

Chapter 9 Service Writing

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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 overseeing 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
- (iii) 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 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****director** (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)
trailing, trialed
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 $\frac{3}{4}$ 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

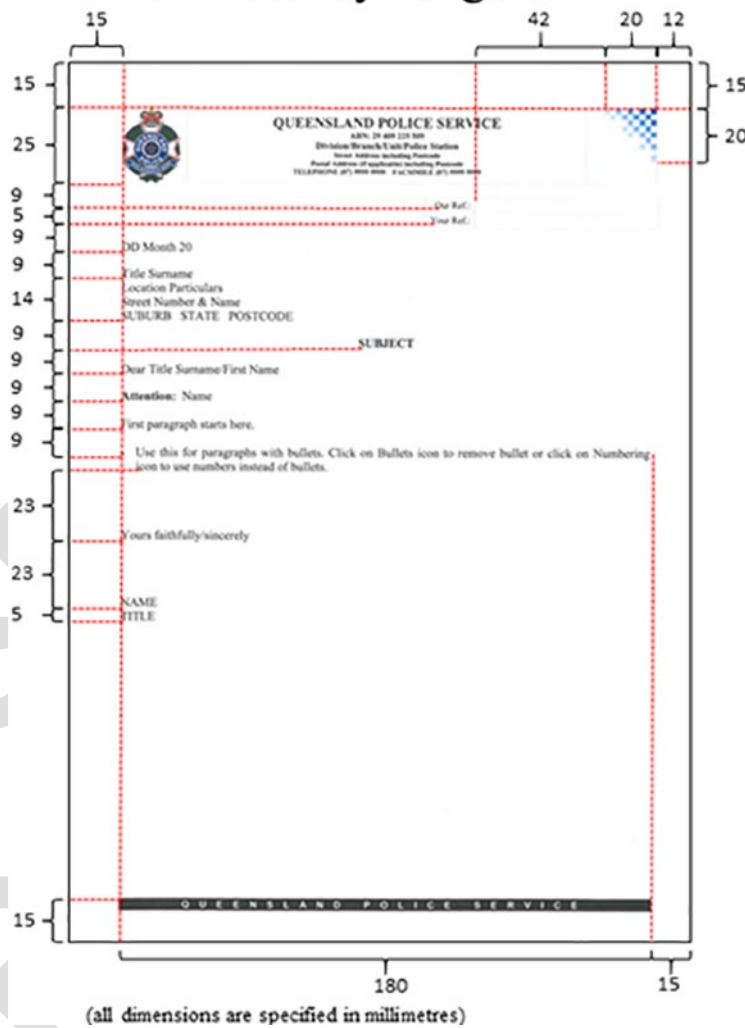
Salutation – 12 point Times New Roman Regular, single line spacing 12 points before and zero points after, alignment left, title case

