# Chapter 9 Service Writing

## 9.1 Written reporting

Members should, where possible, eliminate duplication in recording of information.

Information technology is designed to reduce the administrative workload on members of the Service and to provide more time for primary tasks. Documentation should, be completed accurately and legibly, and if possible, during a member's shift.

### 9.1.1 Service internal and external correspondence format

The Service provides a range of pre-formatted template documents for the purposes of standardising internal and external correspondence. These assist in providing the consistency and professionalism expected of Service personnel.

Relevant forms include:

(i) QP 0006 'QPS Report Template' for internal Service reports;

(ii) QP 0006 'Letterhead Template' for external correspondence; and

(iii) QP 0006 'Facsimile Template' as a facsimile cover sheet,

(available on QPS Forms Select).

**Use of Service relevant forms**

Members of the Service using relevant forms are to use them for official purposes only.

Character and work performance references are not to be written or typed using Service letterhead, other than for official Service purposes or where authorised by an assistant commissioner/executive director or above.

Section 9.2: 'Service style guide' of this chapter provides details of the Service standards for the layout and typography of Service internal and external correspondence.

These formats:

(i) deliver clear information relating to the author's position in the Service;

(ii) provide contact details in the header and signature block;

(iii) standardise the layout of introductory information, including date, file reference, other reference details, author, subject heading and references, where necessary;

(iv) enable clarity of layout, including the flexible use of main group and sub-group headings and paragraph numbering for long or complex documents, and indenting for sub-paragraphs; and

(v) provide a means of listing all ancillary documents, such as appendixes and attachments in the main document, to better ensure comprehensive records management.

As applicable, Service members submitting correspondence are to include easily accessible distribution lists and/or provide a clear distinction to the recipient between the relevance to "action" or "information".

Members of the Service are to use Service internal and external correspondence formats.

### 9.1.2 Completion of documents

All information gathered during the course of a period of duty which is to be the subject of any report, should be included in the appropriate report format during the course of a member's shift and submitted to the shift supervisor or officer in charge.

The completion and submission of documentation which relates to court proceedings or protracted investigations should be monitored by the officer's supervisor and officer in charge of the station or establishment to which the arresting or investigating officer is attached.

Submitted documentation is to be maintained in accordance with the QPS Records Retention and Disposal Schedule (available on the Service Intranet).

### 9.1.3 Responsibility for overviewing submitted reports

Shift supervisors are responsible for auditing reports/electronic entries submitted during the course of a shift. The shift supervisor is to check reports/electronic entries chosen for audit for presentation quality, accuracy and legibility.

The officer in charge of a station or establishment is responsible for ensuring that all documentation:

(i) is entered onto the Service computer network where necessary; and

(ii) is dealt with in accordance with this chapter and as determined by the relevant officer in charge of the region or command.

### 9.1.4 Requirements in respect of the signing of documents

For the purpose of this section a replicated signature includes a:

(i) rubber stamp signature;

(ii) computer generated (scanned) signature; or

(iii) digital signature.

Members may only sign a Service document or use a replicated signature on behalf of another member, if written or verbal authorisation has first been obtained.

Written authorisations should specify:

(i) the class and/or nature of document concerned;

(ii) if the use of a replicated signature has been authorised; and

(ii) the relevant time-frame for the authorisation.

An authorisation document is to be dated and contain the signature and signature block of the authorising member and is to be retained by the member provided authorisation.

A written record of verbal authorisation should be made at the time by the member provided the authorisation and dated. This record should also specify the information as outlined in subsections (i)-(iii) above.

ORDER

A member must not sign a Service document, or use a replicated signature, on behalf of another member if authorisation has not first been obtained.

Authorisations for signatures, including replicated signatures, must not to be applied as relevant to any documents upon which the Service makes payments, e.g., payroll returns, travelling allowance claims, overtime claims, vouchers, etc. Such documents must be signed personally.

When a member is authorised to sign a Service document on the behalf of another member, the member should ensure that any recipient is clearly able to ascertain that the signature has been substituted including by:

(i) endorse his/her own initials, family name and position in block letters; and

(ii) including the words 'per' or 'for' adjacent to the signature.

## 9.2 Writing style guide

To ensure the Service continues to reflect its position as a professional organisation, a standardised format and style guide for all internal and external written communications is essential. This style guide extends to all printed and digital mediums and is designed to eliminate inconsistencies in style as relating to Service:

(i) Manuals;

(ii) handbooks;

(iii) correspondence; and

(iv) policy and procedural documents.

### 9.2.1 General style matters

This style guide has been developed in conjunction with the Web writing and style guide as available on the Queensland Government Intranet site and the Style Manual as published by the Commonwealth Government.

These references should be referenced for any writing styles not governed by this style guide.

The Macquarie Dictionary is the standard for spelling, hyphenation, plurals and word meanings. Where a member of the Service is deciding which offered plural to use, the Macquarie Dictionary's initial plural should be chosen (e.g. "formulas" rather than their second choice "formulae").

The spelling list, as contained within the provisions of s. 9.2.9: 'Spelling and word usage' of this chapter, delivers a selection of commonly occurring words and is designed to assist Service writers to choose between alternative spelling options or styles.

In cases where the Style Manual and the Macquarie Dictionary are not consistent, Service members are to choose the convention or spelling that complies with the conventions of their manuscript. In most cases it is convenient to follow the Macquarie Dictionary preferences.

## 9.2.2 Use of plain English

Service communication should be written in plain English. Plain English writing is clear and concise writing that communicates information as simply and effectively as possible.

Plain English refers language that is clear, direct, straightforward; and avoids obscurity, inflated vocabulary and convoluted sentence construction. It is language that allows readers to concentrate on the message conveyed, not on the difficulty of the language used. Plain English uses the right word for the right occasion and does not use unnecessary words.

The main goal in writing is to put your message across clearly and concisely. Readers want an effortless, readable and clear writing style. Plain English is clear English – it is simple and direct but not simplistic.

Some principles of plain English writing includes:

(i) writing with the reader in mind;

(ii) using only as many words as necessary; and

(iii) organising information in a way that enhances readability.

Below is a list of examples of plain English and the corresponding long variant.

| Plain English | Long variant |
|---|---|
| We have received | We are in receipt of |
| Gives you an opportunity | Affords you an opportunity |
| An opportunity | A window of opportunity |
| It stopped working | It ceased functioning |
| In place of | In lieu of |
| Mutual dislike | Avoidance situation |
| Use of | Utilisation of |
| Weapons legislation | Legislation with respect to weapons |
| Section 11 authorises you to | By virtue of section 11, you can |
| Because | By virtue of the fact that |
| Decision | Cognitive decision |
| Help | Assist |
| Before | Prior to |
| Dead | Deceased |
| Now | At this point in time |

## 9.2.3 Common pitfalls

**Alternative** means another choice.

**Alternate** means every other, so to say 'alternate route to Oxley' is wrong.

**Colons (:)** are used to introduce a quotation or a list.

**Semi-colons (;)** is a break that is stronger than a comma but weaker than a full stop. It is used to link two clauses that could be treated as separate sentences.

**Criteria** is the plural of criterion. 'The major criterion is', but: 'there were four criteria'.

The abbreviation **e.g.** means 'for example' and is followed by an example or a list of examples. Do not end the list with etc.

**His/her/he/she/they** English has many redundant words but we do not have neutral words for she/he, hers/his, him/her and this causes anguish in some people. There is nothing wrong with using they or their for singular things and a sentence such as: 'Will every person in the room please pick up their pen' has been acceptable for centuries. If it still bothers you, you can write around the problem: 'Will all of you pick up your pens so that your test can be completed'. Or, instead of: 'An officer should be cautious when handling his or her gun' say 'An officer should be cautious when handling guns.' S/he has been used as a way of writing he or she but many people find it awkward. The universal trend is toward using they for she or he.

**However** is over-used and it can mislead. Never use it if **but** will do. Avoid it altogether if you can.

The abbreviation **i.e**. means 'that is' and is followed by a clarification of what went before.

**Close to** is the same as '**in close proximity to**'.

**Regularly** should be used in place of '**on a regular basis**'. There is only a need to use 'on a (something) basis' when the (something) does not have a 'ly' ending.

**Practical** (unpractical) means 'useful' or 'handy' or 'it actually works'.

**Practicable** (impracticable) means 'capable of being done'.

**Principal** means 'the most important' or 'leading'.

**Principle** relates to a rule or a law or a code of practice.

**Proper** is related to propriety and propriety involves morals. In most cases, it would be better to use correct.

**Simplistic** means 'over-simple', so use simple.

**With respect to/in relation to.** Avoid these hackneyed phrases which are usually unnecessary and slow the reader down. Instead of legislation with respect to weapons use weapons legislation.

**Viz** is almost identical to i.e. so do not use it unless you have a good reason.

### 9.2.4 References

Where necessary within Service writing, the Service adopts the Harvard System of referencing. This is further explained within the Leadership Capability Program Assignment Writing and Referencing Guide and the Style Manual as published by the Commonwealth Government.

**Acts, regulations and codes**

The first time an Act appears in a publication, the full title of the Act is used exactly as it appears on the Act. It is written in italics with the exception of the jurisdiction, which is in regular type. For example:

>   *Police Powers and Responsibilities Act 2000* (Qld).

