

Chapter 4 Service Assets

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4.1 Service computer and database systems

The Service uses many computer systems including:

- (i) QPRIME;
- (ii) QLITE;
- (iii) ITAS;
- (iv) IMAC; and
- (v) ACC database.

Service policy about the appropriate use of these and other systems are contained in [Chapter 4: 'Information Security' of the Information Management Manual](#) and s. 3.10: 'Improper access or use of QPS information' of 2013/05: 'Procedural guidelines for professional conduct' (see [ESC Knowledge Hub on the Service Intranet](#)).

4.1.1 QPRIME

QPRIME includes officer entered occurrences and other entries in addition to Policelink entered occurrences.

For a list of offences recorded by officers see the [QPRIME User Guide](#).

All other occurrences not entered by officers are recorded by Policelink.

Officers who are likely to be assigned tasks in QPRIME are to:

- (i) check their work list, at least once per shift; and
- (ii) complete assigned tasks by the nominated due date or, if sufficient reason exists, seek their supervisor's approval for a due date extension.

OIC of stations or establishments and supervisors are to monitor and supervise officers under their control and are responsible for efficient and effective management practices in this regard. (See [ss. 1.4.5: 'Responsibilities of officers in charge of stations or establishments'](#) and [1.4.6: 'Responsibilities of regional duty officer, district officer, district duty officer and shift supervisor' of the OPM](#)). This is to include monitoring their own task list and regular supervision of task lists of officers under their control in accordance with 'Tasking' of the [QPRIME User Guide](#).

When QPRIME is unavailable, members are to refer to 'QPRIME Unavailable' document on the Service Intranet.

ORDER

Where inconsistencies exist between QPRIME requirements and current Service policy and procedures, members are to comply with the processes outlined in QPRIME training and the [QPRIME User Guide](#).

4.1.2 Archived Service computer system information

The Police Information Centre, Information Management Services, Legal Division (PIC) is able to retrieve information from the Legacy Data Archives for some previous systems.

Archived data can be requested from PIC, via a QPRIME task request to Data Investigation Team [3270]. If QPRIME is unavailable, a request can be submitted by email to 'PIC Data Investigation Team'.

The following information is available from PIC:

- (i) CO (Criminal Offence) index, crime reports 1986 to 1993; and
- (ii) POLARIS, person records, arrest warrants, criminal and traffic history, September 1995 to October 2008;
- (iii) ARI & ARIyy (activity report) index (annual index e.g. ARI99) January 1990 to May 2006. The information was not suitable for transfer into QPRIME, but may still be relevant to historical investigations;
- (iv) CRISP (Crime Reporting Information System for Police), crime reports including persons of interest 1994 to 2007;
- (v) CUSTODY/SEARCH index:
 - (a) CUSTODY index January 1992 December 1998;
 - (b) CUSTODY (annual index e.g. CUSTODY 99) January 1999 to October 2008;
- (vi) DOMESTIC index:
 - (a) DOMESTIC index August 1989 to March 2003;
 - (b) DV index March 2003 to September 2007;
- (vii) DRUG index:
 - (a) DOPE index November 1987 to January 1992;

(b) DRUG index January 1992 to September 2007; and

(viii) SEARCH WARRANT, SEARCHWAR index January 1992 to October 2008.

Weapons Act (WA) system

January 1991 to November 2010. Most information in the WA system has been transferred into the Weapons Licensing Management System (WLMS) which updates into QPRIME. If historical information cannot be located after searching QPRIME, inquiries are to be conducted through Weapons Licensing.

4.1.3 Key holders

New entries of key holder details are to be recorded in QPRIME.

False alarms

A false alarm may be defined as the false operation of an alarm due to mechanical failure, faulty operation of the system or human error (e.g. pressing alarm buttons by mistake). This does not include lightning strikes or power failures.

OIC of a station and establishment that attends a false alarm is to ensure calls for service at residences/premises are recorded against the relevant address entry 'Alarm tab' in QPRIME and brief particulars about the call for service are entered in the 'Remarks' field.

Where records indicate that officers have attended false alarms at particular premises on more than two occasions in the previous 28 days, the OIC is to ensure that the owner of the premises is notified, and a request made to have the alarm fault rectified.

Notwithstanding the outcome of requests for the repair of alarm systems, officers are to continue to attend all alarms at premises.

Officers attending alarms where key holder details are not recorded are to make suitable arrangements to ensure full particulars of key holders are obtained and entered into QPRIME at the first available opportunity.

4.1.4 Requests for stolen vehicle information

Information in relation to motor vehicles reported as stolen outside Queensland are held in the ACC database National Vehicle of Interest (NVOI) system. Access to the NVOI system can only be gained by those members with direct ACC database access passwords (authorised members). See [s. 7.2.2: 'ACC database \(system for the national exchange of police information\)'](#) of this Manual.

Authorised members who are requested by a member of the public or licensed motor vehicle dealer to check whether a vehicle is stolen may provide that information in accordance with the provisions of [s. 5.6.7: 'Requests by members of the public for information concerning vehicle/property suspected stolen'](#) of this Manual.

Such a request is to be responded to by an authorised member making an inquiry through the NVOI system. For each separate vehicle checked the following three fields, where available, are to be completed:

- (i) registration number;
- (ii) engine number; and
- (iii) chassis number.

Due to the time lapse of the relevant data being transferred to the NVOI system, a 'Detailed find: Vehicle' search in QPRIME should also be completed.

Officers using the NVOI system should consult the User Guide on the Service Intranet.

When searches are completed, the inquirer is to be advised to the effect:

'I have conducted a search using the identifying particulars you have supplied. As at ...(time)... on ...(date)... the vehicle registration/engine/chassis number(s) you have provided do not appear as reported stolen on our computer records. This does not guarantee that other information which may affect this vehicle is yet to be recorded.'

4.1.5 QLITE use and management

This section outlines the policy and guidelines for the use and management of all QLITE devices as part of the managed service and does not include corporate devices purchased by the Service. The Mobile Capability Centre (MCC), Frontline and Digital Division (FDD) manages QLITE devices for the Service that are provided under the managed service contract.

A reference to a first response officer in this section means an officer performing first response duties as:

- (i) general duties;
- (ii) beats;
- (iii) tactical crime squads;

- (iv) rapid action patrols;
- (v) Highway Patrols;
- (vi) DDO and RDO;
- (vii) water police;
- (viii) district dog squads;
- (ix) Railway Squad; and
- (x) Public Safety Response Team.

A reference to a **QLiTE** device includes the iPad, SIM card and any accessories supplied.

