

QUEENSLAND POLICE SERVICE

DOC Ref: 15/1527797

Requested by:

File Ref: CCCRCI15/1155

MINISTER FOR POLICE, FIRE AND EMERGENCY SERVICES and
MINISTER FOR CORRECTIVE SERVICES

- Submission for Approval
- Briefing Note for Information
- Information for Minister's Speech
- Joint Media Release
- Locality Brief
- Function Checklist

CRITICAL <input type="checkbox"/>	URGENT <input type="checkbox"/>	ROUTINE <input type="checkbox"/>
MINISTER'S DUE DATE		MINISTER'S APPROVAL REQUIRED BY

SUBJECT:

GWN PHASE TWO 'GO LIVE' BRISBANE POLICE COMMUNICATIONS CENTRE AND IPSWICH POLICE COMMUNICATIONS CENTRE

RECOMMENDATION:

That the Minister notes the content of this briefing note.

<p>NOTED / SUPPORTED Sch4p4(6)</p> <p><i>Steve Gdlschewski</i> Deputy Commissioner, Specialist Operations 10/12/15</p>	<p>NOTED / APPROVED / NOT APPROVED</p> <p>The Hon. William Byrne MP Minister for Police, Fire and Emergency Services and Minister for Corrective Services / /15</p>
<p>NOTED / SUPPORTED Sch4p4(6)</p> <p><i>Ian Stewart</i> Commissioner 14/12/15</p>	<p>MINISTER'S COMMENTS:</p>
<p>COMMENTS:</p>	

DOC Ref: 15/

File Ref: CCCRCI15/1155

MINISTERIAL BRIEFING NOTE

SUBJECT: GWN PHASE TWO 'GO LIVE' BRISBANE POLICE COMMUNICATIONS CENTRE AND IPSWICH POLICE COMMUNICATIONS CENTRE

PURPOSE:

1. To inform the Minister of the approved Government Wireless Network (GWN) Phase Two 'Go Live' for Brisbane Police Communications Centre (PCC) and the Ipswich PCC on 16 December 2015.

BACKGROUND:

2. The GWN is a new P25 Digital Radio network being implemented by the Queensland Government to improve radio communications for Queensland Public Safety Agencies (PSA's). The GWN will replace many QPS analogue radio networks within South East Queensland, which are capable of being monitored by the media and public, with a secure encrypted digital system. This secure system delivers both increased privacy; supports sensitive QPS operations; and provides a range of officer and general public safety benefits to the community.
3. On 26 and 27 October 2015 the GWN Digital Radio network had a successful Phase One 'Go Live' transition at Beenleigh PCC servicing the South Eastern Region of the Queensland Police Service. Phase Two will include both the QPS Brisbane Metropolitan and Ipswich District areas. Phase Three, the final component of the GWN roll-out and encompassing the Toowoomba and North Coast areas, is scheduled for early 2016 (January/February – date to be advised).
4. The announced closure of the Ipswich PCC, including the recent Ministerial announcement of the site remaining open and being fitted with GWN technology, has resulted in some media reporting and it is possible the implementation of Phase Two may result in further media commentary. The Public Safety Business Agency is managing media relations relating to the GWN with no specific media issues identified for the Ipswich or Brisbane areas. Upon GWN implementation within the Ipswich area, public access to police radio communication will cease (Brisbane has operated on a secure digital system for over a decade).

ISSUES:

5. On 4 December 2015 the GWN Executive Steering Committee met and agreed that the network and agencies were ready to "Go Live" and approved the dates proposed for all agencies to transition onto the GWN Phase Two roll-out.
6. The 'Go Live' date for the Brisbane PCC and Ipswich PCC has been approved commencing on 16 December 2015.

RECOMMENDATION/S:

7. That the Minister notes this brief.

Sch4p4(6)

PAUL STEWART
ASSISTANT COMMISSIONER
COMMUNITY CONTACT COMMAND

Contact Officer:
Glenn Horton
Superintendent, Communications Group
Telephone: (07) 33646155
Date: 09/12/2015

UNCLASSIFIED

QUEENSLAND POLICE SERVICE

Requested by:

DOC Ref: 15/

File Ref: CCC RCI 15-718

**MINISTER FOR POLICE, FIRE AND EMERGENCY SERVICES and
MINISTER FOR CORRECTIVE SERVICES**

- | | |
|--|--|
| <input type="checkbox"/> Submission for Approval | <input type="checkbox"/> Briefing Note for Information |
| <input type="checkbox"/> Information for Minister's Speech | <input type="checkbox"/> Joint Media Release |
| <input type="checkbox"/> Locality Brief | <input type="checkbox"/> Function Checklist |

CRITICAL <input type="checkbox"/>	URGENT <input type="checkbox"/>	ROUTINE <input type="checkbox"/>
MINISTER'S DUE DATE		MINISTER'S APPROVAL REQUIRED BY

SUBJECT:

IPSWICH POLICE COMMUNICATION CENTRE ISSUES – UPDATE 06 AUG 2015

RECOMMENDATION:

That the Minister notes the content of this briefing note

<p>NOTED SUPPORTED Sch4p4(6) [Redacted] Ross Barnett Deputy Commissioner, Specialist Operations / / 6 AUG 2015</p>	<p>NOTED / APPROVED / NOT APPROVED</p> <p>The Hon. Jo-Ann Miller MP Minister for Police, Fire and Emergency Services and Minister for Corrective Services / /</p>
<p>NOTED / SUPPORTED Sch4p4(6) [Redacted] Ian Stewart Commissioner 5/8/15</p>	<p>MINISTER'S COMMENTS:</p>
<p>COMMENTS:</p>	

MINISTERIAL BRIEFING NOTE**SUBJECT: IPSWICH POLICE COMMUNICATION CENTRE ISSUES – UPDATE 06 AUG 2015****PURPOSE:**

1. To inform the Minister of the current issues surrounding the Ipswich Police Communication Centre (PCC).

BACKGROUND:

2. The Ipswich PCC is located at Yamanto, within the Ipswich Police District, consisting of 26 positions, operated by 27 staff (police and staff members).
3. The QPS has been undertaking consolidation of PCCs since 2009, taking advantage of technology and improved business practices to provide a more effective emergency service and police response to the community.
4. A number of external and internal reviews have identified the need for the QPS to reduce the number of PCC sites, in particular those with ageing technology and inadequate staffing numbers.
5. In April 2013 the QPS announced to Ipswich PCC staff that the communication function would be integrated into Brisbane. This was delayed due to the G20 event and previous Government priorities. The Ipswich PCC uses legacy technology, with a call taking and dispatch system not inter-connected with surrounding police districts and has difficulty managing the volume of triple zero and other calls for service across the Ipswich area. Much of this work overflows in to adjacent police areas, in particular Brisbane.
6. Following further technology advances in particular with the pending introduction of the Government Wireless Network (GWN) across South East Queensland including Ipswich in late 2015, an investment and operational business decision was required to either upgrade Ipswich PCC technology (and likely staffing), or continue with Ipswich integration plans into the newly refurbished Brisbane PCC. On 25 June 2015, the Commissioner approved the continuation of the previous decision and announcement regarding the integration of the Ipswich PCC function into Brisbane PCC.
7. Recent decisions were also made in June to consolidate small PCC sites at Mt Isa into Townsville; and Innisfail into Cairns.
8. Other Qld Police PCC sites which also have legacy end-of-life technology, which are not networked with the remainder of QPS PCC sites and require urgent attention in the immediate future include Gympie PCC, Maryborough PCC, Bundaberg PCC, Gladstone PCC and Mackay PCC.
9. Other QPS at-risk PCC sites which have been consolidated into larger centres include Charleville PCC, Roma PCC and Dalby PCC in 2015; Mareeba PCC in 2014; Broadbeach PCC in 2010; and Redcliffe PCC in 2009.
10. Consultation on PCC closures has been undertaken with the Together Union since January 2014 and informally with the Police Union since September 2014. Representatives of both Unions were advised as were impacted staff, when the formal integration decisions were made as required by Industrial Agreements, after the decision for Ipswich PCC was made.