For subsequent appearances of an Act, a shortened version is used written in italics with no date and jurisdiction included. For example:

>   *Police Powers and Responsibilities Act.*

As with Acts, Regulations are listed in full the first time they appear in a publication with date and jurisdiction with the whole title written in regular type. For example:

>   Transport Operations (Road Use Management–Road Rules) Regulation 2009 (QLD)

Subsequent reference to a Regulation in the same publication, a shortened version is used, for example:

>   Transport Operations (Road Use Management–Road Rules) Regulation

When referencing the 'Criminal Code' regular type is used with no date or jurisdiction unless reference is being made to the Commonwealth Criminal Code it should be written with the jurisdiction to remove any confusion. For example:

>   Criminal Code (Cwlth)

When referencing legislation in Service Manuals:

>   (i) the shortened version of the legislation is used; and

>   (ii) where legislation from the Commonwealth or another State is included, the jurisdiction is included in brackets in all instances, for example:

>>   *Police Powers and Responsibilities Act*

>>   Transport Operation (Road Use Management–Driver Licensing) Regulation

>>   *Telecommunications (Interception and Access) Act* (Cwlth)

**Section references**

To reference a section of legislation or a Manual, use the abbreviation 's.' for a single section or 'ss.' for more than one section. A lower case letter s is always used with a period and a space before the section number. The only exception is when the section reference starts a sentence, then the complete word, Section is then used.

When reference is made to subsections, the same format is used and is dependent on the format used by the reference. Do not write subsection 1 of section 12.

When reference is first made to a section in a section, the reference should include the title of the section, for example:

>   s. 4.8: 'Disposal of property' of this Manual (if reference is made in another chapter of the same Manual);

>   s. 4.8: 'Disposal of property' of this chapter (if reference is made in the same chapter of a Manual);

s. 4.8: 'Disposal of property' of the Operational Procedures Manual (if reference is made in another Manual);

Section 4.8: 'Disposal of property' of this Manual (if starting the sentence with the reference);

s. 4.10.1: 'Photographs and fingerprint examinations' of this Manual;

s. 45: 'Innocent intentions' of the Criminal Code; and

s. 8: 'Begging in a public place' of the *Summary Offences Act.*

For subsequent references to the same section in the same section a shortened version is used, for example:

s. 4.8 of this Manual

ss. 13-18 of the Act.

**Whole works**

Write in italics with each word having an initial capital, except for: the, for, it, to a*,* etc., unless that word represents something bigger than a simple joining word).

**Articles in journals**

Write in normal type, with only the first letter of the title, and the first letter after a colon in capitals; whole title within single quote marks.

**Film and video titles**

As for whole works.

**TV and radio programs**

As for articles but a capital for each word.

**Papers**

The Harvard System uses no punctuation but this may confuse readers. You should use your judgement when deciding whether to write the name of a paper as you would write the name of an article i.e. with quotation marks.

**Software programs**

In normal type, no punctuation, but a capital letter for each word.

## 9.2.5 Numbers

Generally, numbers up to and including ninety-nine are expressed in words, e.g. fifty-six, although statistical works are easier to read when numerals are used. Do not use numerals in brackets after the words, e.g. twenty-seven (27).

Numbers above and including 100 are expressed in numerals, e.g. 238.

Numbers that open or close a sentence are written in words.

In an expressions such as: a 2-year-old child, use the numeral, not the word.

Units of measurement, e.g. 100 kg and 100 km/h, are expressed in numerals.

Amounts of money are expressed in numerals, e.g. $11.50.

Percentages are expressed in words in text, e.g. fifty-four per cent, but are expressed in numerals in graphs, charts and tables, e.g. 54%.

## 9.2.6 Date and times

Style thus: 23 May 1994, or, if figures are required, use 23.5.1994 or 1.1.2000 (full stops, not slashes). Use the 24-hour clock when referring to time, e.g. 1430 hrs, not 2.30 p.m.

## 9.2.7 Common words, terms and phrases

**Terms to be used when writing policy/procedure/orders**

When writing the documents the appropriate verb is to be used. When writing:

(i) policy use the verbs:

(a) is to;

(b) are to; or

(c) should;

as appropriate in the circumstances;

(ii) procedure use the verb should; and

(iii) orders use the verbs:

(a) is to; or

(b) are to.

## Common terminology

Suspect(s) is used not suspect/s.

When referring to a chapter, as in: in this chapter use a lower case **c**, but when referring to a specific chapter, as in: in Chapter 9, use a capital letter. Additionally use a numeral, not a word for the chapter number.

When making reference to a manual, use a capital letter e.g.: of this Manual.

The term **Court Brief (QP9)** is used in place of **QP9 'Court Brief'**.

Entry screen. Use capital letter to start name of screen on Service computer system.

## 9.2.8 Capital letters

### Geographical

Do not use capital letters when referring to a district, region or station in general terms e.g.: what are the problems in your station or region; and western Queensland. Capitals are used when referring to a particular station, district or region, e.g.: Northern Region; and when referring to place names and names of recognised geographical regions, e.g.: Northern Territory, Townsville, North Queensland.

### Officer in charge

When referring to a specific officer in charge, use the following form: Officer in Charge, Operational Policy and Improvement. When talking about an officer in charge in general, do not use a capital, e.g.: this must be cleared by your officer in charge.

### Rank

Ranks do not have a capital unless the rank is part of somebody's title, so: recruit, constable, sergeant, superintendent etc., but Constable Paul Whiteman, Senior Sergeant Gladys Delmonte. The only exemption to this is when referring to the Commissioner as there is only one. For abbreviations of ranks, see s. 9.3.2: 'Designations, position titles and ranks' of this chapter.

### Government, university and other entities

Use small letters when using terms in a generic sense, e.g. the department, the university, regional responsibility. When the term government is used adjectivally or generally, use small letters, e.g.: government offices, local government. Use capitals when referring to specific governments, e.g.: the State Government, the Government, the Federal Government).

### Names of organisations

When using the full names of organisations, institutions etc., use the spelling, punctuation and capitalisation used by that organisation.

### Commissioner's circular

Use lower case when referring to a Commissioner's circular in general terms. When referring to a specific circular, use upper case, e.g. Commissioner's Circular 03/15 (not Commissioner's Circular No. 03/15).

### Surnames

Use capitalisation for surnames of all individuals, real or fictitious e.g. Joan Sutherland. Block capitals may be used for surnames in signature blocks.

## 9.2.9 Spelling and word usage

The **-ise** ending on verbs such as *standardise* and *finalise* is to be used for consistency even though the -ize variation is frequently used and generally accepted within many publications.

A capital 'A' is used when referring to Australian Aboriginal things. For more general terms (such as aboriginal people of Asia) a small 'a' is used.

The following list delivers a selection of commonly occurring words and is designed to assist Service writers to choose between alternative spelling options or styles.

**Aboriginal** (adj.)
**acknowledgment**
**activity sheet**
**adviser**
**affect** (v.; also n., psychology term)

**age-group**
**age-range**
**ancient history** (subject)
**appendix, appendixes** (as in an appendix to a document – do not use appendices)

**artefact**
**Asperger syndrome**
**assessment**
**audiocassette**
**audiotape**
**audiovisual**
**Australian Government**
**bachelor**
**back-to-basics**
**BASIC** (computer term)
**behaviour**
**benefited**
**biased**
**biology** (subject)
**blackboard**
**boys school** (school for boys)
**brainstorm**
**brainstorming**
**Budget** (State Budget)
**CD–ROM** (use en rule)
**Cabinet**
**call out** (e.g. call out procedures for specialist squads)
**case study**
**central office**
**chalkboard**
**chalkface**
**checklist**
**clearing house**
**Commissioner** (always starts with capital letter)
**commissioned officer** (use lower case (generic))
**Commonwealth** (n. & adj.)
**Commonwealth Government** (use Australian Government)
**consensus**
**Constitution** (as in Australian Constitution)
**cooperate** (no hyphen)
**coordinate** (no hyphen)
**corporate plan** (lower case, unless you are citing one actual document)
**councillor**
**counsellor**
**court** (use small letters (generic) *unless* reference is being made to a particular court, e.g. The Supreme Court, Family Law Court. For magistrates court, coroners court, etc. use no apostrophes. Use small letters unless referring to a named, individual court such as: Rockhampton Magistrates Court.
**criteria** (plural) (see criterion)
**criterion** (singular (a standard, rule, or principle for testing anything)
**Crown** (always starts with a capital letter)
**curricula** (n., pl.)
**curricular** (adj.)
**curriculum**
**data** (used as a singular collective noun in data processing, for example: Ensure that the data is rigorously checked). (Used as plural noun in all other cases. For example: Data on the population are still being collected.)
**databank**
**database**
**decision making** (n.)
**decision-making** (adj.)
**department**
**Department of Education, Queensland**
**departmental**

**deputy**
**directorate** (generic)
**disc** (general use, mathematics)
**disk** (computer term)
**dispatch**
**division**
**divisional**
**Down syndrome**
**drop out** (v.)
**drop-out** (n.)
**e.g.**
**educationist**
**effect** (n. & v.t.)
**English**
**enrol**
**enrole** (drama term)
**enroled** (adopted a role in drama)
**enrolled**
**enrolling**
**enrolment**
**etc.**
**Far North**
**federal** (as in federal legislation)
**Federal Government** (use Australian Government)
**Federal Parliament**
**first aid**
**first class**
**first-aid kit**
**first-class ticket**
**first-hand** (adj. & adv.)
**focused**
**focuses**
**focusing**
**formatted**
**formulas**
**forums**
**fulfil**
**fulfilled**
**full-time** (adj.)
**fund-raiser**
**fundraise**
**government** (adj.)
**government** (n., as in local, state or national government)
**Government** (n., when referring to specific entity)
**government school**
**honours**
**i.e.**
**in depth** (adv. phrase)
**in-depth** (adj.)
**in-service** (adj. only)
**Inc.**
**index, indexes** (books and record indexes)
**index, indices** (mathematics)
**inquire, inquiry**
**intake**
**intellectual impairment** (and other impairments)
**interdepartmental**
**interdependent**
**interdisciplinary**
**interrelationship**
**interschool**
**interstate**
**intraschool**
**intrastate**