Responsibilities of officers allocated **QLiTE** devices

QLiTE devices are individually allocated to first response officers for the exclusive use of the allocated officer, who is to:

- (i) always ensure the security and care of the **QLiTE**. Where a **QLiTE** is lost or stolen the allocated officer is to:
 - (a) contact the ICT Service Desk immediately and report the lost/stolen device. This assists in:
 - device location;
 - Service data security;
 - recovery of the device; and
 - securing the device by disabling it from further use;
 - (b) inform their supervisor and OIC as soon as practical who have obligations to conduct inquiries or ensure inquiries are completed into the circumstances of the loss (see [s. 14.22.4: 'Reporting loss or damage or defect' of the OPM](#)); and
 - (c) a QPRIME occurrence is completed (see [ss. 1.11: 'QPRIME occurrences' and 14.22.4 of the OPM](#));
- (ii) familiarise themselves with the **QLiTE** Guides and training material (available on the [MCC webpage of the Service Intranet](#)) prior to using the **QLiTE**;
- (iii) not use a **QLiTE** device while operating a vehicle that is moving, or stationary in traffic. Prior to using the **QLiTE** the vehicle is to be parked in a safe location;
- (iv) ensure the use and access to information on a **QLiTE** device is governed by the same requirements as all Service computers and in accordance with [Chapter 4: 'Information Security' of the Information Management Manual](#), in particular:
 - (a) [s. 4.11.4: 'Authorised use'](#);
 - (b) [s. 4.11.5: 'Unauthorised use'](#);
 - (c) [s. 4.13.4: 'System access principles'](#); and
 - (d) [s. 4.13.5: 'User responsibilities'](#).

Users are not to access any computer system unless authorised to do so as part of their official duties. The use of **QLiTE** devices is fully auditable in compliance with Service auditing requirements;

- (v) exclusively use the Apple ID ending in [@police.qld.gov.au](#) on the **QLiTE** device, which is not to be used on any personal device;
- (vi) not share the **QLiTE** device or allow another officer to access it including the sharing of their User IDs and passwords;
- (vii) only install approved (whitelisted) applications via Apps@Work;
- (viii) have all applications from Apps@Work that support the function of the **QLiTE** device and the safety of officers recommended by MCC installed;
- (ix) ensure that all Service applications are granted device permissions "always" when installing or updating;
- (x) avoid using the **QLiTE** device to store images or video for intelligence or evidentiary purposes as the data captured outside of the **QLiTE** Apps is not suitably backed up on the device and cannot be recovered if lost or the device is wiped (see [s. 2.5.5: 'Use of digital devices' of the OPM](#) and [DERIE Manual](#));
- (xi) when absent on any leave for under four weeks, secure the **QLiTE** at a station or establishment;
- (xii) when absent for four weeks or longer, surrender the **QLiTE** to their OIC for reallocation. They are to request a new device from their OIC on return to first response duties;
- (xiii) not take the **QLiTE** out of Queensland unless the officer is on official interstate duties or deployment;

(xiv) comply in a timely manner with requests from Mobile Capability, FDD pertaining to return or other action for **QLiTE** devices;

(xv) where a device is replaced as part of an asset refresh in accordance with contractual arrangements, return the original **QLiTE** device using the provided courier satchel supplied with the new **QLiTE**. The original **QLiTE** is not to be reallocated to another officer and will be disconnected one week after the new device is allocated;

(xvi) retain their device when transferring to another first response role. **QLiTE** devices are not issued to districts or divisions and, are therefore, not to be retained or handed in to OIC when an officer transfers to another first response position; and

(xvii) verify the accuracy of the information recorded in QPRIME following a **QLiTE** entry. Where a correction is needed, they are to ensure a correction is requested via a 'QPS Request correction to record(s)' task workflow.

Responsibilities of OIC regarding **QLiTE** devices

The OIC of a station or establishment with first response officers under their control is responsible for the management of **QLiTE** devices supplied to their officers.

An OIC is to reallocate a **QLiTE** device:

(i) when an allocated officer:

(a) goes on any form of leave, planned or unplanned for more than 4 weeks;

(b) retires or leaves the Service;

(c) is subject to stand down or suspension from Service (see [ESC Guideline: 'Suspension and Stand Down'](#) on the [ESC Document Library of the Service Intranet](#));

(d) leaves a first response position for a non-first response position (permanently or on secondment greater than four weeks);

(ii) when a device is being underutilised as identified in an MCC usage report;

Where a first response officer transfers to another first response role they are to retain the **QLiTE** device. **QLiTE** devices are not issued to districts or divisions and, are therefore, not to be retained or handed in to OIC when an officer transfers to another first response position.

An OIC is to reallocate a **QLiTE** device in the following order:

(i) to another first response officer:

(a) under their command; or

(b) within the patrol group or district; or

(ii) return the **QLiTE** device to MCC for reallocation.

Where an OIC identifies a first response officer under their control who requires a **QLiTE** device they should:

(i) utilise a device from another officer from their command meeting the reallocation criteria above;

(ii) make inquiries with other local OIC to locate a device available for reallocation; or

(iii) contact MCC and request assistance in locating an available device.

All new or replacement **QLiTE** devices will be delivered to the OIC of the station or establishment, who is to:

(i) return any original **QLiTE** being refreshed or replaced before allocating the new **QLiTE**;

(ii) ensure they adhere to procedures as outlined on the [MCC OIC Quick info webpage of the Service Intranet](#);

(iii) ensure the prompt return of **QLiTE** devices as directed.

Non-return fees will apply should the **QLiTE** not be returned as directed.

MCC will provide information to districts regarding penalties that will apply for late return of **QLiTE** devices.

QLiTE Bail App

Where an officer accesses a bailees information via a **QLiTE**'s Bail App, the officer is to:

(i) ensure the reporting bail condition, variation or direction is current; and

(ii) if a breach has occurred, where practical commence a breach of bail occurrence via the Bail App (see [s. 16.20: 'Bail' of the OPM](#));

Unless otherwise authorised, an officer is not to:

(i) set up a new bailees profile;

(ii) vary a bail condition; or

(iii) sign-in a bailee contrary to a reporting condition unless there are extenuating circumstances.

See the [Bail App webpage on the Service intranet](#) for further information.

4.1.6 Workplace

Workplace is a stand-alone communication platform used by the Service for internal collaboration, engagement and communication. Use of Workplace represents an agreement to the ['Workplace Terms of Use'](#) available from [Workplace](#).