ISSUES:

11. Subsequent to being advised of the decision to integrate Ipswich PCC, the Police Union of Employees have raised the following concerns:
 - Lack of formal advance notification and consultation (i.e. prior to the decision);
 - A strong desire to maintain the operation of the Ipswich PCC, including staff remaining at that location; and
 - The Union President Mr Leavers advises that the Union supports the integration of Mt Isa and Innisfail PCCs into larger sites as this improves operational policing in those areas.
12. The Together Union, representing unsworn staff at PCCs, have raised the following concerns regarding Ipswich, Mt Isa and Innisfail PCC closures formally through a dispute before the Industrial Relations Commission (IRC) which was heard on Wednesday 15 July:
 - Lack of sufficient consultation prior to the decisions;
 - The decisions are contrary to the Government Employment Security Policy which the Union argues requires Cabinet approval;
 - The closures result in the loss of local knowledge necessary to support public safety;
 - Loss of regional jobs which is against employment government policy; and
 - The Together Union is strongly opposed to any Qld Police PCC closure or integration, and is aware of the other at-risk sites (paragraph eight) the QPS is considering.
13. The IRC dispute was settled on 15/07/15 by agreement between the QPS and Together Union as follows:
 - That the decisions relating to Ipswich, Mt Isa and Innisfail PCCs be on hold pending further consultation; that this be through the Agency Consultative Committee (special meetings scheduled for 30/07/15 and 13/08/15); that persons with appropriate authority attend the meetings; a process be developed for consultation relating to proposed closure of other PCC sites; and the above processes do not interfere with any transfer of a staff member (from Mt Isa) currently agreed to and underway; and
 - Advice on the Government Employment Security Policy, in particular the interpretation by the Together Union that relocation of any staff (not only significant restructures) requires Cabinet Approval, was sought for clarification and planning purposes from Public Sector Industrial Relations at Treasury (by Employee Relations at the Public Safety Business Agency). Advice was received that the extent of restructure significance is a matter for decision by agencies, in consultation with the Minister as required.
14. The Premier visited the Ipswich PCC with the President of the Qld Police Union, on Saturday 18 July between 2.30pm – 3.30pm, with support provided by Senior QPS Officers.
15. On Thursday 30 July 2015 a special Agency Consultative Meeting was held to discuss the issues agreed to at the conclusion of the IRC dispute on 15/07/15. In particular, advice was sought by the Together Union on their interpretation of the Government Security Policy that the QPS must obtain Cabinet approval for any changes, not only major or significant restructures. The QPS advice to the Union Representative at the meeting was that this was a matter for the Commissioner to discuss with the Minister and was subject to size of restructure, where the issue may be either referred to Cabinet for approval or remain an operational decision for the Commissioner. The Union sought confirmation of this position from the Commissioner and Minister, scheduled for further discussion at the meeting of 13/08/15.
16. The issues relating to QPS Police Communication Centres are many and varied, predominately revolving around sufficiency of staff; technology and adequacy of facilities across the QPS. Any further consolidation is currently on hold for further consultation as requested by the Premier and Minister for Police, Fire and Emergency Services and Corrective Services.

17. Consistent with the IRC agreement that further consultation occur, no changes to business practices, physical layout or operations of the Ipswich PCC have been initiated whilst this consultation phase progresses.
18. The following options and risks continue to be considered by the QPS for the Ipswich PCC.
19. Option A: Maintaining the Status Quo: Maintain Ipswich PCC with current technology, with a legacy Information Management System (IMS), but including the installation of the new GWN radio network. This is not considered a viable option and maintains current operational risks.
- *Risks & Disadvantages*: Ipswich PCC remains isolated from the QCAD network; current inadequate staffing to meet demands for service remains; no improvement to emergency client service from enhanced business processes to reduce waiting times for police responses; and limited access to safety technology including location of officer duress alarms & resource location mapping.
 - *Advantages*: Low or neutral cost (GWN radio upgrade is funded under existing contract).
20. Option B: Create New Specialist Ipswich PCC Role: Provide a technology investment into Ipswich PCC, including the GWN radio network and some or all components of the QCAD system, however with no staffing increase, to allow a modified specialist Communication's role as the South East Queensland central enquiries hub for operational police (as an example of one specialist option). This may include some limited dispatch duties and supporting Ipswich Council Safe City CCTV. Various iterations of this specialist role may be available (e.g. call-taking only, dispatch only, enquiries only or a mixture of these roles etc.). This option would maintain existing linkages between the PCC and the Ipswich Safe City network.
- *Risks & Disadvantages*: indicative investment costs of approximately \$750K or higher for QCAD installation (or limited version dependent on operating model); reduced role and use of communications skills for staff including limiting career paths; some staff may choose to relocate to other PCC sites with greater work variety; perceived loss of local Communication Centre by Ipswich community due to some or all call-taking and dispatch work undertaken from Brisbane & other PCC sites; and will require additional positions for Brisbane PCC to undertake the other substantive Ipswich communication roles (e.g. dispatch or call-taking) – an overall inefficient use of communications staff.
 - *Advantages*: New specialist communications role leveraging off GWN radio initiative; taking enquiry work off other nearby QCAD PCC sites; possible attractive option to some current Ipswich PCC staff & the community, retains staff locally, link to Safe City CCTV, and possible acceptance by Police Union and Together Union.
21. Option C: Upgrade to full QCAD PCC: Provide a full technology investment, with or without some staffing increase into Ipswich PCC, to allow complete integration into the State-wide QCAD network.
- *Risks & Disadvantages*: indicative investment of over \$1M which does not capitalise on the recent refurbishment/upgrade and integration of the Brisbane PCC and G20 Police Operations Centre (POC); would require recurrent staffing costs and considerable investment into the centre; duplicates four other nearby QCAD PCC site operations (which can manage Ipswich District); and likelihood of additional staffing being required from police growth or new unsworn positions. There is no current integration with Qld Fire or Ambulance within the current building and to more fully upgrade the PCC to best practice Communication room equipment fittings and accommodation standards, a larger capital investment would be required into a new building site, requiring significant build or leasing costs.
 - *Advantages*: full integration into the SEQ Police Communication Centre operating area with the GWN radio network; integration into the state-wide QCAD network for call-taking and QCAD calls for service transfer/management.