**Islanders** (residents, or their descendants, of Torres Strait Islands)
**Islands** (Torres Strait Islands)
**judgement**
**kilobyte** (computer term)
**laptop**
**liaison**
**life cycle**
**life span**
**lifelike**
**lifeline**
**lifestyle**
**Logo** (computer term)
**long term** (predicate)
**long-term** (adj.)
**loose-leaf**
**mainstream**
**masters**
**media** (n., pl.)
**medium(s)**
**microcomputer**
**microprocessor**
**Microsoft**
**mid-1990s** (no apostrophe)
**mid-adolescence**
**Minister** (particular person)
**minister(s)** (generic)
**ministerial**
**movable**
**MS DOS** (computer term)
**multicultural**
**multilevel**
**multilingual**
**multimedia**
**multinational**
**multiple-choice** (adj.)
**multipurpose**
**multiracial**
**nationwide**
**newborn**
**non-** (usually takes a hyphen, but non-verbal, nonconformist, nondescript, nonsense-check the *Macquarie*)
**non-commissioned** (use hyphen)
**North Queensland**
**Northern Hemisphere**
**ongoing**
**open-ended**
**Outback**
**overactive**
**overall**
**overcompensate**
**overconfidence**
**overemphasis**
**overreact**
**overuse**
**paediatric**
**police–community** (with en rule: adj. denoting relationship)
**part-time** (adj.)
**Pascal** (computer term)
**peer group**
**per cent** (in text: used with numeral, as in 8 per cent)
**performance indicators**
**physics** (subject)
**plasticine**

**post-service**
**postdoctoral**
**postgraduate**
**postwar**
**pre-compulsory**
**predetermined**
**prerequisite**
**pre-service**
**preschool**
**problem solving** (n.)
**problem-solving exercise** (adj.)
**program** (n. & v.) (not programme)
**programmed**
**programming**
**proofread**
**re-create** (create anew)
**recreate** (refresh by relaxation)
**redevelop**
**re-edit**
**re-educate**
**re-formatted**
**region** (generic, but Peninsula Region)
**regional**
**regional office** (generic)
**reorganise**
**résumé**
**reteach**
**rewrite**
**role-play** (n. & v.)
**role-playing**
**school age** (n.)
**school-age** (adj.)
**schoolboy**
**schoolchild** (but primary-school child)
**schoolgirl**
**schoolteacher**
**self-esteem**
**self-image**
**semester** (general)
**Semester 1** (etc.)
**Service-wide** (adj.)
**Service wide** (predicate, no hyphen. Use capital letter)
**short term** (predicate)
**short-term** (adj. preceding noun)
**sizeable**
**skilful**
**social justice**
**sociocultural**
**socioeconomic**
**sociopolitical**
**sourcebook**
**South-East Asia** (n.)
**Southern Hemisphere**
**special needs**
**spreadsheet**
**standardise** (do not use ize)
**state** (abstract qualifier, as in state-owned, state school) but State (of Australia) e.g.: in this State, things are done differently.
**statewide** (no hyphen)
**stocktake**
**subtotal**
**syllabuses**
**targeted**
**Territory** (of Australia)
**textbook**

**think-tank**
**Third World**
**time-lapse**
**timeline**
**Torres Strait Islander** (n. & adj.)
**Treasury** (government)
**trialling, trialled**
**under way**
**undergraduate**
**UNIX** (computer term)
**up to date** (used as predicate)
**up-to-date** (adj. preceding noun)
**upgrade**
**veranda**
**vice-president**
**video game**
**video recorder**
**video terminal**
**videocassette**
**videodisc**
**videotape**
**videotaping**
**watch-house**
**well known** (used as predicate)

**well-being**
**well-known** (adj. preceding noun)
**well-to-do** (adj.)
**Western World**
**Westernise**
**wide-ranging**
**word processing** (n.)
**word-processing** (adj.)
**word processor**
**WordPerfect** (computer term)
**work experience**
**work force**
**workbook**
**workday**
**Workers' Compensation**
**workload**
**workplace**
**worksheet**
**workshop**
**worldwide**
**Year 1, Year 12** (etc.)

### 9.2.10 Letterhead

Service letterhead should be used by all members for all external correspondence. QP 0006: 'QPS Letterhead Template' contains the Service-approved format.

Some commands use pre-printed letterhead which should comply with the Service-approved format as defined below.

**Letterhead format**

Letterhead size: A4 – 297mm x 210mm

QPS badge size: 20mm total width

Cheque logo size: 20mm total width

Typography: QPS – 14 point Times New Roman Bold, character spacing normal, single line spacing zero points before and after, alignment centred, upper case

ABN – 8 point Times New Roman Bold, character spacing normal, single line spacing zero points before and after, alignment centred, upper case

Division/Branch/Unit/Police Station – 9 point Times New Roman Bold, character spacing normal, single line spacing zero points before and after, alignment centred, title case

Address block – 7 point Times New Roman Bold, character spacing normal, single line spacing zero points before and after, alignment centred, sentence case

Phone block – 7 point Times New Roman Bold, character spacing normal, single line spacing zero points before and after, alignment centred, upper case

Reference block title – 9 point Times New Roman Regular, single line spacing zero points before and after, alignment right

QPS wordmark – 9 point Arial Bold, character spacing expanded 10 points, single line spacing zero points before and after, alignment centred, upper case contained in paragraph box with a ¾ point line border and 100% solid shading pattern

Colour: Mono Logo prints – Pantone Reflex Blue

Paper stock: White 80gsm

**Letterhead layout guide**

Typography: References – 9 point Times New Roman Regular, single line spacing zero points before and after, alignment left

Date block – 12 point Times New Roman Regular, single line spacing 12 points before and zero points after, alignment left, title case

Addressee's name – 12 point Times New Roman Regular, single line spacing 12 points before and zero points after, alignment left, title case

Addressee – 12 point Times New Roman Regular, single line spacing zero points before and after, alignment left, title case

Addressee suburb – 12 point Times New Roman Regular, single line spacing zero points before and after, alignment left, upper case

Subject line – 12 point Times New Roman Bold, single line spacing 12 points before and zero points after, alignment centred, upper case

Salutation – 12 point Times New Roman Regular, single line spacing 12 points before and zero points after, alignment left, title case

Body Copy – 12 point Times New Roman Regular, single line spacing zero points before and after, alignment justified, sentence case

Complimentary closing – 12 point Times New Roman Regular, single line spacing 12 points before and zero points after, alignment left, sentence case

Writer's identification – 12 point Times New Roman Regular, single line spacing zero points before and after, alignment left, upper case



Letterhead layout guide

(all dimensions are specified in millimetres)
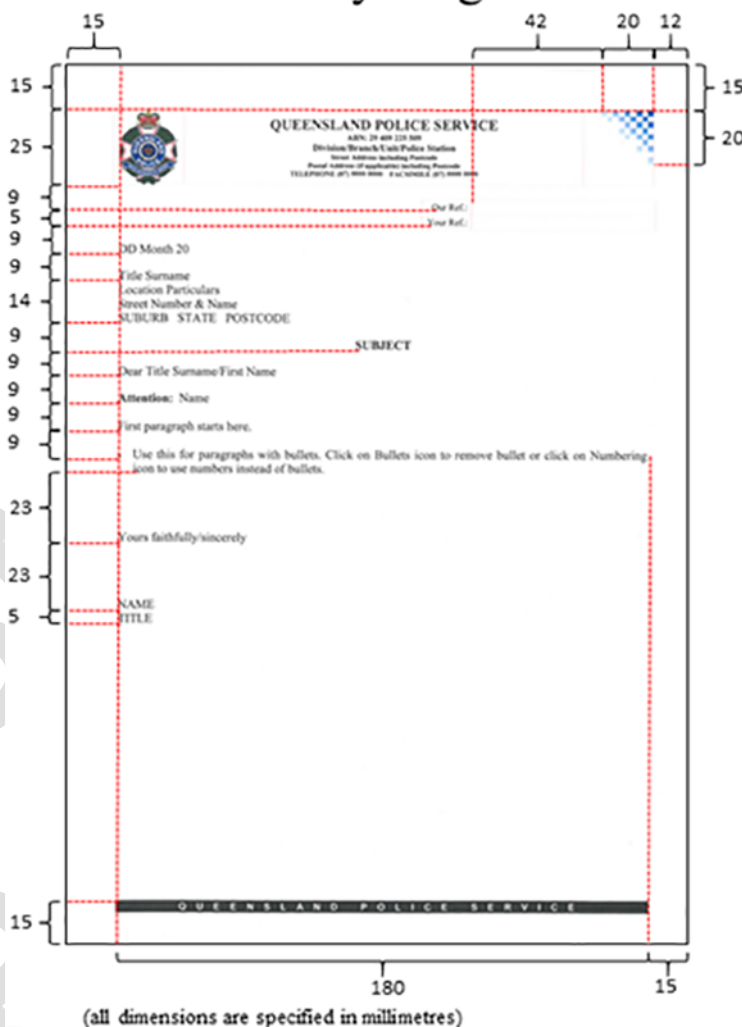
**Drafting letters under the hand of the Commissioner**

Members of the Service are to refer to the Commissioner's Office webpage on the Service Intranet for 'Correspondence Templates' for use with pre-printed Commissioner's letterhead and typography requirements.

Typography:       12 point Palatino or 11 point to fit to a page only

Margins for letters: Left and right margins – 3.17cm

           Top margin – 2.5cm

           Bottom margin – 3.3cm to 1.5cm

### 9.2.11 Reports

Service reports should be used by all members for formal internal correspondence. QP 0006: 'QPS Report Template' contains the Service-approved format.