As with all access to work-related data, use of Workplace is subject to the relevant terms of use and the policies contained in [Chapter 4: 'Information Security' of the Information Management Manual](#) and s. 3.10: 'Improper access or use of QPS information' of 2013/05: 'Procedural guidelines for professional conduct' (see [ESC Command Documents Library on the Service Intranet](#)).

The Workplace system is certified to hold information to the level of sensitive (see [Queensland Government Information Security Classification Framework \(QGISCF\)](#)).

All information on Workplace can be subject to the [Right to Information Act](#) (see also [s. 5.7: 'Right to information and privacy'](#) of this Manual).

Use of Workplace

Use of Workplace is to be:

- (i) respectful of others;
- (ii) for the purpose of a productive and safe environment for all members;
- (iii) used in a manner which:
 - (a) protects the Service; and
 - (b) represents the organisational values of integrity, professionalism, community, and respect and fairness;
- (iv) for internal discussions and sharing of business information related to the Service; and
- (v) not used in connection with personal matters.

Misuse of Workplace or violation of the terms of use may result in disciplinary action, including suspension or termination.

Posting information to Workplace

When posting information to Workplace, members are to ensure that:

- (i) the content has a security classification of sensitive or lower. No data classified as protected should be discussed or posted on Workplace;
- (ii) where any information is from another source outside of the Service (such as in the public domain or a member of the public) that permission has been obtained from the sender or poster;
- (iii) it is in compliance with all applicable laws;
- (iv) any information, image or document is posted with the expressed permission of the owner of the information to use and publish the material throughout the Service;
- (v) they understand that they should have no expectation of privacy;
- (vi) no matter or document subject to a legal hold notice (i.e. a legal matter or litigation) is to be discussed or posted;
- (vii) whilst encouraged to express themselves and their point of view, are not to post content that is inappropriate and could be deemed to be:
 - (a) libellous, defamatory, derogatory, demeaning, malicious, abusive, offensive, or hateful towards any individual or group (including members of the public);
 - (b) obscene, profane, pornographic, or sexually explicit;
 - (c) depicting graphic or gratuitous violence;
 - (d) making threats of any kind or intimidating, harassing, bullying or showing disrespect for anyone;
 - (e) violating the intellectual property, privacy or publicity rights of another; or
 - (f) violating any Service policy.

Workplace auditing solution

The Workplace auditing and archive system images Workplace, to ensure the Service meets the reporting function under the [Auditor-General Act](#) and enables use by ESC where appropriate for the investigation of breaches of this and other Service policy.

Group administrators and moderators responsibilities

Users assigned as group administrators or moderators are responsible for monitoring, reporting and moderating content with the assigned groups in accordance with this and other Service policy (see the '[QPS Workplace Moderating and Reporting Guide](#)' available from [Workplace](#)).

Members creating a group are to:

- (i) request permission from their line manager to establish a Workplace group;
- (ii) add themselves and their managers as administrators of the group;
- (iii) ensure their group name is unique; and
- (iv) ensure the group configuration is setup correctly;

Group administrators and moderators are responsible for group membership and managing requests to join groups.

Workplace Platform Administrators hold the right to archive and remove groups which are not in use for more than 30 days.

Workplace Support Team (CCE)

The Workplace Support Team manages and moderates Workplace and maintains the Workplace platform standards that must be complied with in relation to the administration and management of users, groups, personas and reporting.

All inquiries regarding platform standards or any questions concerning appropriate use of Workplace should be directed to the Workplace Support Team via email [qps.workplacesupport@police.qld.gov.au] or Workplace Chat [[QPSWorkplaceSupport](#)].

Where a member is concerned about a violation of the use guidelines of Workplace they should contact their direct line manager or the Workplace Support Team.

4.2 Service vehicles

Service vehicles are purchased and maintained by Fleet Services Group (FSG), Organisational Capability Command (OCC). Further information relating to servicing and procurement can be located on the [Fleet Services Group \(FSG\) page](#) of the QPS Sharepoint intranet site.

This section maintains the responsibilities and duties of Service personnel regarding the use of Service vehicles and reporting mechanisms regarding compliance, damage and personal use of a Service vehicle. For the purpose of this section, a Service vehicle is a motor vehicle including a motorcycle, quad bike or similar. Service vehicles can include loaned vehicles (see [s. 4.2.6: 'Use of loan vehicles for Service purposes'](#) of this section). This section does not relate to Service bicycles or other motorised devices, i.e. Segways.

Service policy in relation to the operation of Service vehicles and vessels is contained in [Chapter 15: 'Driving of Service Vehicles' of the Operational Procedures Manual](#).

4.2.1 Responsibilities and duties of officers

Assistant commissioners/executive directors

Responsibilities for assistant commissioners and executive directors are to:

- (i) ensure all Service vehicles allocated to the region or command under their control are used strictly for official purposes;
- (ii) ensure all accessories, tools and equipment supplied for Service vehicles are not interchanged with similar items supplied to other Service vehicles, unless prior authorisation has been obtained from Executive Manager Fleet Operations, Fleet Services Group (FSG), Organisational Capability Command (OCC);
- (iii) ensure no extra items are fitted to any Service vehicle without the authority of the Executive Manager Fleet Operations, FSG, OCC. These items include but are not limited to: tyres, wheel suspension components and ancillary warning devices. GPS and digital video recording devices are permitted to be fitted providing they do not interfere with the operation of the vehicle and are fitted in compliance with Australian Design Rules;
- (iv) advise the Executive Manager Fleet Operations, FSG, OCC of the reallocation of Service vehicles within their region or command; and
- (v) ensure the compilation of fringe benefits tax (FBT) records of all Service vehicles housed or garaged at private homes.
- (vi) ensure that all Service vehicles authorised to be garaged at private homes are operated/stored in accordance with QPS Home Garaging policy.

For further information see the [Fleet Services Group \(FSG\) webpage](#) on the QPS intranet.

Responsibilities of district officers

District officers will be responsible for ensuring:

- (i) all Service vehicles are used for official purposes only;
- (ii) Service vehicles are properly maintained, serviced and kept in a clean condition;
- (iii) Service vehicles are properly and regularly housed at the establishment to which they are attached;
- (iv) Service vehicles are not taken home by members unless authorised by the Commissioner, assistant commissioner or executive director;
- (v) all Service vehicles due for replacement are replaced as soon as possible after advice is received from the Fleet Operations, FSG, OCC a replacement Service vehicle is available; and
- (vi) if there is any damage for which an insurance claim has not been lodged when a Service vehicle is due for replacement, ensure a QP 1104 has been lodged before the vehicle is delivered to the Fleet Operations, FSG OCC with an accompanying claim form.