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



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

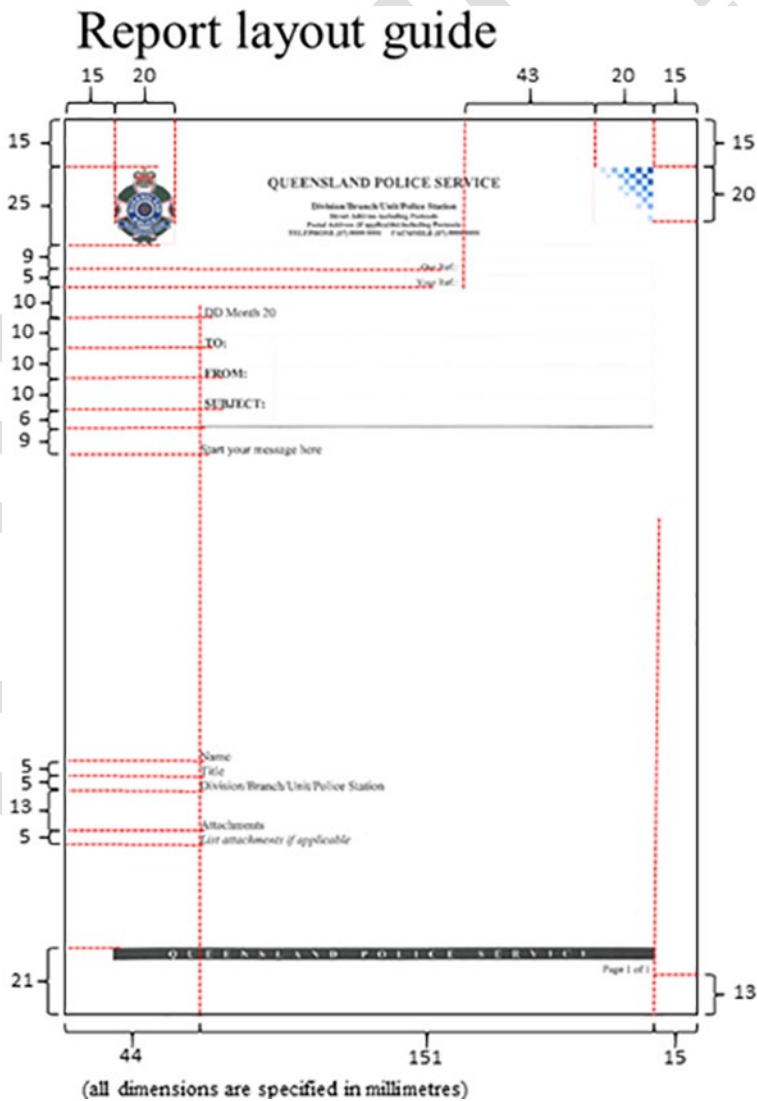
Bottom margin – 3.3cm to 1.5cm

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



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.

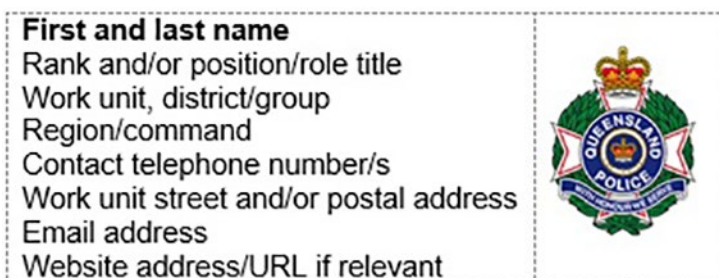
Private email addresses are not permitted e.g. ziggy@hotmail.com.

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.

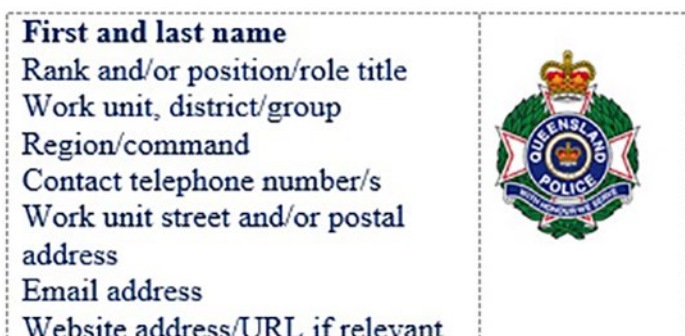
Signature block templates can be downloaded from the Operational Policy and Improvement Service Intranet webpage.

Samples of approved email signature block styles:

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




Colour badge, right aligned, Times New Roman, 12 pt, blue.



Silver badge, left aligned, Arial 11pt, blue.

	First and last name Rank Position/role title Work unit District/group Region/command Queensland Police Service
	<hr/> Contact phone number Mobile number – optional Work unit street and/or postal address Fax number if relevant Email address 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
	<hr/> Contact phone number Mobile number – optional Work unit street and/or postal address Fax number if relevant Email address 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.