**Report layout guide**

| | |
|---|---|
| Typography: | References – 9 point Times New Roman Regular, single line spacing zero points before and after, alignment left |
| | Date block – 12 point Times New Roman Regular, single line spacing zero points before and zero points after, alignment left, title case |
| | Addressee's name (TO) – 12 point Times New Roman Bold, single line spacing zero points before and after, alignment left, title case |
| | Writers name (FROM) – 12 point Times New Roman Bold, single line spacing zero points before and after, alignment left, title case |
| | Subject line – 12 point Times New Roman Bold, single line spacing zero points before and after, alignment left, upper case |
| | Body Copy – 12 point Times New Roman Regular, single line spacing zero points before and after, alignment justified, sentence case |
| | Writer's identification – 12 point Times New Roman Regular, single line spacing zero points before and after, alignment left, title case |
| | Attachments – 12 point Times New Roman Italics, single line spacing zero points before and after, alignment left, sentence case |



Report layout guide

(all dimensions are specified in millimetres)
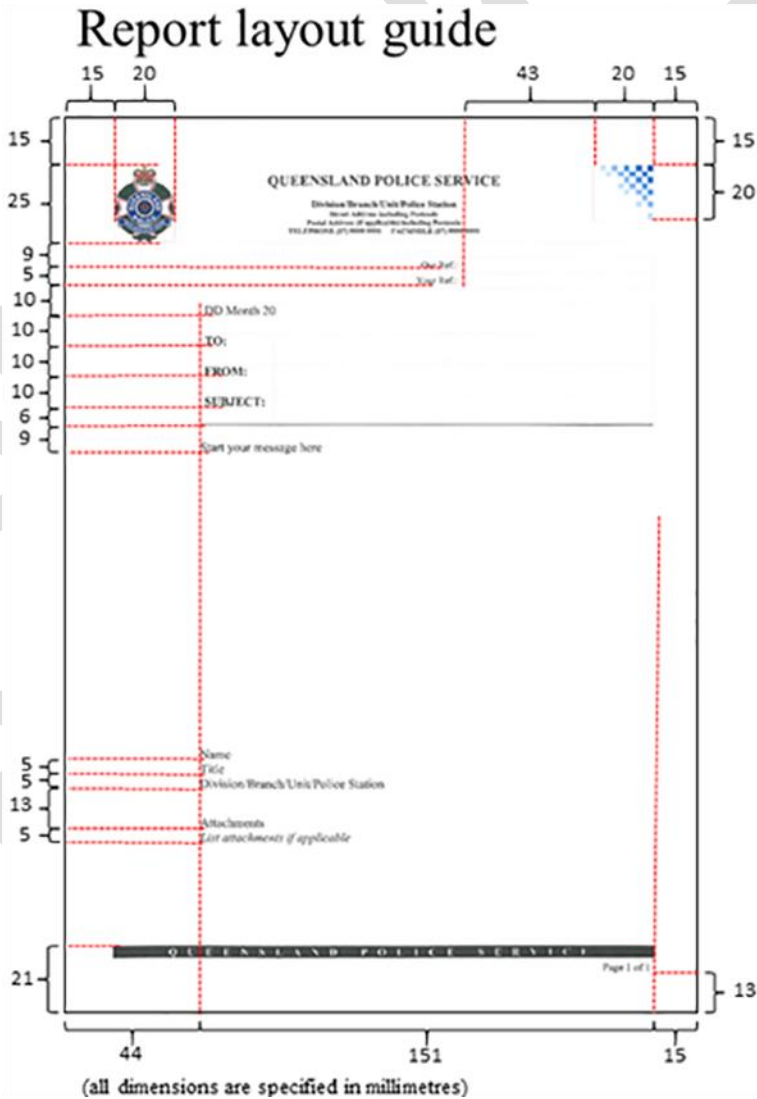
### 9.2.12 Queensland Government web design – 'Consistent User Experience Standard'

To ensure a consistent experience, the Consistent User Experience (CUE) Standard hosted on the 'Web Centre' web page of the Queensland Government internet site, requires that:

(i) agency web pages are laid out consistently, with elements such as the navigation, search button and agency name always in the same place;

(ii) navigation is based on what visitors are likely to be looking for, rather than on how departments are organised;

(iii) the underlying techniques used to create the pages ensure they are accessible to as many people as possible.

The CUE Standard incorporates previously independent standards and guidelines into a suite of requirements for the Queensland Government online.

## 9.2.13 Email signature blocks

In order to deliver a consistent corporate style, wherever practicable, all email messages, both internal and external, should contain a signature block aligning with the Service's corporate standard.

Member's email signature blocks should contain the following information where relevant:

(i) the Service digital logo, (see s. 9.4.5: 'Service digital logo' of this chapter), may be attached on the left or right-hand side. Only the approved Service digital logos may be used;

(ii) the member's first and family name;

(iii) rank and/or position/role title;

(iv) the member's work unit, district/group and region/command;

(v) work unit's street and postal address;

(vi) contact telephone and fax number(s);

(vii) member's Service email address; and

(viii) work unit website address.

The signature block should adopt the following format:

(i) the same typeface and font size as the message, – either Times New Roman 12 or Arial 11;

(ii) be blue or black in colour;

(iii) be bold text for name; and

(iv) be upper or lower case for family name.

Private email addresses are not permitted e.g. ziggy@hotmail.com.

Approved addresses including work unit business email address may be used e.g. Road Policing, Pipes and Drums, Coronial Support, Operational Equipment and Vulnerable Persons Unit.

Signature block templates can be downloaded from the Operational Policy and Improvement Service Intranet webpage.

Samples of approved email signature block styles:

Colour badge, right aligned, Arial 11pt, black.

**First and last name**
Rank and/or position/role title
Work unit, district/group
Region/command
Contact telephone number/s
Work unit street and/or postal address
Email address
Website address/URL if relevant
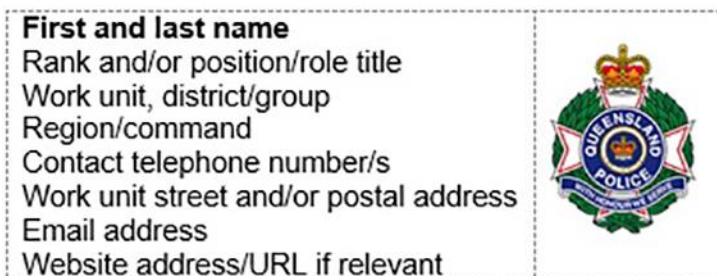
Colour badge, right aligned, Times New Roman, 12 pt, blue.

**First and last name**
Rank and/or position/role title
Work unit, district/group
Region/command
Contact telephone number/s
Work unit street and/or postal address
Email address
Website address/URL if relevant
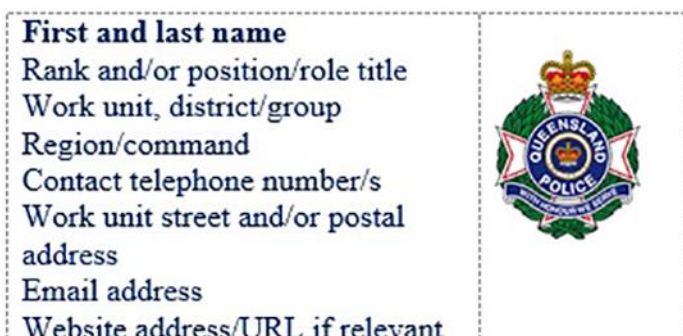
Silver badge, left aligned, Arial 11pt, blue.

**First and last name** | Rank
Position/role title
Work unit
District/group
Region/command
Queensland Police Service
_____
Contact phone number I Mobile number – optional
Work unit street and/or postal address I Fax number if relevant
Email address I Website address/URL if relevant

Silver badge, left aligned, Times New Roman, 12 pt, black.

**First and last name** | Rank
Position/role title
Work unit
District/group
Region/command
Queensland Police Service
_____
Contact phone number I Mobile number – optional
Work unit street and/or postal address I Fax number if relevant
Email address I Website address/URL if relevant

**Banners**

Unit/group/command logos or banners may be inserted under the signature block subject to approval of the relevant commissioned officer. Special event banners may be considered by the relevant command.

Banners are designed to:

(i) individualise a work unit, district/group or region/command, e.g. Innovation Unit, Communications Group, Crime and Intelligence Command; or

(ii) promote a specific Service-wide activity, e.g. Road Safety Week, Child Protection Week.

ORDER

Members are not permitted to alter the background of the email, add quotes, images or any other materials to their signature block without the express authorisation of a relevant commissioned officer or executive director. Banners are not to exceed 700w * 150h px @ 120dpi in size.

Only logos authorised by Communication Services, Department of Premier and Cabinet may be included in emails and email banners (see 'Introduction' of the Corporate Identity Guidelines). Approved logos include the Service logo, Queensland Coat of Arms, Policelink logo, Crimestoppers logo and white ribbon logo.

Banners are to consist only of combinations of:

(i) the QPS logo; and/or

(ii) text (namestyles); and/or

(iii) photographs.

No drawn images, gifs, diagrams or other pictures are to be used.

Hyperlinks to specific sites may be included in a banner providing that appropriate approval has been obtained prior to use e.g. internal emails for intel links, external emails for Crimestoppers and Policelink.

For assistance in the creation and or content of a banner, contact the Media Projects group via QPS email – 'MediaProjects'.

The Corporate Identity Coordinator manages the approval of logos on behalf of the Service.