Traffic crashes involving Service vehicles are investigated in accordance with [s. 5.13: 'Investigation of traffic crashes involving Service vehicles' of the Traffic Manual](#).

Responsibilities of officers in charge of stations/establishments

It will be the responsibility of the OIC of a station or establishment to ensure:

- (i) Service vehicles are used strictly for official purposes and only where the use of the Service vehicle is necessary and authorised;
- (ii) a QPB 20: 'Motor vehicle Register' (only available in hard copy from Supply Services and Warehouse) or a recognised and approved electronic register (e.g. Requip) is properly used and maintained. For Service vehicles subject to FBT, a QPB 20A: 'FBT Motor Vehicle Register Logbook' (hard copy from Supply Services and Warehouse or a QPB 20B: 'FBT vehicle logbook (from Forms Select)' should be maintained daily. Where it is impracticable to use the 'FBT vehicle logbook' daily, the 'Motor vehicle logbook' or electronic register is to be maintained with separate FBT recording as required;
- (iii) a regular inspection is made of the station/establishment QPB 20: 'Motor vehicle Register' or electronic register to ensure that all relevant particulars are recorded correctly;
- (iv) a daily inspection is made of all Service vehicles under their control for damage, cleanliness and need for maintenance;
- (v) Service vehicles are ready for immediate use when required;
- (vi) regular checks that all accessories, tools and equipment supplied to Service vehicles are not interchanged with similar items supplied to other Service vehicles (unless authorisation has been obtained). When equipment is missing or damaged a report is to be furnished;
- (vii) members under their control correctly record odometer readings when fuel is purchased with a fuel card;
- (viii) where damage is observed or reported, inquiries are made as to the driver at the time of the incident and the circumstances under which the damage was sustained;
- (ix) where damage has occurred to a Service vehicle, the OIC is to ensure the driver or a nominated officer records the incident in QPRIME (see [s. 5.13: 'Investigation of traffic crashes involving Service vehicles' of the Traffic Manual](#));
- (x) Service vehicles are housed at the station/establishment to which they are attached except where alternative housing is authorised by the Commissioner, assistant commissioner or executive director;
- (xi) ensure members under their control are thoroughly conversant with the relevant owner's manuals for the Service vehicles driven;
- (xii) scheduled servicing is carried out promptly and efficiently when specified by the number of kilometres travelled and in the manner indicated in the relative instructions, and that the vehicle is given regular maintenance;
- (xiii) odometer readings are correctly recorded when fuel is purchased with a fuel card;
- (xiv) repairs and maintenance to Service vehicles have been performed to an acceptable standard, notwithstanding that members are generally not qualified to assess the quality of the workmanship connected with the maintenance to motor vehicles;
- (xv) where accessories are being fitted as a replacement or repair, they are to be the same brand or model as the original accessories. Where this is not practicable, the replacement accessories are to be of similar quality and appearance or as approved by the Executive Manager Fleet Operations, FSG, OCC;

(xvi) no extra fittings of any kind are fitted to any Service vehicle without the authorisation of the Executive Manager Fleet Operations, FSG, OCC. This includes tyres, wheels, suspension components and ancillary warning devices;

(xvii) drivers deliver the keys of the Service vehicle to the OIC of such station or establishment or a place designated by the OIC immediately upon returning to the station or establishment to which the driver is attached; and

(xviii) items likely to cause damage to a vehicle are not placed on paintwork.

Officers in charge may allocate some or all of these duties to officer/s under their control.

Responsibilities of drivers/riders of Service vehicles

Prior to using any Service vehicle the driver/rider should:

- (i) ensure Service vehicles are used strictly for official purposes and only where the use of the Service vehicle is necessary and authorised;
- (ii) familiarise themselves with the information contained in the owner's handbook for that particular model of vehicle, especially the section covering the location and operation of all controls and the warranty provisions applicable;
- (iii) inspect the vehicle for any damage and if any is detected report such damage to the OIC or delegated officer;
- (iv) where damage has occurred to a Service vehicle, the driver or a nominated officer is to record the incident in QPRIME (see [s. 5.13: 'Investigation of traffic crashes involving Service vehicles' of the Traffic Manual](#));
- (v) if the vehicle is to be utilised for extended purposes, ensure the vehicle has been properly serviced and all necessary tools and equipment are carried;
- (vi) check the fuel supply and if necessary fill the tank, ensuring the correct fuel type approved for the vehicle is used;
- (vii) ensure all tyres (including the spare) are correctly inflated and in satisfactory condition;
- (viii) ensure all items of equipment are in proper working order; and
- (ix) correctly record odometer readings when fuel is purchased with a fuel card.

ORDER

While using any Service vehicle every driver/rider will:

- (i) avoid driving through water deep enough to enter the transmission breather pipe, which is roughly at floor height. On any occasion that a vehicle is driven in deep water the vehicle must be inspected as soon as practicable;
- (ii) ensure any spillage or soiling of the vehicle interior is cleaned immediately; and
- (iii) ensure the vehicle is clean and tidy at the end of shift.

At the termination of each shift, every driver/rider of a Service vehicle will:

- (i) ensure the Service vehicle is properly secured and housed at the station or establishment to which it is attached;
- (ii) ensure that the Service vehicle has sufficient fuel for an emergency call-out if required;
- (iii) deliver the keys to the officer in charge or a place designated by the OIC; and
- (iv) enter all relevant particulars in a QPB 20: 'Motor vehicle register' (only available in hard copy from Supply Services and Warehouse) or a recognised and approved electronic register.

Use of Service vehicles generally

All Service members are to ensure any request or arrangement they make for the use of Service vehicles is necessary, authorised and only for an official purpose.

4.2.2 Home garaging of Service vehicles

This policy should be read in conjunction with the Queensland Government policy '[Use of Government owned motor vehicles and parking of private vehicles on official premises](#)'.

This policy does not apply to members who have vehicles in accordance with specific conditions of their employment such as:

- (i) executive officers (see [Schedule 1: 'Ranks and categories of officer' of the Police Service Administration Regulation](#));
- (ii) senior executives (see [Chapter 5, Part 3: 'Senior executives' of the Public Sector Act](#));

(iii) members of the Covert and Specialist Operations Group who have been granted permission by the Assistant Commissioner, Operations Support Command (OSC) in accordance with local instructions; or

(iv) chaplains.

