promote and develop a genuine partnership between the police and your community;
- to act as a facilitating agent through which representations can be made at a local level for the purpose of improving the service provided by police; and
- to make our community aware of police service policies, ideas and directions.

For further information on CCCs or how to establish one in your area contact your local District Crime Prevention Coordinator or visit the Queensland Police Service CCC website at: www.police.qld.gov.au/programs/seniors/partnerships.htm
Safety House

The Safety House Program is a community-based and funded program with a network of easily identifiable houses and businesses for use by all members of the community whenever they feel unsafe when out and about. A Safety House can be a house, a shop or a business. The program also aims to play a proactive role in community safety by providing personal safety education programs in participating schools.

A Safety House can be recognised by the distinctive yellow Safety House plate on or as close as possible to the letter box. Seniors are encouraged to identify Safety Houses in their local area and to use them should they feel unsafe or require assistance. Further information about Safety House can be obtained from your local District Crime Prevention Coordinator, the Safety House Association of Queensland on (07) 3356 9922 or by visiting their website at: www.safetyhouseqld.org.au

Police Citizens Youth Club

Police Citizens Youth Club (PCYC) is Queensland’s largest not-for-profit charitable youth and community development organisation. The PCYC work with governments and local communities to deliver affordable and quality recreational, sporting, cultural and welfare programs to more than 68,000 members.

Many centres have tailor-made activities for seniors including bingo, Over 50s Club and low-impact exercise classes. The best way to find out what suitable activities are available to you and/or your family is to phone or visit your local PCYC branch. Contact details for PCYCs can be located in the White Pages under PCYC or on the PCYC website at: www.pcyc.org.au
General Services

Reports and publications

The Queensland Police Service produces a range of information documents available to the public. These documents include the Annual Report, Annual Statistical Review and Police Bulletin. Selected documents are available in hard copy from your local police station or library. The full range of documents available can be located on the Queensland Police Service website at: www.police.qld.gov.au/services/reportspublications

News and alerts

The Queensland Police Service Media and Public Affairs Branch provide a range of information on crime events, Queensland’s most wanted, missing persons and major investigations. To keep up-to-date on these issues, visit the Queensland Police Service, Media and Public Affairs Branch website at: www.police.qld.gov.au and select the News and Alerts option.

Criminal history (Queensland only)

An application to obtain a copy of a person’s criminal history (Queensland only) must be made by the individual concerned. A criminal history is released only to the person concerned, or to their legal representative with their consent. This document is most often sought for court-related purposes.

The criminal history supplied will be from the Queensland Police Service records. It does not contain convictions imposed outside Queensland. A criminal history contains convictions for criminal offences arising from prosecution action initiated by officers of the Queensland Police Service.

Persons who seek their own criminal history (Queensland only) can make an application at any police station in Queensland. Persons residing outside Queensland can obtain an application form, as well as information on identification requirements, current fee, and other issues relating to the application, by calling the Police Information Centre on (07) 3364 6705.

Refer to the police certificate section if an Australia-wide criminal history check is requested for employment and other purposes.
Police certificate (Australia-wide criminal history)

A police certificate (Australia-wide criminal history) contains a certification that the person to whom it relates either has no ‘disclosable’ convictions or has a ‘disclosable’ conviction that is detailed in the certificate. A ‘disclosable’ conviction is one that is recorded by the court and has not been rehabilitated or spent under the Criminal Law (Rehabilitation of Offenders) Act 1986 and, in the case of Commonwealth convictions, the Crimes Act 1914 (Commonwealth), and the disclosure of which to any person does not breach the Criminal Law (Rehabilitation of Offenders) Act 1986, Penalties and Sentences Act 1992, and the Juvenile Justice Act 1992.

Persons who seek a police certificate can make an application at any police station in Queensland. Persons who normally reside in Queensland but are now living elsewhere can obtain an application form and information on identification requirements, current fee, and other issues relating to the application by contacting the Police Information Centre on (07) 3364 6705 or visiting the Queensland Police Service Criminal History website at: www.police.qld.gov.au/services/purchase/polcert.htm

Queensland Police Museum

The Queensland Police Museum includes 25 displays describing police heritage, Queensland crimes, police investigative techniques, medals, the history of police women, operational equipment and transport, amongst others. Our simulated murder scene is a popular attraction—come in and try your hand at solving this crime.

The museum’s research library is home to a monograph collection, as well as archival material and images that date back to 1864. Researchers are welcome to use these facilities, by contacting the Museum to make an appointment. Museum staff can conduct research on your behalf if you are unable to visit the Museum in person.

The Queensland Police Museum is open from 9am to 4pm Monday to Friday and 10am to 3pm on the last Sunday of the month (January to November). Monthly Sunday openings feature guest speakers from across the crime-solving spectrum. The Museum is located on the ground floor of Queensland Police Service Headquarters, 200 Roma Street, Brisbane. For further details please contact the Museum on (07) 3364 6432 or visit the Queensland Police Museum website at: www.police.qld.gov.au/aboutus/facilities/
Queensland Police Service Headquarters tour

The Queensland Police Service has opened its doors to the community with tours of Queensland Police Headquarters.

Specialised policing areas never before seen by the public include:

- Fingerprint Bureau;
- Scientific Section;
- Police Communications Centre;
- Photographic Section; and
- Computer Facial Identification Technology.

Guided tours operate on Tuesday and Thursday at 10am (from February to November) at Police Headquarters, 200 Roma Street, Brisbane.

For further information and booking enquiries, please call (07) 3364 6256 or visit the Queensland Police Service Headquarters Tour website at:

Favourable comments about members of the Queensland Police Service

It often goes unsaid when somebody recognises that a police officer has done an excellent job. If you wish to compliment an officer you can do so by advising the Queensland Police Service or the Crime and Misconduct Commission (CMC) in person, in writing or by telephone.

You may direct your comments or queries to any police station in the State. Address and telephone numbers for police stations are available in the White Pages or on the Police Station Locator service on the Queensland Police Service website. The CMC can be contacted on (07) 3360 6060, toll free (outside Brisbane) 1800 061 611 or by visiting the CMC website at: www.cmc.qld.gov.au

Complaints against members of the Queensland Police Service

If you believe a member of the Queensland Police Service has behaved wrongly or inappropriately, you may make a complaint. However, remember that police officers have to enforce the law; often people complain about police officers when it is actually a particular law that they do not like.

You may make a complaint to the Queensland Police Service or the Crime and Misconduct Commission (CMC) in person, in writing or by telephone. You may direct your complaint or query to any police station in the State. Address and telephone numbers for police stations are available in the White Pages or on the Police Station Locator service on the Queensland Police Service website. At the police station you will be provided with assistance and advice in making your complaint. The CMC can be contacted on (07) 3360 6060, toll free (outside Brisbane) 1800 061 611 or by visiting the CMC website at: www.cmc.qld.gov.au