Approved banner dimensions:
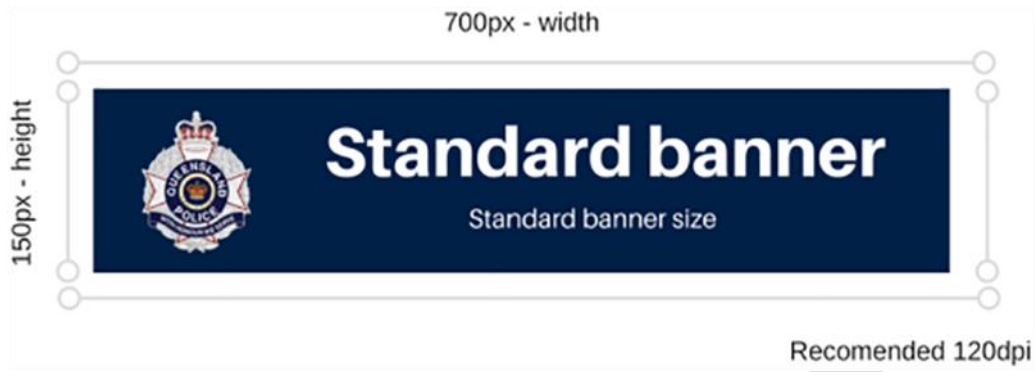


## 9.2.14 Business cards

In order to deliver a consistent corporate style, Service-issued business cards may be ordered for members and/or unit groups. Links to the templates can be located and ordered though the Richlands Supply Services webpage, via the QPS intranet site.

ORDER

Members are only to use business cards ordered through Richlands Supply Services.

Templates are static with fixed font, size and style, as shown below:

## 9.3 Service acronyms and abbreviations

Within Service writing it is preferred that names or phrases be written in full with the acronym (in brackets) after it. Below is a list of Service acronyms which may be used after an initial full entry has been completed (e.g. Queensland Police Service (QPS)).

### 9.3.1 Commonly encountered acronyms

| Abbreviation | Title |
|---|---|
| **A** | |
| ARCC | Audit, Risk and Compliance Committee |
| AAC | Adopt-A-Cop |
| AAO | Active armed offender |
| ACC | Australian Crime Commission (legal name for ACIC) |
| ACC database | Australian Government system for sharing of police information (previously CrimTrac) |
| ACIC | Australian Criminal Intelligence Commission |
| ACID | Australian Criminal Intelligence Database |
| ACL | Access control list (QPRIME) |
| Admin | Administration |
| AFIN | Australian Firearms Information Network |
| AFIS | Australian Fingerprint Information System |
| AFP | Australian Federal Police |
| AFPA | Australian Federal Police Association |
| AIC | Australian Institute of Criminology |
| AIPM | Australian Institute of Police Management |
| ALEIN | Australian Law Enforcement Intelligence Network |
| AMP | Alcohol management plan |
| ANPR | Automatic number plate recognition |
| ANZCTC | Australia New Zealand Counter Terrorism Committee |
| ANZPAA | Australia New Zealand Policing Advisory Agency |
| ANZPCF | Australia New Zealand Police Commissioners Forum |
| APM | Australian Police Medal |
| APPSC | Australasian Police Professional Standards Council Inc. |
| APS | Applied policing skills (RTS activity) |
| ATA | Accumulated time arrangements |
| ATSILS | Aboriginal and Torres Strait Islander Legal Service Queensland Limited |
| ATSIWALAS | Aboriginal and Torres Strait Islander Women's Advocacy and Legal Aid Service |
| AusSar | Australian Search and Rescue |
| **B** | |
| BAC | Blood Alcohol Concentration |
| BC | Brief Comment |
| BMTMC | Brisbane Metropolitan Traffic Management Centre |
| BOLO | Be on the lookout for… |
| BoM | Board of Management |
| BR | Brisbane Region |
| BrAC | Breath alcohol concentration |

| Abbreviation | Title |
|---|---|
| BWC | Body worn camera |
| BWP | Brisbane Water Police |
| **C** | |
| CAD | Computer Aided Despatch System |
| CARS | Collections Account and Receipting System |
| CASCG | Child Abuse & Sexual Crime Group |
| CBD | Central business district |
| CBRE | Chemical, biological, radiological emergency |
| CBT | Computer based training |
| CCC | Crime and Corruption Commission |
| CCE | Communications, Culture and Engagement Division |
| CCLO | Cross Cultural Liaison Officer |
| CCR | Call charge records (telephone) |
| CCTV | Closed circuit television |
| CDCRC | The Child Death Case Review Committee |
| CEW | Conducted energy weapon |
| CIB | Criminal Investigation Branch |
| CIC | Crime and Intelligence Command |
| CICIU | Cyber and Identity Crime Investigation Unit |
| CIRS | Cyber Issue Reporting System |
| CISM | Critical incident stress management |
| CITEC | Queensland Government Centre for Information Technology and Communications |
| CLB | Criminal Law Bulletins |
| CLF | Capability and Leadership Framework |
| CLI | Call line identification |
| CLLO | Cabinet Legislation and Liaison office |
| CLQ | IJIS court list query |
| CMG | Criminal Motorcycle Gang |
| CNI | Central Names Index |
| COC | Code of Conduct<br><br>Clerk of the Court |
| Comfit | Computerised Facial Identification Techniques |
| COMMS | Communications |
| COPIA | Command, operations, planning, intelligence, administration (and logistics). See also ICENRIRE |
| COU | Covert Operations Unit |
| CPIU | Child Protection and Investigation Unit |
| CPOR | Child Protection Offender Register |
| CPR | Cardiopulmonary resuscitation |
| CPTED | Crime prevention through environmental design. See also SCP |
| CR | Central Region |
| CrimTrac | See ACC database |

| Abbreviation | Title |
|---|---|
| CRMS | Corporate Records Management System |
| CSDN | Child Safety Directors Network |
| CSOG | Covert and Specialist Operations Group |
| CSR | Crime statistics report |
| | Charge sequencing report (QPRIME) |
| CSS | Client service system |
| CSSD | Department of Child Safety, Seniors and Disability Services |
| CT | Counter-terrorism |
| CTIG | Counter-Terrorism Investigation Group |
| **D** | |
| D&RC | Demand and Resource Committee |
| DACIR | Drug and alcohol community information resource |
| DACU | Drug and Alcohol Coordination Unit |
| DAF | Department of Agriculture and Fisheries |
| DCC | Demand and Capability Committee |
| DDCC | District Disaster Coordination Centre |
| DDFVC | District Domestic and Family Violence Coordinator |
| DDMG | District Disaster Management Group |
| DDT | Drug Dog Team |
| DERIE | Digital Electronic Recording of Interviews of Evidence |
| DESBT | Department of Employment, Small Business and Training |
| DFVVPC | Domestic, Family Violence and Vulnerable Persons Command |
| DFVVU | Domestic, Family Violence and Vulnerable Persons Unit |
| DHLGPPW | Department of Housing, Local Government, Planning and Public Works |
| DJAG | Department of Justice and Attorney-General |
| DMA | *Drugs Misuse Act 1986* |
| | *Disaster Management Act 2003* |
| DNA | Deoxyribonucleic acid |
| DOB | Date of birth |
| DPC | Department of Premier & Cabinet |
| DPP | Director of Public Prosecutions (Queensland and federal government departments) |
| DQ | Data Quality |
| DSCG | Drug and Serious Crime Group |
| DSS | Driving Skills Section |
| DTATSIPCA | Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts |
| DTMR | Department of Transport and Main Roads |
| DV | Domestic violence |
| DVDS (2010-2018) | Departmental Vehicle Damage System |
| DVI | Disaster victim identification |
| DVIS | Disaster Victim Identification Squad |
| DVO | Domestic violence order |

| Abbreviation | Title |
|---|---|
| DYJ | Department of Youth Justice |
| **E** | |
| EB (II, IV) | Enterprise bargaining agreement, Number X |
| EBN | Executive briefing note |
| eCAP | Electronic Competency Acquisition Program |
| eDRMS | Electronic Document and Records Management System |
| EEO | Equality of employment opportunity |
| ELT | Executive Leadership Team |
| EOI | Expression of interest |
| EORT | Explosive Ordnance Response Team |
| ERI | Electronic recording of interviews |
| ESC | Ethical Standards Command<br><br>Essential selection criteria |
| ESS | Employee Self Service (product of Aurion) |
| ETA | Estimated (expected) time of arrival |
| ETCR | Electronic transfer of court results (QPRIME) |
| ETD | Estimated time of departure |
| **F** | |
| FCCG | Financial and Cyber Crime Group |
| FCU | Forensic Crash Unit |
| FEDD | Firearms and Explosive Detection Dog |
| FMPM | Financial Management Practice Manual |
| FNQ | Far North Queensland |
| FOST | Firearms and officer safety training |
| FPR | Field property receipt |
| FRH | First Response Handbook |
| FSD | Functional Support Desk |
| FSG | Forensic Services Group, OSC |
| FTE | Full-time equivalent |
| FYC | First year constable |
| FYCP | First Year Constable Program |
| **G** | |
| GovNet | Queensland Government intranet |
| Govt | Government |
| **H** | |
| HAIMS | Honours and Awards Information Management System |
| HAZCHEM | Hazardous chemicals |
| HAZMAT | Hazardous materials |
| HD | Higher duties |
| HDA | Higher duties allowance |
| HG | Homicide Group |
| HQ | Headquarters |