Service vehicles used by approved members should be fitted with a police radio, concealed or portable warning lights and sirens. Where possible, members performing administrative functions should utilise vehicles with a minimum fit out. [Fleet Services](#) have established minimum fit out codes for vehicles not generally operationally deployed.

'Operational effectiveness' in the context of this policy refers to the operational effectiveness of the whole of the Service, (not only front-line effectiveness) and where justified, can include administrative functions such as Service senior psychologists and social workers providing support to members.

To obtain approval to home garage a Service vehicle, members are to submit a [QP 1048: 'Service vehicle home garaging request'](#), available on the Service Intranet, and complete the benefits analysis to demonstrate that there is improved operational effectiveness by the member home garaging a Service vehicle.

The [QP 1048: 'Service vehicle home garaging request'](#) provides two options:

- (i) individual members seeking short term (equal to or less than 7 days) or long term (greater than 7 days) home garaging approval are to complete the standard [QP 1048: 'Service vehicle home garaging request'](#); and
- (ii) individual members or stations and work units seeking on call long term home garaging approval for one or more on call positions or multiple Service vehicles are to complete the '[On Call – Long Term Vehicle Request](#)' which is accessed by the Service intranet link located in the introductory sentence of the [QP 1048: 'Service vehicle home garaging request'](#).

The approval levels for home garaging in the applicable subsections below cannot be delegated to a person of lower rank than specified.

Unless authorised by this section, members are only to use Service vehicles whilst acting in the performance of their duty.

In accordance with the [Queensland Government policy](#), all approvals for use of Service vehicles (including as specified in the subsection 'Approved use of Service vehicles for increased operational effectiveness' below) are subject to annual review as required in the subsection 'Annual review of home garaging approvals' of this section. Where deemed not justified, the approval for home garaging and use of Service vehicles to travel to and from a place of residence for any officer or position may be withdrawn by the relevant assistant commissioner or Deputy Chief Executive (Strategy and Corporate Services).

Approved use of Service vehicles for increased operational effectiveness

To increase operational effectiveness, the following members may use Service vehicles for travel between the member's principal place of residence and workplace, (less than seventy-five kilometres in each direction), as well as short incidental detours for day-to-day necessities:

- (i) chief superintendents (who have not opted to access the applicable SES Executive Vehicle Allowance);
- (ii) superintendents;
- (iii) authorised police motorcyclists who utilise a Service motorcycle as part of their normal operational duties (see [s. 15.11.1: 'Police motorcycles' of the OPM](#));
- (iv) dog squad members responsible for housing a police dog at their residence, to transport the dog; and
- (v) home garaging authorisation for senior psychologists and social workers does not constitute an entitlement to a vehicle which will need to be sourced or supplied by the owning command.

If the distance between a member's principal place of residence and their workplace exceeds 75 kilometres, approval must be obtained from the relevant assistant commissioner or executive director. The relevant section of the [QP 1048: 'Service vehicle home garaging request'](#) is to be completed by the member and be available for inspection.

Members undertaking higher duties relieving in an executive position, and also utilising a service vehicle for home garaging, are to ensure vehicle allowance is not paid during the relieving period.

'On call' positions

For a member to be considered 'on call' they are to be in receipt of on call allowance or required to be available to attend 'police related incidents' as defined in [s. 1.16: 'Fatalities or serious injuries resulting from incidents involving members \(police related incidents\)' of the OPM](#).

Where a specific position requires a member to be 'on call', the member or OIC of the relevant section is to submit a [QP 1048: 'Service vehicle home garaging request'](#) and complete the '[On Call – Long Term Vehicle Request](#)' section for approval to their assistant commissioner or executive director who is to conduct a benefits analysis to determine if it is operationally effective for the member or relevant position performing these duties to home garage a Service vehicle. Approvals are subject to annual review.

Where a region, command or division has multiple vehicles that the assistant commissioner or executive director approves for home garaging, only one [QP 1048: 'Service vehicle home garaging request'](#) needs to be submitted for each member or position.

Where approval to home garage a Service vehicle has been given for the purpose of being 'on call' or for operational effectiveness, short incidental detours for day-to-day necessities are permitted.

Approval for detours for day-to-day necessities in remote locations is to be obtained from the district officer or patrol group inspector prior to commencing any detour.

As part of their role, a commissioned officer may be required to be on-call. There is no additional payment made when a commissioned officer is required to be on-call. Recall to duty and overtime provisions do not apply to commissioned officers.

Vehicle logs are to be maintained and made available for inspection.

Use of Service vehicles for covert operations and specialist operations

To increase operational effectiveness, the Assistant Commissioner, OSC, is to determine the applicable home garaging of Service vehicle guidelines for members engaged in covert operations and specialist operations. A benefits analysis is to be conducted and records of approvals are to be maintained by OSC and be available for inspection.

Regions and commands are to ensure the details of any covert plated vehicle under their control and used for home garaging have been provided to the Covert Support Unit for recording. Covert plated vehicles being home garaged are not to be recorded on the general Service home garaging system.

An annual review is to be conducted of all home garaging approvals (see 'Annual review of home garaging approvals' of this section).

Irregular or provisional home garaging of Service vehicles

In certain circumstances, a member may be authorised to home garage a Service vehicle for irregular or provisional reasons where the period of need is 15 days or less. This may include unplanned situations or where the member is required to travel to another location for training, court etc. Any approved authorisation is only applicable for the circumstances in which the approval was given.

To obtain approval to home garage a Service vehicle for an irregular or provisional reason, members are to submit a [QP 1048: 'Service vehicle home garaging request'](#).

Approval can only be provided by a supervising superintendent, equivalent or above where:

- (i) improved service delivery or operational effectiveness can be demonstrated;
- (ii) any additional costs accruing to the Service by way of additional fuel, FBT or other expenses associated with its use are to be borne by the authorising member's region, division, district, branch or section, which is to consider:
 - (a) usage is to be restricted to a specific vehicle; and
 - (b) FBT exemptions are to be considered and where appropriate, noted in the approval process;
- (iii) there is a requirement to work outside normal hours or for emergencies and other official purposes and:
 - (a) the availability, efficiency, practicality and cost of the use of taxis or public transport is inappropriate; or
 - (b) the agreed use of an employee's private motor vehicle, subject to an allowance is inappropriate; and
- (iv) the vehicle is garaged in accordance with 'Security of home garaged Service vehicles' of this section.

Regular home garaging of Service vehicles

To obtain approval to home garage a Service vehicle for a regular and/or reoccurring reason over a period longer than 15 days, members are to complete and submit a [QP 1048: 'Service vehicle home garaging request'](#) to their relevant superintendent, equivalent or above.