DOC Ref: 15/

File Ref: CCCRCI15/

22. Option D: Integration of Ipswich PCC function into Brisbane PCC: Integrating the Ipswich PCC function into Brisbane PCC, taking full advantage of the recent investment into Brisbane PCC & G20 POC and capitalising on QPS's largest and most capable site, able to manage Ipswich District emergency call-taking and dispatch using relocated Ipswich PCC staff.
- *Risks & Disadvantages:* Some or many Ipswich PCC staff may not wish to relocate and seek alternative QPS or government positions within Ipswich area; Unions and community perception of loss of local knowledge for operation and 'ownership' of local PCC; and Ipswich Council and Media critical of decision to reduce local employment opportunities through some positions relocating out of district.
 - *Advantages:* Low or neutral cost, capitalising on recent Brisbane PCC and G20 POC investment; economies of scale by reducing operating costs with larger workforce for more efficient and effective PCC operation; access to new and emerging technologies at larger centre, including retaining access to Ipswich Council CCTV through new links to Brisbane; improved customer emergency call response for Ipswich District community; relinquish some accommodation space at Yamanto to other Ipswich District Police; creates a sustainable precedent or model for further at-risk Communication Centres.
23. While all options are considered feasible, option 'B', the creation of a new specialist PCC role for Ipswich PCC remains a concept and before a final business model could be determined, would require further discussion and detailed costing to progress. Funding for options 'B' and 'C' is not readily available and would likely require the re-direction of funds from other QPS commitments or planned activity.
24. Irrespective of the option selected, operational changes will not be implemented during the period 30 Nov 2015 – 30 Mar 2016, the high risk summer disaster season for Queensland. The QPS operates at a high degree of readiness during this period and the reduction in operational capability through either upgrading or decommissioning a site would present an unnecessary risk to the community.

RECOMMENDATION:

25. That the Minister:
- (i) Notes that consultation with Unions, including discussion on the options considered by the QPS is continuing; and
 - (ii) Provides confirmation or advice on the QPS interpretation of the *Employment Security Policy* (paragraph 15: as requested by the Together Union) – that Cabinet approval is not required for all organisational structural change, only those that are major or significant as outlined in the policy, as determined following discussion between the Commissioner and Minister.