| Abbreviation | Title |
|---|---|
| HR | Human resources |
| HRM | Human resource management |
| hrs | hours (use 24 hour clock time e.g. 1530 hrs) |
| **I** | |
| IAP | Incident action plan |
| ICAC | NSW Independent Commission Against Corruption |
| ICARE Course | Course providing training in interviewing children and recording evidence |
| ICCG | Indigenous Community Consultative Group |
| ICENRIRE | (ice 'n rire) – Isolate, Contain, Evacuate, Negotiate, Resolve, Investigate, Rehabilitate and Evaluate |
| ICPCG | Indigenous Community/Police Consultative Group |
| ICS | Incident Command System |
| ICT | Information and communications technology |
| ICTS | Incident Command Training Section |
| IED | Improvised explosive device |
| IITP | Investigations & Intelligence Training Program |
| IITU | Investigations and Intelligence Training Unit |
| IJIS | Integrated Justice Information Strategy/Systems |
| ILIT | Illicit Laboratory Investigation Task Force ('Clan(destine) lab(oratory) unit') |
| IMAC | Investigation Management and Control System |
| IMT | Incident management team |
| IN | Infringement notice |
| INTEL | Intelligence |
| INTERPOL | International association of over 100 national police forces, set up to fight international crime. Common name for the ICPO. |
| IP | Information privacy<br><br>Intellectual property |
| IPP | Information Privacy Principles<br><br>International Protected Person |
| IRC | Information Resource Centre |
| ISB | Information Systems Branch |
| ISC | Information Steering Committee |
| ITS | Intelligence Training Section |
| IWSS | Immigrant Women's Support Service |
| **J** | |
| J | Competent |
| JAG | Department of Justice and Attorney-General (Queensland) |
| JCCT | Joint Counter Terrorism Team |
| JEST | Joint Emergency Services Training |
| JIN | Joint infringement notices |
| JP | Justice of the Peace |

| Abbreviation | Title |
|---|---|
| **K** | |
| KSC | Key selection criteria |
| **L** | |
| LaMP | Leadership and Mentoring Program for Women |
| LD | Legal Division |
| LDCC | Local Disaster Coordination Centre |
| LDMG | Local Disaster Management Group |
| LDP | Leadership Development Program |
| LGBTI | Lesbian, gay, bisexual, transgender, intersex (police liaison officer) |
| LIN | Liquor infringement notice |
| LLU | Local Liquor Unit |
| **M** | |
| M | Not yet competent |
| MBN | Ministerial briefing note |
| MDP | Management Development Program |
| MHIC | Mental Health Intervention Coordinators |
| MIN | Marine infringement notice |
| MIR | Major Incident Room |
| MLO | Ministerial Liaison Officer |
| MNIFTY | AFP's Master Names Index Facility |
| MNPP | Minimum National Person Profile (CrimTrac) |
| MOA | Minor operations area |
| MOCS(R) | Major and Organised Crime Squad (Rural) |
| MOR | Memorandum of results |
| MOU | Memorandum of understanding |
| MP | Member of Parliament, Queensland<br><br>Missing person |
| MPF | Mobile Police Facility |
| MTS | Marine Technical Section |
| **N** | |
| NACRole | Niche Access Control (QPRIME User Access) |
| NAFIS | National Automated Fingerprint Information System |
| NAIDOC | National Aboriginal and Islander Day Observance Committee |
| NATP | National Anti-Terrorist Plan |
| NBC | Nuclear biological chemical |
| NCTP | National Counter Terrorism Plan |
| NCU | Negotiator Coordination Unit |
| NDLERF | National Drug Law Enforcement Research Fund |
| NDRRA | Natural Disaster Relief and Recovery Arrangements |
| NDS | National Drug Strategy |
| NDSLEFC | National Drug Strategy Law Enforcement Funding Committee |
| NETO | No evidence to offer |

| Abbreviation | Title |
|---|---|
| NFA(D) | No further action (desired) |
| NFLRS | National Firearms Licensing and Registration System |
| NFPA | No fixed place of abode |
| NHW | Neighbourhood Watch |
| NHWA | Neighbourhood Watch Australia |
| NHWQ | Neighbourhood Watch Queensland |
| NIFS | National Institute of Forensic Science |
| NOSA | Night Operational Shift Allowance |
| NPRS | National Police Reference System (in CrimTrac) |
| NQ | North Queensland |
| NQC | QPS Academy (North QLD) |
| NR | Northern Region, QPS |
| NRMA | National Roads and Motorists Association |
| NRS | National Reporting System |
| NTA | Notice to Appear |
| **O** | |
| OAK | Operational Assistance Kit |
| OAP | Online awareness product |
| OC | Oleoresin capsicum (spray) |
| OCC | Organisational Capability Command |
| OCGG | Organised Crime Gangs Group |
| ODPP/QPS | Seeking Justice Committee<br><br>Failed Sexual Offence Prosecutions Working Party |
| OH | Offender history |
| OHR | Offender History Report |
| OHS | Occupational health and safety |
| OLAD | Operational Legal Advice and Development, Legal Division |
| OLGR | Office of Liquor and Gaming Regulation |
| OLP | Online Learning Product |
| OMCG | Outlaw motorcycle gang |
| OPI | Operational Policy and Improvement |
| OPM | Operational Procedures Manual |
| OPR | Operational Performance Review |
| OQPC | Office of Queensland Parliamentary Counsel |
| ORD | Optional rest day |
| ORP | Operational Reorientation Process |
| OSA | Operational Shift Allowance |
| OSC | Operations Support Command |
| OST | Operational skills and tactics |
| OT | Overtime |
| **P** | |
| PACE | Police Abridged Competency Education |

| Abbreviation | Title |
|---|---|
| PACT | Protect All Children Today, a voluntary organisation |
| PAL | Police Assistance Line (NSW term for Policelink) |
| PCA | Prescribed concentration of alcohol |
| PCAP | People Capability Command |
| PCC | Police Communications Centre |
| PCYC | Police Citizens Youth Club |
| PD # | Position description (Number) |
| PDA | Performance Development Agreement |
| PDO | Programmed day off |
| PEAG | Police Ethnic Advisory Group |
| PFC | Police forward commander |
| PFCP | Police forward command post |
| PHQ | Police Headquarters |
| PIC | Police Information Centre |
| PIN | Penalty infringement notice |
| PMB | Program Management Board |
| PMO | Project Management Office |
| POC | Police Operations Centre |
| POI | Person of interest |
| POP | Person, object, place |
| POPP | Problem-Oriented and Partnership Policing |
| POST | Police operational skills and tactics. |
| PP | Policy and Performance Division |
| _PPC | Police Prosecution Corps (Preceded by initial of location e.g. Brisbane = BPPC) |
| PPE | Personal protective equipment |
| PPPG | Prepare, Prevent, Protect Group |
| PPQ | Possible parliamentary question |
| PPRA | *Police Powers and Responsibilities Act 2000* |
| PPRR | Police Powers and Responsibilities Regulation 2012<br><br>Prevention, preparedness, response and recovery |
| PROS | Prosecutions |
| PS | Protective Services Group |
| PSAA | *Police Service Administration Act 1990* |
| PSC | Public Service Commission |
| PSPA | *Public Safety Preservation Act 1986* |
| PSRT | Public Safety Response Team |
| PTC | Prosecutors Training Course |
| PV | Police vessel |
| **Q** | |
| QAS | Queensland Ambulance Service |
| QATSIP | Queensland Aboriginal and Torres Strait Islander Police |
| QB&FP | Queensland Boating and Fisheries Patrol |

| Abbreviation | Title |
|---|---|
| QCAT | Queensland Civil and Administrative Tribunal |
| QCTC | Queensland Counter Terrorism Committee |
| QDMA | Queensland Disaster Management Arrangements |
| QDMC | Queensland Disaster Management Committee |
| QFES | Queensland Fire and Emergency Service |
| QGAir | Queensland Government Air Wing |
| QLiTE | QPS Lite Information Technology Exchange |
| QMPU | Queensland Mounted Police Unit |
| QON | Question on notice |
| QPCOU | Queensland Police Commissioned Officer's Union |
| QPCYWA | Queensland Police Citizens Youth Welfare Association |
| QPIN | Queensland Police Intelligence Network |
| QPRIME | Queensland Police Service Records and Information Management Exchange |
| QPS | Queensland Police Service |
| QPSA | Queensland Police Service Academy |
| QPSDU | Queensland Police Service Dive Unit |
| QPSS | Queensland Police Service Solicitor |
| QPSU | Queensland Public Sector Union of Employees |
| QPUE | Queensland Police Union of Employees |
| **R** | |
| RACE | Rejoiner Abridged Competency Education |
| RACQ | Royal Automobile Club of Queensland |
| RAP | Rapid Action and Patrols<br>Restricted access period |
| RBT | Random breath testing |
| RCC | Recognition of current competencies. See also RPL. |
| RCIADIC | Royal Commission into Aboriginal Deaths in Custody |
| RCSO | Regional Computer Support Offices |
| RDTU | Roadside Drug Testing Unit |
| RES | Radio & Electronics Section |
| RPL | Recognition of prior learning |
| RPRSC | Road Policing and Regional Support Command |
| RPTF | Road Policing Task Force |
| RS | Railway Squad |
| RSCO | Road Safety Camera Office |
| RTA | Regional training administrator |
| RTI | Right to Information |
| RTW | Return to work |
| **S** | |
| SAC-PAV | Standing Advisory Committee on Commonwealth/State Co-operation for Protection Against Violence. See also NCTC |
| SAR | Search and rescue |