Any authorisation to home garage a Service vehicle only applies to the days applicable to the reasons and justification for the approval. Where approval has been sought and authorised and on review it has been determined that the reasons are unfounded, the approval should be withdrawn. An authorisation might include approval to home garage a Service vehicle once a week to attend an early offsite meeting over the period of one year, in this circumstance an officer would seek approval for regular home garaging of a Service vehicle.

Senior members eligible for a motor vehicle allowance as part of their employment are to ensure a motor vehicle allowance claim is not made if home garaging a service vehicle.

Annual review of home garaging approvals

Where approval has been granted for any home garaging of Service vehicles, by members for:

- (i) covert and specialist operations;

- (ii) approvals where the member is not on call; or
- (iii) on call positions,

an annual review of the approval is to be conducted to ensure home garaging remains appropriate.

Annual reviews by an assistant commissioner or executive director are to be conducted and reported to the Deputy Chief Executive (Strategy and Corporate Services) through the chain of command by 30 September each year.

The report to the Deputy Chief Executive (Strategy and Corporate Services) is to include:

- (i) details of long-term use of a Service vehicle for the purpose of home garaging which has been approved in the previous 12-month period by an assistant commissioner or executive director and is sought to be continued;
- (ii) justification and certification of demonstrated operational efficiency; and
- (iii) records of the actual number of times the vehicle was utilised for the officer to return to duty out of hours, annual confirmation for continuing approvals will be made by the Deputy Chief Executive (Strategy and Corporate Services), on advice from an assistant commissioner or executive director.

In addition, the adequacy of home garaging business cases will form part of Ethical Standards Command, Inspections Teams' reviews of any location.

Recording home garaging of a Service vehicle

Members who use and home garage a Service vehicle are to maintain records of the use of the vehicle in the electronic version of a QPB 20B: 'FBT Vehicle Logbook' (on Forms Select) or if using a handwritten logbook, an FBT compliant QPB 20A.

Security of home garaged Service vehicles

Where approval is given for a member to travel to and from work using a Service vehicle and the member is to home garage the vehicle at a private residence, the member is to ensure:

- (i) the vehicle will be:
 - (a) adequately protected; and
 - (b) securely parked behind the property line and not left in the street;
- (ii) all journeys undertaken are accurately recorded; and
- (iii) vehicles are securely locked when not in use.

Vehicle pooling

ORDER

Service vehicles are to be made available for official use when not home garaged including returning keys to relevant centralised location i.e. Car Pool.

Use of ride booking services or Cabcharge

Where appropriate, senior members should consider the use of ride booking services or Cabcharge vouchers (see [s. 5.6.1: 'Taxi and ride booking services practice'](#) of the [Financial Management Practice Manual](#)), for officers whose long-term home garaging needs could be more effectively met by these means.

4.2.3 Fuel cards

All Service vehicles are issued a fuel card to be used for the issued vehicle only. The fuel card is for the purchase of approved fuel types according to the type of vehicle.

Approved fuel types are:

- (i) diesel;
- (ii) 91 RON (research octane number) unleaded petrol; and
- (iii) 95 RON premium unleaded petrol (pursuit and specific vehicles only),

as specified in the vehicle's owner's manual and supplied fuel card.

Fuel cards cannot be used for the purchase of any other goods.

Officers entering the incorrect fuel type in error to a Service vehicle will have to pay for the petrol themselves. The officer should advise their supervisor or officer in charge to arrange a refund if possible.

Refunds are at the discretion of the officer in charge.

ORDER

If petrol is added to a diesel vehicle or vice versa, the officer is to, upon recognising the problem immediately stop the vehicle and switch the engine off. They must contact their relevant communications centre to arrange for the vehicle to be towed.

A vehicle must not be driven once the incorrect fuel has been added.

For more information regarding fuel cards see [s. 5.5.1 'Using Fuel Card Practice'](#) of the [Financial Management Practice Manual](#).

4.2.4 Planned service and maintenance of Service vehicles

All Service vehicles have scheduled service intervals set by the manufacturer. The officer in charge of a station or establishment, or the officer in charge's delegate, is to be notified of upcoming service intervals for all vehicles allocated to the station/establishment. Arrangements are then to be made, ensuring a vehicle is properly maintained.

Officers in charge have the authority to arrange servicing for the Service vehicles allocated to their area of control.

For further information regarding planned servicing and maintenance of Service vehicles, see [Fleet Maintenance](#) on the QPS intranet.

4.2.5 Miscellaneous

For all instances relating to the reporting of damage, insurance claims process or replacing damaged windscreens see [Vehicle Insurance Claims](#) on the QPS intranet.

4.2.6 Use of loan vehicles for Service purposes**ORDER**

Where a non-Service vehicle is used, whether for ad-hoc, short or long-term period, for Service purposes, the vehicle while being used by the Service is to be considered a Service vehicle and all relevant policies apply. The use of non-Service vehicles is to comply with the requirements of [s. 14.28.7: 'Borrowing or using non-Service property for operational purposes'](#) of the OPM.

Any contractual arrangement or agreement made for use of the vehicle should be in writing and in compliance with the relevant section of [Chapter 8: 'Management of Service Arrangements and Events'](#) of this Manual. Where use of a vehicle involves signage associating a non-government entity with the Service this may be considered sponsorship and consultation should be undertaken with the Service's Sponsorship Responsible Officer, Policy and Performance (see [s. 8.3: Sponsorship](#) of this Manual).

4.3 Service identification and other identity cards

Capital Assets and Facilities Management Group, Building Services are responsible for production, issue and replacement of Service identification and identity cards.

4.3.1 Displaying of Service identification**ORDER**

All Service members, which includes:

- (i) police officers;
- (ii) police recruits;
- (iii) staff members whether temporary or permanent including:
 - (a) watch-house officers;
 - (b) police liaison officers; and
 - (c) police pipes and drums band officers; and
- (iv) other members including:
 - (a) volunteers in policing; and
 - (b) police chaplains,

and other persons conducting business or other functions of their employment, whilst inside a Service occupied building are to clearly and prominently display their issued identification at all times.

All Service members are to upon exiting Service occupied buildings:

- (i) remove their issued identification (which includes the lanyard) from display; and

- (ii) ensure their identification is available for production as required for duty.

There may be certain operational policing situations where these responsibilities may not apply.

See also s. 12.11: 'Service identification and lanyards' of this Manual.