Sch4p4(6)

PAUL STEWART
ASSISTANT COMMISSIONER
COMMUNITY CONTACT COMMAND

Contact Officer:
 Glenn Horton
 Superintendent, Communications Group
 Telephone: (07) 33646155
 Update: 06/08/2015

UNCLASSIFIED

QUEENSLAND POLICE SERVICE

DOC Ref: 15/1452831

Requested by:

File Ref:

MINISTER FOR POLICE, FIRE AND EMERGENCY SERVICES and
MINISTER FOR CORRECTIVE SERVICES

- | | |
|--|--|
| <input type="checkbox"/> Submission for Approval | <input type="checkbox"/> Briefing Note for Information |
| <input type="checkbox"/> Information for Minister's Speech | <input type="checkbox"/> Joint Media Release |
| <input type="checkbox"/> Locality Brief | <input type="checkbox"/> Function Checklist |

CRITICAL <input type="checkbox"/>	URGENT <input type="checkbox"/>	ROUTINE <input type="checkbox"/>
MINISTER'S DUE DATE		MINISTER'S APPROVAL REQUIRED BY

SUBJECT:

IPSWICH POLICE COMMUNICATION CENTRE ISSUES – UPDATE 20 NOV 2015

RECOMMENDATION:

That the Minister notes the content of this briefing note.

<p>NOTED / SUPPORTED</p> <p>Sch4p4(6)</p> <p>S Golischewski Deputy Commissioner, Specialist Operations 23/11/15</p>	<p>NOTED / APPROVED / NOT APPROVED</p> <p>The Hon. Jo-Ann Miller MP Minister for Police, Fire and Emergency Services and Minister for Corrective Services / /15</p>
<p>NOTED / SUPPORTED</p> <p>Sch4p4(6)</p> <p>Ian Stewart Commissioner 13/11/15</p>	<p>MINISTER'S COMMENTS:</p>
<p>COMMENTS:</p>	

MINISTERIAL BRIEFING NOTE**SUBJECT: IPSWICH POLICE COMMUNICATION CENTRE ISSUES – UPDATE 20 NOV 2015****PURPOSE:**

1. To inform the Minister of the current issues surrounding the Ipswich Police Communication Centre (PCC).

BACKGROUND:

2. The Ipswich PCC is located at Yamanto, within the Ipswich Police District, consisting of 26 positions, operated by 27 staff (police and staff members).
3. The QPS has been undertaking consolidation of PCCs since 2009, taking advantage of technology and improved business practices to provide a more effective emergency service and police response to the community.
4. A number of external and internal reviews have identified the need for the QPS to reduce the number of PCC sites, in particular those with ageing technology and inadequate staffing numbers.
5. In April 2013 the QPS announced to Ipswich PCC staff that the communication function would be integrated into Brisbane. This was delayed due to the G20 event and previous Government priorities. The Ipswich PCC uses legacy technology, with a call taking and dispatch system not inter-connected with surrounding police districts and has difficulty managing the volume of triple zero and other calls for service across the Ipswich area. Much of this work overflows in to adjacent police areas, in particular Brisbane.
6. Following further technology advances in particular with the pending introduction of the Government Wireless Network (GWN) across South East Queensland including Ipswich in late 2015, an investment and operational business decision was required to either upgrade Ipswich PCC technology (and likely staffing), or continue with Ipswich integration plans into the newly refurbished Brisbane PCC. On 25 June 2015, the Commissioner approved the continuation of the previous decision and announcement regarding the integration of the Ipswich PCC function into Brisbane PCC.
7. Recent decisions were also made in June to consolidate small PCC sites at Mt Isa into Townsville; and Innisfail into Cairns.
8. Other Qld Police PCC sites which also have legacy end-of-life technology, which are not networked with the remainder of QPS PCC sites and require urgent attention in the immediate future include Gympie PCC, Maryborough PCC, Bundaberg PCC, Gladstone PCC and Mackay PCC.
9. Other QPS at-risk PCC sites which have been consolidated into larger centres include Charleville PCC, Roma PCC and Dalby PCC in 2015; Mareeba PCC in 2014; Broadbeach PCC in 2010; and Redcliffe PCC in 2009.
10. Consultation on PCC closures has been undertaken with the Together Union since January 2014 and informally with the Police Union since September 2014. Representatives of both Unions were advised as were impacted staff, when the formal integration decisions were made as required by Industrial Agreements, after the decision for Ipswich PCC was made.