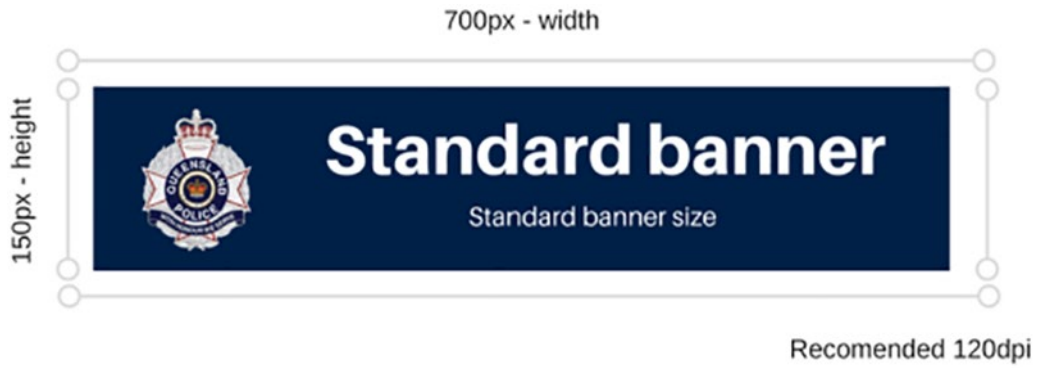
No drawn images, gifs, diagrams or other pictures are to be used.

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 through 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:


Note:
Static Template

- Number of lines fixed
- Font size fixed
- Font style fixed

Name Surname
Quals (Optional)

Rank (Rego # optional)
Title / Position (optional) (remove if not required)
Unit / Group
Queensland Police Service

Level ? Building / Station
Street Suburb Qld 4XXX
PO Box XXX Suburb Qld 4XXX Australia (remove if no PO Box)
Telephone +617
Mobile +61 (0) Facsimille +617
Email @police.qld.gov.au
Website www.police.qld.gov.au




Note:
Static Template

- Number of lines fixed
- Font size fixed
- Font style fixed

Station / Unit / Group
Station / Unit / Group (line 2 - if required)

Telephone +617
Facsimille +617
Email @police.qld.gov.au (optional – delete if not required)
Queensland Police Service

Level ? Building / Station
Street Suburb Qld 4XXX
PO Box XXX Suburb Qld 4XXX Australia (remove if no PO Box)
Website www.police.qld.gov.au