Security in police stations and establishments

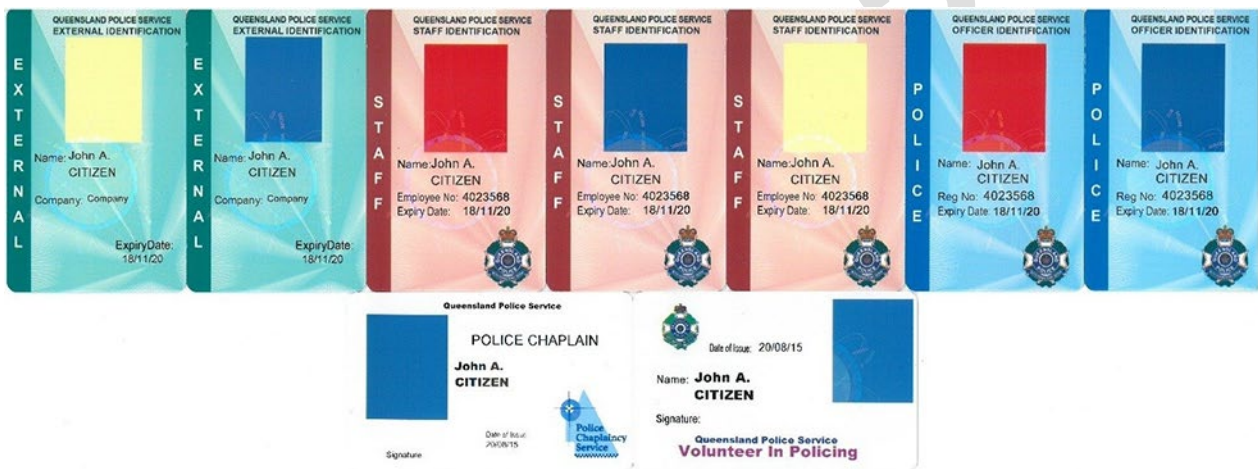
Officers or protective security officers who observe a person (uniformed or otherwise) not wearing or appropriately displaying Service identification or a visitor pass may challenge the person to produce for inspection any Service identification or visitor pass.

4.3.2 Service-issued identification

All Service members are issued with identification. The type of identification is different for police officers, police recruits, staff and other members.

ORDER

For a Service identification card to be valid it must contain an expiry date and be consistent in design with one of the below identification cards. The only exemption to this is the identification for volunteers in policing and police chaplains which do not contain an expiry date.



Service-issued identification consists of, for:

- (i) police officers, a:
 - (a) police wallet;
 - (b) police badge;
 - (c) Service identification card; and
 - (d) QPS lanyard.
- (ii) police recruits, a:
 - (a) QPSA identification card; and
 - (b) recruit lanyard;
- (iii) staff, and other members, issued identification consists of a:
 - (a) Service identification card; and
 - (b) QPS lanyard.

All issued identification remains the property of the Commissioner.

External contractor identification cards are only issued for use by members of external organisations requiring access to Police Headquarters on a regular basis.

Issue and replacement of Service identity cards

ORDER

Replacement Service-issued identification will not be issued before the surrender of the old identification, unless lost or stolen (see lost and stolen section below).

Service-issued identification is to be replaced when:

- (i) lost or stolen;
- (ii) defective or damaged;

- (iii) out of date (which is five years from issue);
- (iv) the Service member's appearance has changed either long-term or permanently;
- (v) permanent transfer between uniform and plain clothes positions; and
- (vi) member has an approved change of name.

To apply for a Service identification a member is to:

- (i) complete a QP 0507: 'Application for issue or replacement of Service identification';
- (ii) submit the application to the Manager, Building Services; and
- (iii) where the identification image retained by Building Services is older than two years, supply a new image by:
 - (a) attending the Identification Office, Police Headquarters; or
 - (b) supply an image in accordance with the photo guidelines available on email request from Building Services.

Recruit identification is managed by the academies.

Images of members on Service identification

Members are to comply with [Chapter 12: 'Code of dress and appearance'](#) of this Manual for the purposes of the taking and production of images to be placed onto the Service identification database or on any identification.

An assistant commissioner or executive director may exempt an officer under their control from compliance with code of dress and appearance having regard to:

- (i) due consideration for the type of duties being performed by the applicant namely:
 - (a) covert operative; or
 - (b) witness protection officer,
- (ii) a medical certificate produced by the officer.

The assistant commissioner or executive director may issue specific instructions to the exempt police officer outlining any procedures required to ensure compliance with the code of dress and appearance or parts thereof wherever practicable and having regard to the circumstances of the officer. Written advice outlining the nature of the exemption, together with the details of the officer to whom the exemption refers, is to be forwarded to the Manager, Building Services.

Exempt officers are to comply with any specific instruction issued and are to ensure new identification is obtained which complies with the code of dress and appearance as soon as practicable after a cessation of the reason for the exemption authorised under this section.

Security and maintenance of Service identification

Service members are to take appropriate precautions to ensure that their identification is safeguarded and not carelessly or negligently exposed to loss, theft, or damage beyond normal 'wear and tear'.

See also s. 3.8: 'Service property – due care, maintenance and security' in the Ethical Standards Command Document Library: 'Procedural Guidelines for Professional Conduct' on the Service Intranet.

Officer in charge responsibilities

Officers in charge of stations and establishments are to ensure that all members under their control:

- (i) comply with the policy by holding a valid Service identification; and
- (ii) renew any Service identification card prior to the expiry date indicated on the card,

by ensuring inspections are conducted with monthly accoutrement inspections (see [s. 14.6.5: 'Responsibilities of officers in charge of stations and establishments' of the OPM](#)).

Lost or stolen identification

ORDER

When any part of a member's Service-issued identification (card or police badge) is lost or stolen, the subject officer must as soon as practicable (but within three days) commence a relevant QPRIME occurrence or other relevant police report. The member must then also inform their supervising officer or officer in charge to ensure the necessary contacts are advised of the status of the Service identification including:

- (i) the Manager, Building Services; and
- (ii) other persons having control over access to any police station or establishment the access card is programmed to enter.

Where lost or stolen identification is replaced and is later located, the found identification is to be immediately forwarded to the Manager, Building Services for processing.

Change of name

ORDER

In all instances, no authority for the inclusion of preferred or abbreviated names on any Service identification card can be authorised.

Members who wish to change their full name by:

- (i) deed poll;
- (ii) marriage;
- (iii) divorce;
- (iv) the hyphenation of the combined surnames of the officer and their spouse; or
- (v) reverting to a pre-marital surname,

are to provide documentary evidence as required under [HR 'Employee Names' policy](#) on the Service Intranet along with a QP 0507.