DOC Ref: 15/

File Ref: CCCRC115/

ISSUES:

11. Subsequent to being advised of the decision to integrate Ipswich PCC, the Police Union of Employees have raised the following concerns:
 - Lack of formal advance notification and consultation (i.e. prior to the decision);
 - A strong desire to maintain the operation of the Ipswich PCC, including staff remaining at that location; and
 - The Union President Mr Leavers advises that the Union supports the integration of Mt Isa and Innisfail PCCs into larger sites as this improves operational policing in those areas.
12. The Together Union, representing unsworn staff at PCCs, have raised the following concerns regarding Ipswich, Mt Isa and Innisfail PCC closures formally through a dispute before the Industrial Relations Commission (IRC) which was heard on Wednesday 15 July:
 - Lack of sufficient consultation prior to the decisions;
 - The decisions are contrary to the Government Employment Security Policy which the Union argues requires Cabinet approval;
 - The closures result in the loss of local knowledge necessary to support public safety;
 - Loss of regional jobs which is against employment government policy; and
 - The Together Union is strongly opposed to any Qld Police PCC closure or integration, and is aware of the other at-risk sites (paragraph eight) the QPS is considering.
13. The IRC dispute was settled on 15/07/15 by agreement between the QPS and Together Union as follows:
 - That the decisions relating to Ipswich, Mt Isa and Innisfail PCCs be on hold pending further consultation; that this be through the Agency Consultative Committee (special meetings scheduled for 30/07/15 and 13/08/15); that persons with appropriate authority attend the meetings; a process be developed for consultation relating to proposed closure of other PCC sites; and the above processes do not interfere with any transfer of a staff member (from Mt Isa) currently agreed to and underway; and
 - Advice on the Government Employment Security Policy, in particular the interpretation by the Together Union that relocation of any staff (not only significant restructures) requires Cabinet Approval, was sought for clarification and planning purposes from Public Sector Industrial Relations at Treasury (by Employee Relations at the Public Safety Business Agency). Advice was received that the extent of restructure significance is a matter for decision by agencies, in consultation with the Minister as required.
14. The Premier visited the Ipswich PCC with the President of the Qld Police Union, on Saturday 18 July between 2.30pm – 3.30pm, with support provided by Senior QPS Officers.
15. On Thursday 30 July 2015 a special Agency Consultative Meeting was held to discuss the issues agreed to at the conclusion of the IRC dispute on 15/07/15. In particular, advice was sought by the Together Union on their interpretation of the Government Security Policy that the QPS must obtain Cabinet approval for any changes, not only major or significant restructures. The QPS advice to the Union Representative at the meeting was that this was a matter for the Commissioner to discuss with the Minister and was subject to size of restructure, where the issue may be either referred to Cabinet for approval or remain an operational decision for the Commissioner. The Union sought confirmation of this position from the Commissioner and Minister, scheduled for further discussion at the meeting of 13/08/15.
16. The issues relating to QPS Police Communication Centres are many and varied, predominately revolving around sufficiency of staff; technology and adequacy of facilities across the QPS. Any further consolidation is currently on hold for further consultation as requested by the Premier and Minister for Police, Fire and Emergency Services and Corrective Services.

UNCLASSIFIED

17. Consistent with the IRC agreement that further consultation occur, no changes to business practices, physical layout or operations of the Ipswich PCC have been initiated whilst this consultation phase progresses.
18. The following options and risks continue to be considered by the QPS for the Ipswich PCC.
19. Option A: Maintaining the Status Quo: Maintain Ipswich PCC with current technology, with a legacy Information Management System (IMS), but including the installation of the new GWN radio network. This is not considered a viable option and maintains current operational risks.
- *Risks & Disadvantages*: Ipswich PCC remains isolated from the QCAD network; current inadequate staffing to meet demands for service remains; no improvement to emergency client service from enhanced business processes to reduce waiting times for police responses; and limited access to safety technology including location of officer duress alarms & resource location mapping.
 - *Advantages*: Low or neutral cost (GWN radio upgrade is funded under existing contract).
20. Option B: Create New Specialist Ipswich PCC Role: Provide a technology investment into Ipswich PCC, including the GWN radio network and some or all components of the QCAD system, however with no staffing increase, to allow a modified specialist Communication's role as the South East Queensland central enquiries hub for operational police (as an example of one specialist option). This may include some limited dispatch duties and supporting Ipswich Council Safe City CCTV. Various iterations of this specialist role may be available (e.g. call-taking only, dispatch only, enquiries only or a mixture of these roles etc.). This option would maintain existing linkages between the PCC and the Ipswich Safe City network.
- *Risks & Disadvantages*: indicative investment costs of approximately \$750K or higher for QCAD installation (or limited version dependent on operating model); reduced role and use of communications skills for staff including limiting career paths; some staff may choose to relocate to other PCC sites with greater work variety; perceived loss of local Communication Centre by Ipswich community due to some or all call-taking and dispatch work undertaken from Brisbane & other PCC sites; and will require additional positions for Brisbane PCC to undertake the other substantive Ipswich communication roles (e.g. dispatch or call-taking) – an overall inefficient use of communications staff.
 - *Advantages*: New specialist communications role leveraging off GWN radio initiative; taking enquiry work off other nearby QCAD PCC sites; possible attractive option to some current Ipswich PCC staff & the community, retains staff locally, link to Safe City CCTV, and possible acceptance by Police Union and Together Union.
21. Option C: Upgrade to full QCAD PCC: Provide a full technology investment, with or without some staffing increase into Ipswich PCC, to allow complete integration into the State-wide QCAD network.
- *Risks & Disadvantages*: indicative investment of over \$1M which does not capitalise on the recent refurbishment/upgrade and integration of the Brisbane PCC and G20 Police Operations Centre (POC); would require recurrent staffing costs and considerable investment into the centre; duplicates four other nearby QCAD PCC site operations (which can manage Ipswich District); and likelihood of additional staffing being required from police growth or new unsworn positions. There is no current integration with Qld Fire or Ambulance within the current building and to more fully upgrade the PCC to best practice Communication room equipment fittings and accommodation standards, a larger capital investment would be required into a new building site, requiring significant build or leasing costs.
 - *Advantages*: full integration into the SEQ Police Communication Centre operating area with the GWN radio network; integration into the state-wide QCAD network for call-taking and QCAD calls for service transfer/management.