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

ARCC	Audit, Risk and Compliance Committee	APS	Applied policing skills (RTS activity)
AAC	Adopt-A-Cop	ATA	Accumulated time arrangements
AAO	Active armed offender		
ACC	Australian Crime Commission (legal name for ACIC)	ATSILS	Aboriginal and Torres Strait Islander Legal Service Queensland Limited
ACC database	Australian Government system for sharing of police information (previously CrimTrac)	ATSIWALAS	Aboriginal and Torres Strait Islander Women's Advocacy and Legal Aid Service
ACIC	Australian Criminal Intelligence Commission	AusSar	Australian Search and Rescue
ACID	Australian Criminal Intelligence Database	BAC	Blood Alcohol Concentration
ACL	Access control list (QPRIME)	BC	Brief Comment
Admin	Administration	BMTMC	Brisbane Metropolitan Traffic Management Centre
AFIN	Australian Firearms Information Network	BOLO	Be on the lookout for...
AFIS	Australian Fingerprint Information System	BoM	Board of Management
AFP	Australian Federal Police	BR	Brisbane Region
AFPA	Australian Federal Police Association	BrAC	Breath alcohol concentration
AIC	Australian Institute of Criminology	BWC	Body worn camera
AIPM	Australian Institute of Police Management	BWP	Brisbane Water Police
ALEIN	Australian Law Enforcement Intelligence Network	CAD	Computer Aided Despatch System
AMP	Alcohol management plan	CARS	Collections Account and Receiving System
ANPR	Automatic number plate recognition	CASCG	Child Abuse & Sexual Crime Group
ANZCTC	Australia New Zealand Counter Terrorism Committee	CBD	Central business district
ANZPAA	Australia New Zealand Policing Advisory Agency	CBRE	Chemical, biological, radiological emergency
ANZPCF	Australia New Zealand Police Commissioners Forum	CBT	Computer based training
APM	Australian Police Medal	CCC	Crime and Corruption Commission
APPSC	Australasian Police Professional Standards Council Inc.	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	CSS	Client service system
CIC	Crime and Intelligence Command	CSSD	Department of Child Safety, Seniors and Disability Services
CICIU	Cyber and Identity Crime Investigation Unit	CT	Counter-terrorism
CIRS	Cyber Issue Reporting System	CTIG	Counter-Terrorism Investigation Group
CISM	Critical incident stress management	D&RC	Demand and Resource Committee
CITEC	Queensland Government Centre for Information Technology and Communications	DACIR	Drug and alcohol community information resource
CLB	Criminal Law Bulletins	DACU	Drug and Alcohol Coordination Unit
CLF	Capability and Leadership Framework	DAF	Department of Agriculture and Fisheries
CLI	Call line identification	DCC	Demand and Capability Committee
CLLO	Cabinet Legislation and Liaison office	DDCC	District Disaster Coordination Centre
CLQ	IJIS court list query	DDFVC	District Domestic and Family Violence Coordinator
CMG	Criminal Motorcycle Gang	DDMG	District Disaster Management Group
CNI	Central Names Index	DDT	Drug Dog Team
COC	Code of Conduct Clerk of the Court	DERIE	Digital Electronic Recording of Interviews of Evidence
Comfit	Computerised Facial Identification Techniques	DESBT	Department of Employment, Small Business and Training
COMMS	Communications	DFVVP	Domestic, Family Violence and Vulnerable Persons Command
COPIA	Command, operations, planning, intelligence, administration (and logistics). See also ICENRIRE	DFVVU	Domestic, Family Violence and Vulnerable Persons Unit
COU	Covert Operations Unit	DHLGPPW	Department of Housing, Local Government, Planning and Public Works
CPIU	Child Protection and Investigation Unit	DJAG	Department of Justice and Attorney-General
CPOR	Child Protection Offender Register	DMA	<i>Drugs Misuse Act 1986</i> <i>Disaster Management Act 2003</i>
CPR	Cardiopulmonary resuscitation	DNA	Deoxyribonucleic acid
CPTED	Crime prevention through environmental design. See also SCP	DOB	Date of birth
CR	Central Region	DPC	Department of Premier & Cabinet
CrimTrac	See ACC database	DPP	Director of Public Prosecutions (Queensland and federal government departments)
CRMS	Corporate Records Management System	DQ	Data Quality
CSDN	Child Safety Directors Network	DSCG	Drug and Serious Crime Group
CSOG	Covert and Specialist Operations Group	DSS	Driving Skills Section
CSR	Crime statistics report Charge sequencing report (QPRIME)		

DTATSIPCA	Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts	FSD	Functional Support Desk
		FSG	Forensic Services Group, OSC
DTMR	Department of Transport and Main Roads	FTE	Full-time equivalent
DV	Domestic violence	FYC	First year constable
DVDS (2010-2018)	Departmental Vehicle Damage System	FYCP	First Year Constable Program
DVI	Disaster victim identification	GovNet	Queensland Government intranet
DVIS	Disaster Victim Identification Squad	Govt	Government
DVO	Domestic violence order	HAIMS	Honours and Awards Information Management System
DYJ	Department of Youth Justice	HAZCHEM	Hazardous chemicals
EB (II, IV)	Enterprise bargaining agreement, Number X	HAZMAT	Hazardous materials
EBN	Executive briefing note	HD	Higher duties
eCAP	Electronic Competency Acquisition Program	HDA	Higher duties allowance
eDRMS	Electronic Document and Records Management System	HG	Homicide Group
EEO	Equality of employment opportunity	HQ	Headquarters
ELT	Executive Leadership Team	HR	Human resources
EOI	Expression of interest	HRM	Human resource management
EORT	Explosive Ordnance Response Team	hrs	hours (use 24 hour clock time e.g. 1530 hrs)
ERI	Electronic recording of interviews	IAP	Incident action plan
ESC	Ethical Standards Command Essential selection criteria	ICAC	NSW Independent Commission Against Corruption
ESS	Employee Self Service (product of Aurion)	ICARE Course	Course providing training in interviewing children and recording evidence
ETA	Estimated (expected) time of arrival	ICCG	Indigenous Community Consultative Group
ETCR	Electronic transfer of court results (QPRIME)	ICENRIRE	(ice 'n rire) – Isolate, Contain, Evacuate, Negotiate, Resolve, Investigate, Rehabilitate and Evaluate
ETD	Estimated time of departure	ICPCG	Indigenous Community/Police Consultative Group
FCCG	Financial and Cyber Crime Group	ICS	Incident Command System
FCU	Forensic Crash Unit	ICT	Information and communications technology
FEDD	Firearms and Explosive Detection Dog	ICTS	Incident Command Training Section
FMPM	Financial Management Practice Manual	IED	Improvised explosive device
FNQ	Far North Queensland	IITP	Investigations & Intelligence Training Program
FOST	Firearms and officer safety training	IITU	Investigations and Intelligence Training Unit
FPR	Field property receipt		
FRH	First Response Handbook		