For a change of name, the QP 0507 and supporting evidence is to be submitted by email to Queensland Shared Services, the Manager, Building Services and sent for information to the local HR business support officer.

4.3.3 Return of Service identification

ORDER

Upon permanent separation from the Service, a member:

- (i) is to surrender all Service-issued identification to their officer in charge or supervisor (see also the [HR Policy: 'Separations from the Service'](#)); or
- (ii) they are to:
 - (i) comply with subsection: 'Lost or stolen identification' of [s. 4.3.2: 'Service-issued identification'](#) of this chapter;
 - (ii) complete a statutory declaration outlining the full circumstances; and
 - (iii) provide both the declaration and a copy of the police report to their officer in charge or supervisor.

The officer in charge or supervisor is to forward the:

- (i) surrendered service identification card, wallet and badge; or
- (ii) provided documents,

to the Manager, Building Services.

4.3.4 Obtaining retired officer Service identification upon separation

ORDER

Staff Members or members of the public are not entitled to retain a Service identification card or name tag on separation from the Service.

To obtain a retired officer Service identification card police officers may:

- (i) make written application, when:
 - (a) an officer retires due to age under subsections (a) and (c) of [s. 8.2: 'Retirement' of the Police Service Administration Act \(PSAA\)](#); or
 - (b) an executive officer retires at the end of their contract; or
- (ii) obtain approval from their assistant commissioner or executive director, when an officer retires on medical grounds under [s. 8.2\(b\) of the PSAA](#).

Where a retired officer Service identification card issued is subsequently lost, stolen or damaged, a replacement identification card will not be provided.

The retention of any wallet, badge (including gold detective badge) or name tag by a separated police officer is not authorised under this policy.

Application for retired officer Service identification

Officers requesting retired officer Service identification card are to complete a QP 0979: 'Application for retired officer Service identification card'. Completion of the QP 0979 is an acknowledgement that:

- (i) any Service identification card issued after separation remains the property of the Commissioner;
- (ii) they undertake to return the identification to the Service upon request at any time in the future; and
- (iii) all Service-issued identification presently issued to the applicant is:
 - (a) attached to the application; or
 - (b) will be surrendered on permanent separation.

On completion of the QP 0979 requesting officers are to forward the QP 0979 to their officer in charge (senior sergeant or above) to verify that the application may be made in accordance with the policy. Where approval is required under this policy forward the QP 0979 through the chain of command to their assistant commissioner before forwarding to the Manager, Building Services for processing.

Once the completed QP 0979 is received by Building Services the retired officer's Service identification card will only be produced and forwarded to the retiring officer once the old Service identification card, wallet and badge have been received.

4.3.5 Application by collectors and members of the public

ORDER

Service-issued identification is not to be provided to collectors or members of the public.

4.3.6 Duplication or copying of Service-issued identification

ORDER

Service-issued identification is not to be duplicated or copied for unofficial purposes unless prior permission has been obtained from a deputy commissioner.

No permission should be sought or granted for duplication or copying of any Service-issued identification if there is any chance that:

- (i) it may compromise the safety, security or operational status of any Service member; or
- (ii) the Service may be adversely affected.

4.3.7 Issue of images for official purposes

When the image of a member is required for any official purpose other than a service identification card, the request is to be forwarded to the Manager, Building Services who may authorise the production of the image. The request is to include:

- (i) the details of the member whose image is required;
- (ii) the reason for the supplying of the image; and
- (iii) written permission from the member whose image is required, to supply the image.

The Manager, Building Services may decline to supply any image if they believe, on reasonable grounds, that:

- (i) the person to whom the image applies has not given permission for the release of that image;
- (ii) to release the image may compromise the safety, security or operational status of any member; or
- (iii) the Service may be adversely affected by the release of the image.

4.3.8 Special constable identification

The production of either identification cards or suitable documentation for use interstate for special constables rests with the Manager, Building Services. Application for appointment as a special constable is in accordance with the [QPS HR Policies & Procedures](#) of the Service Intranet.

Issue and return of special constable identification

When special constable identification is required application is made through Human Resource Officer (Special Constables), Human Resource Consultancy, who will consult with the Manager, Building Services for the production of an identification card or supply of an image for the special constable.

ORDER

When the appointment as a special constable expires or is revoked, the special constable identification card is to be returned to the Human Resource Officer (Special Constables), Human Resource Consultancy.

Replacement of special constable identification

ORDER

When a special constable requires replacement identification:

(i) which has been lost or stolen, they must submit a copy of the QPRIME occurrence (lost or stolen) to the Human Resource Officer (Special Constables), Human Resource Consultancy;

(ii) due to wear and tear or change of name, they are to advise the Human Resource Officer (Special Constables), Human Resource Consultancy and return the identification which is to be replaced.

4.4 Supply of Service uniform

Richlands Supply Services, Operational Equipment and Capability Management are responsible for the supply of Service uniforms.

For further information relating to the supply of uniform, see Requisition of Uniforms on the [Richlands Supply Services webpage](#) of the QPS Sharepoint intranet.

Service members are to take appropriate precautions to ensure that the Service property is safeguarded and not carelessly or negligently exposed to loss, theft, or damaged beyond normal 'wear and tear'.

See s. 3.8: 'Service property – due care, maintenance and security' in the Ethical Standards Command Policy: 'Procedural Guidelines for Professional Conduct' on the Service Intranet.

4.5 Disposal and swapping of uniform

Disposing items of Service uniform, badges, etc.

Due to the current threat levels against police in Australia, members are to dispose of unwanted items of Service uniform (operational, day dress and ceremonial) in line with this policy.

Members disposing of personal issue items of Service uniform (operational, day dress and ceremonial) are to effectively destroy those items, ensuring that they cannot come into the control of persons not entitled to possess them.

Swapping items of Service uniform to external persons or organisations

Members may swap obsolete Service patches or other items not contained within the current [Police Uniform Catalogue](#) (operational, day dress and ceremonial) with private persons, organisations or members of other police services.

ORDER

Members are not to sell current Service issue uniform articles or parts thereof as listed in the [Police Uniform Catalogue](#) (operational, day dress and ceremonial).

Members who wish to swap current Service issue uniform articles (including Service patches) are to obtain written authority from a commissioned officer, prior to any exchange occurring.

The provisions of this section and:

(i) [s. 10.13: 'Surrender of equipment' of the Police Service Administration Act](#); and

(ii) [s. 2: 'Return of QPS property' of HR Policy: Separations from the Service Guidelines on the Service Intranet](#),

are to be complied with.