22. Option D: Integration of Ipswich PCC function into Brisbane PCC: Integrating the Ipswich PCC function into Brisbane PCC, taking full advantage of the recent investment into Brisbane PCC & G20 POC and capitalising on QPS's largest and most capable site, able to manage Ipswich District emergency call-taking and dispatch using relocated Ipswich PCC staff.
- *Risks & Disadvantages:* Some or many Ipswich PCC staff may not wish to relocate and seek alternative QPS or government positions within Ipswich area; Unions and community perception of loss of local knowledge for operation and 'ownership' of local PCC; and Ipswich Council and Media critical of decision to reduce local employment opportunities through some positions relocating out of district.
 - *Advantages:* Low or neutral cost, capitalising on recent Brisbane PCC and G20 POC investment; economies of scale by reducing operating costs with larger workforce for more efficient and effective PCC operation; access to new and emerging technologies at larger centre, including retaining access to Ipswich Council CCTV through new links to Brisbane; improved customer emergency call response for Ipswich District community; relinquish some accommodation space at Yamanto to other Ipswich District Police; creates a sustainable precedent or model for further at-risk Communication Centres.
23. While all options are considered feasible, option 'B', the creation of a new specialist PCC role for Ipswich PCC remains a concept and before a final business model could be determined, would require further discussion and detailed costing to progress. Funding for options 'B' and 'C' is not readily available and would likely require the re-direction of funds from other QPS commitments or planned activity.
24. Irrespective of the option selected, operational changes will not be implemented during the period 30 Nov 2015 – 30 Mar 2016, the high risk summer disaster season for Queensland. The QPS operates at a high degree of readiness during this period and the reduction in operational capability through either upgrading or decommissioning a site would present an unnecessary risk to the community.

UPDATE 20/11/15

25. Consultation with the Unions has continued over recent months, however no consensus has been achieved with neither Union accepting the specialist PCC option presented as an alternative to closure, discussed at paragraph 20.
26. The Service position is that the matter remains under consideration and consultation is ongoing, with no decision relating to Ipswich PCC to be made and implemented prior to the conclusion of the current high risk summer disaster season in Queensland. Once a decision is made, formal advice should be provided to Unions as part of the resolution of the July 2015 Industrial Relations Commission Agreement, prior to any public statement of outcome being made,
27. The Unions will be advised of the QPS position in due course.

RECOMMENDATION:

UNCLASSIFIED

DOC Ref: 15/

File Ref: CCCRC15/

28. That the Minister:

(i) Notes that consultation with Unions is continuing and no final decision on the future of the Ipswich PCC is likely to be made until early 2016.