IJIS	Integrated Justice Information Strategy/Systems	LIN	Liquor infringement notice
		LLU	Local Liquor Unit
ILIT	Illicit Laboratory Investigation Task Force ('Clan(destine) lab(oratory) unit')	M	Not yet competent
		MBN	Ministerial briefing note
IMAC	Investigation Management and Control System	MDP	Management Development Program
		MHIC	Mental Health Intervention Coordinators
IMT	Incident management team		
IN	Infringement notice	MIN	Marine infringement notice
INTEL	Intelligence	MIR	Major Incident Room
INTERPOL	International association of over 100 national police forces, set up to fight international crime. Common name for the ICPO.	MLO	Ministerial Liaison Officer
		MNIFTY	AFP's Master Names Index Facility
		MNPP	Minimum National Person Profile (CrimTrac)
IP	Information privacy Intellectual property	MOA	Minor operations area
IPP	Information Privacy Principles International Protected Person	MOCS(R)	Major and Organised Crime Squad (Rural)
		MOR	Memorandum of results
IRC	Information Resource Centre	MOU	Memorandum of understanding
ISB	Information Systems Branch		
ISC	Information Steering Committee	MP	Member of Parliament, Queensland Missing person
ITS	Intelligence Training Section	MPF	Mobile Police Facility
IWSS	Immigrant Women's Support Service	MTS	Marine Technical Section
		NACRole	Niche Access Control (QPRIME User Access)
J	Competent		
JAG	Department of Justice and Attorney-General (Queensland)	NAFIS	National Automated Fingerprint Information System
JCCT	Joint Counter Terrorism Team	NAIDOC	National Aboriginal and Islander Day Observance Committee
JEST	Joint Emergency Services Training		
		NATP	National Anti-Terrorist Plan
JIN	Joint infringement notices	NBC	Nuclear biological chemical
JP	Justice of the Peace	NCTP	National Counter Terrorism Plan
KSC	Key selection criteria		
LaMP	Leadership and Mentoring Program for Women	NCU	Negotiator Coordination Unit
		NDLERF	National Drug Law Enforcement Research Fund
LD	Legal Division		
LDCC	Local Disaster Coordination Centre	NDRRA	Natural Disaster Relief and Recovery Arrangements
LDMG	Local Disaster Management Group	NDS	National Drug Strategy
		NDSLEFC	National Drug Strategy Law Enforcement Funding Committee
LDP	Leadership Development Program		
LGBTI	Lesbian, gay, bisexual, transgender, intersex (police liaison officer)	NETO	No evidence to offer
		NFA(D)	No further action (desired)