| Abbreviation | Title |
|---|---|
| SARA | Scanning, analysis, response, assessment (part of POPP) |
| SARAS | Study and Research Assistance Scheme |
| SARO | Search and rescue operators |
| SatCUG | Satellite closed user group |
| SBPO | School based police officers |
| SCAN | Suspected child abuse and neglect |
| SCP | Situational crime prevention |
| SCTC | Security & Counter-Terrorism Command |
| SDCC | State Disaster Coordination Centre |
| SDCG | State Disaster Coordination Group |
| SDMG | State Disaster Management Group |
| SELF | Scrutiny, ensure compliance, lawful and fair |
| SEQ | South East Queensland |
| SER | South Eastern Region |
| SERP | Significant Event Review Panel |
| SERT | Special Emergency Response Team |
| SES | Senior Executive Service<br>State Emergency Service |
| SGM | Strategic Governance Manual |
| SHRO | Sexual Harassment Referral Officer |
| SIDS | Sudden infant death syndrome |
| SIG | State Intelligence Group |
| SITREP | Situation report |
| SLA | Service Level Agreement |
| SLC | Senior Leadership Course |
| SLPDP | Senior Leadership and Professional Development Program (replaces PDP) |
| SMANZFL | Senior Managers Australia and New Zealand Forensic Science Laboratories |
| SMD | Staff member development |
| SMEAC | Situation, mission, execution, administration, command and communications (format on how operational orders are to be devised) |
| SNP | Safe Night Precinct |
| SO | Standing order |
| SOC | Scenes of crime |
| SODOAC | Sexual Offenders and Dangerous Offenders Assessment Committee |
| SOU | Security Operations Unit / Surveillance Operations Unit |
| SPER | State Penalties Enforcement Registry |
| SPI | Single Person Identifier (QPRIME) |
| SPP | Strategy, Policy and Performance (QPS) |
| SR | Southern Region |
| SRA | State Reconstruction Authority |
| SRG | Specialist Response Group |
| SSA | Shared Service Agency |

| Abbreviation | Title |
|---|---|
| SSG | Specialist Services Group |
| SSP | Shared Service Provider |
| SSS | Shared Service Solutions |
| SVN | Stolen Vehicle Number |
| **T** | |
| TA | Travelling allowance |
| TAC | Transfer advisory committee |
| TBCS | Transfer of bench charge sheets (QPRIME) |
| TC | Traffic crash (QPRIME) |
| TCS | Tactical Crime Squad |
| TDD | Tyre deflation device |
| TETCR | Tactical electronic transfer of court results (QPRIME) |
| TICA | Transport Integrated Customer Access (previously Transport, Registration and Integrated Licensing System (TRAILS)) |
| TINA | Ticketable Infringement Notice Automation |
| TINMS | Traffic Infringement Notice Management System (QPRIME) |
| TIU | Telecommunications Intercept Unit |
| TM | Traffic Manual |
| TMR | Queensland Department of Transport and Main Roads |
| TOP | Tourist oriented policing |
| TORUM | Transport Operations (Road Use Management) statutes |
| TRAILS | Transport, Registration and Integrated Licensing System (now TICA) |
| TSU | Technical Surveillance Unit |
| **U** | |
| UUMV | Unlawful use of motor vehicle |
| **V** | |
| VICLAS | Violent Criminal Linkage and Analysis System |
| VIN | Vehicle identification number |
| VIP | Very important person |
| VIS | Vehicle Intelligence System |
| VKR | Radio call sign, Queensland Police Service |
| VOI | Vehicle(s) of interest |
| VRN | Vacancy reference number |
| **W** | |
| WAG | Women's Advisory Group Network (Women's Network) |
| WFQ | Wanted for questioning |
| WH&S | Workplace health & safety |
| WL | Weapons Licensing |
| WLMS | Weapons Licensing Management System |
| WOG | Whole of Government |

## 9.3.2 Designations, position titles and ranks

| | |
|---|---|
| A/ | 'Acting' – to be placed in front of relieving rank. |
| AASO | Assistant Administrative Services Officer |
| AC | Assistant Commissioner |
| AOx | Administration Officer (staff member) (x = level, i.e. 2, 3, etc.) |
| ASARMC | Assistant Search and Rescue Mission Coordinator |
| AWO | Assistant Watch-house Officer |
| CEO | Chief Executive Officer |
| CO | Commissioned Officer |
| Comco | Communications Coordinator |
| CON | Constable |
| COP | Commissioner of Police |
| CoP | Community of Practice |
| CPO | Career Planning Officer |
| CRO | Communications Room Operator |
| CSO | Client Service Officer |
| | Computer Support Officer |
| CINSP | Chief Inspector |
| CSUPT | Chief Superintendent |
| CTLO | Counter-Terrorism Liaison Officer |
| D | Detective (Added in front of ranks) |
| DC | Deputy Commissioner |
| DCDEM | Deputy Commissioner, Disaster and Emergency Management |
| DCE | Deputy Chief Executive |
| DCESCS | Deputy Chief Executive, Strategy and Corporate Services |
| DCLO | District Community Liaison Officer |
| DCO | District Computer Officer |
| DCPC | District Crime Prevention Coordinator |
| DCROYC | Deputy Commissioner, Regional Operations and Youth Crime |
| DCRS | Deputy Commissioner, Regional Services |
| DCSO | Deputy Commissioner, Specialist Operations |
| DDC | District Disaster Coordinator |
| DDMG XO | District Disaster Coordinator Executive Officer |
| DDO | District Duty Officer |
| DFTO | District Firearms Training Officer |
| DIO | District Intelligence Officers |
| DIR | Director |
| DITO | District Information Technology Office(r) |
| DO | District Officer |
| | Duty Officer |
| DVLO | Domestic Violence Liaison Officer |
| ED | Executive Director |
| EGR | Expectation of Graduation Rating |

| | |
|---|---|
| EM | Executive Manager |
| EO | Executive Officer |
| ETO | Education and Training Officer |
| FC | Forensic Coordinator |
| FM | Finance Manager |
| | Forensic Manager (Inspector) |
| FMO | Forensic Medical Officer |
| FO | Finance Officer |
| FRO | First Response Officer |
| FSC | Field Search Coordinator |
| FTO | Field Training Officer |
| GMO | Government Medical Officer |
| HRO | Harassment Referral Officer (formerly SHRO) |
| HSO | Human Services Officer |
| INSP | Inspector |
| IRM | Information Resource Manager |
| LAC | Local Area Commander |
| LSCON | Leading Senior Constable |
| MGR | Manager |
| MLO | Media Liaison Officer |
| OIC | Officer in Charge |
| OOx | Operational Officer (staff member) (x = level, i.e. 2, 3, etc.) |
| PC | Plain Clothes (Added in front of ranks) |
| PLO | Police Liaison Officer |
| POA | Police Operational Advisor (Policelink) |
| POx | Professional Officer (staff member) (x = level, i.e. 2, 3, etc.) |
| PSO | Peer Support Officer |
| QPC | Qualified Panel Member |
| RC | Rehabilitation Coordinator |
| RCC | Regional Crime Coordinator |
| RCPC | Regional Crime Prevention Coordinator |
| RDO | Regional Duty Officer |
| REC | Recruit |
| RETC | Regional Education and Training Coordinator |
| RETO | Regional Education and Trainer Officer |
| RFTC | Regional Field Training Coordinators |
| RFTO | Regional Firearms Training Officer |
| RIRM | Regional Information Resource Manager (formerly RIMO) |
| RPO | Regional Personnel Officer |
| SARO | Search and Rescue Officer |
| SASO | Senior Administrative Services Officer |
| SCON | Senior Constable |
| SCSO | Station Client Service Officer |

| | |
|---|---|
| SDC | State Disaster Coordinator |
| SDRC | State Disaster Recovery Coordinator |
| SDVC | State Domestic Violence Coordinator |
| Senior SARO | Senior Search and Rescue Operator |
| SETC | State Education Training Coordinator |
| SGT | Sergeant |
| SIO | Station Intelligence Officer |
| SNO | Senior Network Officer |
| SOCO | Scenes of Crime Officer (British police term gaining acceptance in QLD) |
| SRC | State Recovery Officer |
| SSARCTO | State Search and Rescue Coordinator and Training Officer |
| SSGT | Senior Sergeant |
| SSO | Student Support Officer |
| SUPT | Superintendent |
| TBO | Travel Booking Officer |
| TO | Technical Officer |
| TTO | Translink Transit Officer |
| VIP | Volunteers in Policing |
| VPO | Vacancy Processing Officer |
| WHSO | Workplace Health and Safety Officer |
| WHSR | Workplace Health and Safety Representative |

### 9.3.3 Address abbreviations

| | |
|---|---|
| AVE | Avenue |
| BVD | Boulevard |
| CCT | Circuit |
| CH | Chase |
| CL | Close |
| CR | Crescent |
| CT | Court |
| DVE | Drive |
| ESP | Esplanade |
| FWY | Freeway |
| HWY | Highway |
| LA | Lane |
| MWY | Motorway |
| PDE | Parade |
| PL | Place |
| PRM | Promenade |
| RD | Road |
| ST | Street |
| TCE | Terrace |
| WY | Way |

**9.3.4 Deleted**

**9.3.5 Deleted**

## 9.4 Service logo

The Service logo is a registered trademark and subject to copyright.

The trademark is registered with IP Australia (number 1611662). Authorisation for use of the logo is required, see s. 9.5: 'Use of Service logo' of this chapter for details.

**Image for Trade Mark 1611662**



### 9.4.1 Service logo colour palette



The full colour version of the Queensland Police Service badge is correctly reproduced in the following colours.

| | Pantone | CMYK | | RGB | |
|---|---|---|---|---|---|
| | Reflex Blue | C | 100 | R | 0 |
| | | M | 73 | G | 76 |
| | | Y | 0 | B | 153 |
| | | K | 2 | | |
| | PMS 186 | C | 11 | R | 210 |
| | | M | 100 | G | 2 |
| | | Y | 95 | B | 35 |
| | | K | 0 | | |
| | PMS 124 | C | 0 | R | 250 |
| | | M | 30 | G | 187 |
| | | Y | 100 | B | 0 |
| | | K | 0 | | |
| | PMS 348 | C | 100 | R | 0 |
| | | M | 20 | G | 128 |
| | | Y | 100 | B | 69 |
| | | K | 0 | | |

### 9.4.2 Service logo style standard

The Service logo is an important asset for the Service and must be protected in order to maintain its integrity as a brand. This policy details the standards for use of the Service logo and how it is to be depicted and reproduced.

The Service logo style standards are defined below.