PAUL STEWART
ASSISTANT COMMISSIONER
COMMUNITY CONTACT COMMAND

Contact Officer:
Glenn Horton
Superintendent, Communications Group
Telephone: (07) 33646155
Update: 20/11/2015

QPS RTI & P UNIT

QUEENSLAND POLICE SERVICE

DOC Ref: 16/664232

Requested by:

File Ref:

**MINISTER FOR POLICE, FIRE AND EMERGENCY SERVICES and
MINISTER FOR CORRECTIVE SERVICES**

- | | |
|--|---|
| <input type="checkbox"/> Submission for Approval | <input checked="" type="checkbox"/> Briefing Note for Information |
| <input type="checkbox"/> Information for Minister's Speech | <input type="checkbox"/> Joint Media Release |
| <input type="checkbox"/> Locality Brief | <input type="checkbox"/> Function Checklist |

CRITICAL <input type="checkbox"/>	URGENT <input type="checkbox"/>	ROUTINE <input checked="" type="checkbox"/>
MINISTER'S DUE DATE	MINISTER'S APPROVAL REQUIRED BY	

SUBJECT:

RELOCATION OF MT ISA POLICE COMMUNICATION CENTRE FUNCTIONS TO TOWNSVILLE POLICE COMMUNICATION CENTRE

RECOMMENDATION:

That the Minister notes the content of this briefing note.

<p>NOTED / SUPPORTED</p> <p>Sch4p4(6)</p> <p><i>S/W Gollschewski</i> Deputy Commissioner, Specialist Operations 1/16 /16</p>	<p>NOTED / APPROVED / NOT APPROVED</p> <p>The Honourable Bill Byrne MP Minister for Police, Fire and Emergency Services and Minister for Corrective Services / /16</p>
<p>NOTED / SUPPORTED</p> <p>Sch4p4(6)</p> <p><i>Ian Stewart</i> Commissioner 8/21 /16</p>	<p>MINISTER'S COMMENTS:</p>
<p>COMMENTS:</p>	

MINISTERIAL BRIEFING NOTE**SUBJECT: RELOCATION OF MT ISA POLICE COMMUNICATIONS CENTRE
FUNCTIONS TO TOWNSVILLE POLICE COMMUNICATIONS CENTRE****PURPOSE:**

1. To update the Minister in relation to the relocation of the Mt Isa Police Communications Centre (PCC) functions to the Townsville PCC.

BACKGROUND:

2. The Mt Isa PCC has a staffing component of five civilian positions who are required to operate a 24/7 communications centre. The operation of the centre is supplemented by a combination of police officers taken from frontline duties, and the use of overtime, in order to allow the centre to operate.

ISSUES:

3. Over the last 18 months the Queensland Police Service (QPS) has been working on a strategy to relocate the Mt Isa PCC functions to the Townsville PCC.
4. The relocation of these functions creates the opportunity for the QPS to manage policing responses using modern Computer Aided Despatch (CAD) and telephony technologies. These technologies provide greater flexibility in terms of managing emergency calls and major events through a fully integrated CAD network across seven PCCs and a network of emergency (Triple Zero) calltakers located across Queensland. This provides the QPS with improved capability to manage the needs of Queensland communities.
5. During the planning phase, consultation has been undertaken with the Police and Together Unions, local government and the local Member of Parliament. Meetings have also been held with key partner agencies and organisations including Queensland Fire and Emergency Services, Queensland Ambulance Service, Health, Mt Isa Mines, Mt Isa Airport and the local Neighbourhood Watch Coordinator.
6. The QPS has also undertaken extensive work to improve the radio network infrastructure across the Mt Isa District, and the links back to the Townsville PCC, improving officer safety and the ability to quickly access local policing resources to respond to incidents.
7. Six additional police officer positions have been allocated to the Mt Isa District to supplement the five civilian positions relocated to the Townsville PCC. As a consequence there is no net-loss of QPS staffing for the Mt Isa District, however frontline policing capability will be enhanced with these additional officers.
8. The transition of the Mt Isa PCC functions to the Townsville PCC is planned to occur on Wednesday 22 June 2016 at 8:00 am.

RECOMMENDATION:

9. That the Minister notes the content of this briefing note regarding the relocation of the Mt Isa PCC functions to operate from Townsville PCC from 22 June 2016.

Sch4p4(6)

P E STEWART
ASSISTANT COMMISSIONER
COMMUNITY CONTACT COMMAND

Contact Officer:
Glenn Horton
Superintendent, Communications Group
Telephone: (07) 33646155
15/06/2016

QPS RTI & P UNIT