NFLRS	National Firearms Licensing and Registration System	ORD	Optional rest day
NFPA	No fixed place of abode	ORP	Operational Reorientation Process
NHW	Neighbourhood Watch	OSA	Operational Shift Allowance
NHWA	Neighbourhood Watch Australia	OSC	Operations Support Command
NHWQ	Neighbourhood Watch Queensland	OST	Operational skills and tactics
NIFS	National Institute of Forensic Science	OT	Overtime
NOSA	Night Operational Shift Allowance	PACE	Police Abridged Competency Education
NPRS	National Police Reference System (in CrimTrac)	PACT	Protect All Children Today, a voluntary organisation
NQ	North Queensland	PAL	Police Assistance Line (NSW term for Policelink)
NQC	QPS Academy (North QLD)	PCA	Prescribed concentration of alcohol
NR	Northern Region, QPS	PCAP	People Capability Command
NRMA	National Roads and Motorists Association	PCC	Police Communications Centre
NRS	National Reporting System	PCYC	Police Citizens Youth Club
NTA	Notice to Appear	PD #	Position description (Number)
OAK	Operational Assistance Kit	PDA	Performance Development Agreement
OAP	Online awareness product	PDO	Programmed day off
OC	Oleoresin capsicum (spray)	PEAG	Police Ethnic Advisory Group
OCC	Organisational Capability Command	PFC	Police forward commander
OCGG	Organised Crime Gangs Group	PFPC	Police forward command post
ODPP/QPS	Seeking Justice Committee, Failed Sexual Offence Prosecutions Working Party	PHQ	Police Headquarters
OH	Offender history	PIC	Police Information Centre
OHR	Offender History Report	PIN	Penalty infringement notice
OHS	Occupational health and safety	PMB	Program Management Board
OLAD	Operational Legal Advice and Development, Legal Division	PMO	Project Management Office
OLGR	Office of Liquor and Gaming Regulation	POC	Police Operations Centre
OLP	Online Learning Product	POI	Person of interest
OMCG	Outlaw motorcycle gang	POP	Person, object, place
OPI	Operational Policy and Improvement	POPP	Problem-Oriented and Partnership Policing
OPM	Operational Procedures Manual	POST	Police operational skills and tactics.
OPR	Operational Performance Review	PP	Policy and Performance Division
OQPC	Office of Queensland Parliamentary Counsel	_PPC	Police Prosecution Corps (Preceded by initial of location e.g. Brisbane = BPPC)
		PPE	Personal protective equipment

PPPG	Prepare, Prevent, Protect Group	QPRIME	Queensland Police Service Records and Information Management Exchange
PPQ	Possible parliamentary question	QPS	Queensland Police Service
PPRA	<i>Police Powers and Responsibilities Act 2000</i>	QPSA	Queensland Police Service Academy
PPRR	Police Powers and Responsibilities Regulation 2012	QPSDU	Queensland Police Service Dive Unit
	Prevention, preparedness, response and recovery	QPSS	Queensland Police Service Solicitor
PROS	Prosecutions	QPSU	Queensland Public Sector Union of Employees
PS	Protective Services Group	QPUE	Queensland Police Union of Employees
PSAA	<i>Police Service Administration Act 1990</i>	RACE	Rejoinder Abridged Competency Education
PSC	Public Service Commission	RACQ	Royal Automobile Club of Queensland
PSPA	<i>Public Safety Preservation Act 1986</i>	RAP	Rapid Action and Patrols Restricted access period
PSRT	Public Safety Response Team	RBT	Random breath testing
PTC	Prosecutors Training Course	RCC	Recognition of current competencies. See also RPL.
PV	Police vessel	RCIADIC	Royal Commission into Aboriginal Deaths in Custody
QAS	Queensland Ambulance Service	RCSO	Regional Computer Support Offices
QATSIP	Queensland Aboriginal and Torres Strait Islander Police	RDTU	Roadside Drug Testing Unit
QB&FP	Queensland Boating and Fisheries Patrol	RES	Radio & Electronics Section
QCAT	Queensland Civil and Administrative Tribunal	RPL	Recognition of prior learning
QCTC	Queensland Counter Terrorism Committee	RPRSC	Road Policing and Regional Support Command
QDMA	Queensland Disaster Management Arrangements	RPTF	Road Policing Task Force
QDMC	Queensland Disaster Management Committee	RS	Railway Squad
QFD	Queensland Fire Department	RSCO	Road Safety Camera Office
QGAir	Queensland Government Air Wing	RTA	Regional training administrator
QLiTE	QPS Lite Information Technology Exchange	RTI	Right to Information
QMPU	Queensland Mounted Police Unit	RTW	Return to work
QON	Question on notice	SAC-PAV	Standing Advisory Committee on Commonwealth/State Co-operation for Protection Against Violence. See also NCTC
QPCOU	Queensland Police Commissioned Officer's Union	SAR	Search and rescue
QPCYWA	Queensland Police Citizens Youth Welfare Association	SARA	Scanning, analysis, response, assessment (part of POPP)
QPIN	Queensland Police Intelligence Network	SARAS	Study and Research Assistance Scheme