**Colour**

The Service logo should be reproduced as either a full-colour version (as defined in s. 9.4.1: 'Service logo colour palette' of this chapter) or in a single colour (monochrome). If reproduced in monochrome then only reflex Blue, black or white is to be used.

**Background**

The preferred background colour is white for use with the full colour, reflex blue or back versions of the logo. For dark backgrounds the white monochrome version of the logo should be used.

**Size**

The minimum height of the logo is 20mm. If the logo is reproduced smaller then 20mm it becomes illegible. Contact Media and Public Affairs for further advice for reproducing the Service logo smaller than 20mm.

**Aspect ratio**

The aspect ratio (width to height measurement) is to be maintained and not altered, which will cause the logo to be distorted. The Service logo has a 77:100 ratio.

**Orientation**

The logo is to be always used in a vertical orientation with the crown at the top and never rotated.

**Modification**

The centre of the logo is not to be modified with elements added to the centre of the logo.

ORDER

Any variation of the Service logo style standard must be approved by the Executive Director, Communications, Culture and Engagement Division.

### 9.4.3 Policelink logo

Details regarding Policelink brand and logo style manual can be found on the Policelink web page on the Service Intranet.

### 9.4.4 Working Together logo

Any request for use of the 'Working Together' logo, usually in connection with a sponsored activity, is to be referred to the Inspector, Community Programs.

### 9.4.5 Service digital logo

There are two versions of the Service logo approved for use in digital communications.

or

ORDER

No other Service logos are to be used in digital communications.

## 9.5 Use of Service logo

ORDER

External use of the Service logo is to be authorised by the Executive Director, Communications, Culture and Engagement (CCE).

**Conditions of use of the Service logo**

Approval is provided subject to the proviso that the Service reserves the right at any time to withdraw use of the logo if:

(i) conflict with the corporate values, goals and objectives of the Service and the Government develops or is likely to develop;

(ii) the actions of the activity or organisation lead to, or are likely to lead to, criticism of the Service by the general public; or

(iii) a conflict of interest arises, or is likely to arise, between the activity or organisation and the Service or Government.

Approval will only be granted if the:

(i) involved activity is supported by the relevant district officer; and

(ii) the Service logo is in the approved format (see s. 9.4: 'Service logo' of this chapter).

**Obtaining approval for use of the Service logo**

To obtain approval for use of the Service logo, officers are to send a Service email to:

(i) 'QPSLogoInquiries' for review by the Corporate Identity Coordinator; and

For information, to:

(i) their regional and command office;

(ii) their district officer; and

(iii) 'Strategy and Performance.Officer Media & Public Affairs [CCE]'.

The email is to contain:

(i) details of how the logo will be used including specifics of any associated activity, event and organisations involved;

(ii) an image of the artwork where the Service logo is to be used;

(iii) a statement detailing:

(a) the district officer who has approved the activity; and

(b) written confirmation that the Service logo is in the approved format (see s. 9.4: 'Service logo' of this chapter).

(See s. 8.3: 'Sponsorship' of this Manual for detailed information on sponsorship).

The Corporate Identity Coordinator will review the proposal and seek final approval from the Executive Director, CCE. Officers will be advised of the outcome of their request by email.

## 9.6 Email-to-SMS capability

Public expectation and the *Victims of Crime Assistance Act* (VOCA) places an obligation on members to regularly update victims of crime regarding the status of their occurrence and any court proceedings (see s. 2.12.1: 'Victims of Crime Assistance Act' of the OPM).

Email-to-SMS allows members to send an SMS message to a person from their Service email account. If a person replies to the message, the response will be sent to the member's email account.

Potential uses of email-to-SMS messaging are:

(i) initiating contact with a reported missing person;

(ii) notifying a victim in relation to their reported offence;

(iii) informing a victim of an arrest in compliance with VOCA;

(iv) seeking more information from a victim or an informant;

(v) seeking public assistance in the investigation of a crime;

(vi) requesting a person to contact an officer;

(vii) making an appointment with a person;

(viii) informing a person of property for collection;

(ix) contacting a person wanted for questioning or on a warrant;

(x) reminding a defendant they need to have their identifying particulars taken;

(xi) contacting the owner of a vehicle involved in a fuel drive-off;

(xii) informing a respondent or aggrieved of a domestic violence order (DVO) to be collected;

(xiii) making an appointment to conduct a weapons audit; or

(xiv) informing or reminding a witness of court attendance,

(see 'Email-to-SMS' webpage of the Service Intranet).

Messages are charged in 155-character blocks, to a maximum length of three message blocks. Characters include punctuation, spaces and paragraph returns. The maximum message length is 420 characters to allow for the QPS message end.

While the email-to-SMS system can send messages to a landline telephone as a 'talking text message', this process is only to be used when all other options have failed.

All emails sent through the Service email system are to be recorded and retained.

ORDER

Orders or other documentation under the *Domestic and Family Violence Protection Act* are not to be served by email-to-SMS.

Communication by email-to-SMS is official Service communication and the content is to be professional.

Email-to-SMS messages are to include the:

(i) sending member's rank and name (abbreviations such as AO, S/Con, Sgt are acceptable) or a notation at the end of the message that it is sent on behalf of the OIC of the relevant station or section, along with the station or unit's contact details;

(ii) sending member's station or establishment; and

(iii) QPRIME number (where relevant),

to assist the recipient in identifying the message as coming from the Service.

Messages are to be drafted in a 'SMS' style, i.e. no paragraph breaks or dot points.

Images, emojis and slang terms are not to be used in email-to-SMS messages.

**Use of email-to-SMS for internal messaging**

Whilst email-to-SMS is primarily designed for external (community) messaging, there will be occasions where it is an effective means of internal communication, for example:

(i) notifying multiple officers at one time of a developing situation, where a response will be required. This is not intended to replace QCAD, LCAD and other communication systems; or

(ii) notifying members of shift changes i.e. less than 24 hours or the member is on rest days prior to shift commencement,

members are to be aware if acknowledgement is not received from the recipient(s), a phone call may need to be made.

As SMS messages may be visible to external organisations (telecommunications providers), sensitive and confidential operational information and police methodology is not to be included in messages.

As there is a cost for every SMS message sent, whenever practicable more cost-effective communications channels are to be used:

(i) when the message recipient is working and has access to the QPS email system;

(ii) to remind members to submit their regular shift and allowance claims, or to advise them of errors in a claim;

(iii) to advise of shift and work activities several days in advance;

(iv) to advise of special services availability; or

(v) for internal 'social' activities.

Members also need to be aware that when multiple mobile numbers are added to one email message (i.e. bulk messaging) the Service is charged for every mobile number in the message.

**Sending an email-to-SMS message**

All email-to-SMS messages will be sent from mobile phone number 0426 305 444 and will end with the message 'Always call 000 in emergencies'.

Attachments and hyperlinks are not able to be included in Service email-to-SMS messages.

Whenever practicable, where contact is initially attempted by telephone or calling card, members are to, if a:

(i) message is left on an answering machine or voice mail; or

(ii) calling card is left at an address,

---

advise the person a member of the Service may attempt to make contact by SMS message.

When sending an email-to-SMS message, members are:

(i) to draft the message using one of the templates (see 'Email-to-SMS' webpage of the Service Intranet), with the relevant information added into the template (e.g. person's name, member's name, establishment, contact phone number etc.);

(ii) reminded, that whilst the message is to be brief, abbreviations and 'text type' are not to be used;

(iii) to include the QPRIME number (if relevant) in the message; and

(iv) to update the relevant QPRIME occurrence (see 'Recording information in QPRIME' below).

An email-to-SMS message is sent by opening a new email in Outlook, and:

(i) typing text@policesms.com.au in the 'To' address field of the email;

(ii) typing the person's mobile phone number in the 'Subject' field of the email. If sending the message to multiple people, separate each number with a comma or a semi-colon;

(iii) using the relevant template, typing the message to be sent in the body of the email;

(iv) where a QPRIME report relates to the message, the QPRIME number is to be included in the message;

(v) after the message and before the signature block, type 'endsms'; and

(vi) sending the message.

For more information, see Mobile Capability Centre and 'Email-to-SMS' webpage of the Service Intranet.

**Delayed and failed SMS message delivery**

Not all email-to-SMS messages will be delivered. When an email-to-SMS message is sent, the sending member will receive a notification stating:

(i) **Message delivered** – the recipient's mobile phone has received the SMS message;

(ii) **Message sent** – the message has been sent to the recipient's mobile phone, but their carrier does not provide delivery receipts;

(iii) **Out of coverage** – when a person's mobile phone is turned off or is outside reception area;

(iv) **Message failed or rejected** – where the mobile phone number used is incorrect or is no longer active; or

(v) **Message filtered** – the person has barred (blocked) messages from the Service SMS phone number.

**Mobile phone numbers**

The email-to-SMS capability relies on members correctly recording the mobile telephone number of persons they encounter. When obtaining a person's personal details (e.g. during an occurrence, street check, etc.) mobile phone numbers are to be collected on all occasions. Old mobile phone numbers are to be end dated in QPRIME.

**Recording information in QPRIME**

Where an SMS message has been sent, the text of the message is to be copied into the relevant QPRIME occurrence enquiry log as well as the time and date the message was sent. Any response by the recipient is to be recorded in QPRIME (see s. 1.11.3: 'Amendments/updates of Policelink entered occurrences (supplementary reports)' of the OPM).

**Information security and privacy**

ORDER

To comply with the *Information Privacy Act*, information security classifications and to prevent the accidental release of sensitive or confidential information to a third party, email-to-SMS messages are not to include:

(i) personal information other than the recipient's name and member's name;

(ii) conditions or named persons contained within a DVO;

(iii) attachments to the message, including copies of a DVO;

(iv) sensitive and confidential operational information; or

(v) any information which may identify another person.

# Appendix 9.1 Deleted