SARO	Search and rescue operators	SODOAC	Sexual Offenders and Dangerous Offenders Assessment Committee
SatCUG	Satellite closed user group		
SBPO	School based police officers	SOU	Security Operations Unit / Surveillance Operations Unit
SCAN	Suspected child abuse and neglect	SPER	State Penalties Enforcement Registry
SCP	Situational crime prevention		
SCTC	Security & Counter-Terrorism Command	SPI	Single Person Identifier (QPRIME)
SDCC	State Disaster Coordination Centre	SPP	Strategy, Policy and Performance (QPS)
SDCG	State Disaster Coordination Group	SR	Southern Region
SDMG	State Disaster Management Group	SRA	State Reconstruction Authority
SELF	Scrutiny, ensure compliance, lawful and fair	SRG	Specialist Response Group
SEQ	South East Queensland	SSA	Shared Service Agency
SER	South Eastern Region	SSG	Specialist Services Group
SERP	Significant Event Review Panel	SSP	Shared Service Provider
SERT	Special Emergency Response Team	SSS	Shared Service Solutions
SES	Senior Executive Service State Emergency Service	SVN	Stolen Vehicle Number
SGM	Strategic Governance Manual	TA	Travelling allowance
SHRO	Sexual Harassment Referral Officer	TAC	Transfer advisory committee
SIDS	Sudden infant death syndrome	TBCS	Transfer of bench charge sheets (QPRIME)
SIG	State Intelligence Group	TC	Traffic crash (QPRIME)
SITREP	Situation report	TCS	Tactical Crime Squad
SLA	Service Level Agreement	TDD	Tyre deflation device
SLC	Senior Leadership Course	TETCR	Tactical electronic transfer of court results (QPRIME)
SLPDP	Senior Leadership and Professional Development Program (replaces PDP)	TICA	Transport Integrated Customer Access (previously Transport, Registration and Integrated Licensing System (TRAILS))
SMANZFL	Senior Managers Australia and New Zealand Forensic Science Laboratories	TINA	Ticketable Infringement Notice Automation
SMD	Staff member development	TINMS	Traffic Infringement Notice Management System (QPRIME)
SMEAC	Situation, mission, execution, administration, command and communications (format on how operational orders are to be devised)	TIU	Telecommunications Intercept Unit
SNP	Safe Night Precinct	TM	Traffic Manual
SO	Standing order	TMR	Queensland Department of Transport and Main Roads
SOC	Scenes of crime	TOP	Tourist oriented policing
		TORUM	Transport Operations (Road Use Management) statutes
		TRAILS	Transport, Registration and Integrated Licensing System (now TICA)
		TSU	Technical Surveillance Unit

UUMV	Unlawful use of motor vehicle	VRN	Vacancy reference number
VICLAS	Violent Criminal Linkage and Analysis System	WAG	Women's Advisory Group Network (Women's Network)
VIN	Vehicle identification number	WFQ	Wanted for questioning
VIP	Very important person	WH&S	Workplace health & safety
VIS	Vehicle Intelligence System	WL	Weapons Licensing
VKR	Radio call sign, Queensland Police Service	WLMS	Weapons Licensing Management System
VOI	Vehicle(s) of interest	WOG	Whole of Government

9.3.2 Designations, position titles and ranks

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

FO	Finance Officer	RFTO	Regional Firearms Training Officer
FRO	First Response Officer		
FSC	Field Search Coordinator	RIRM	Regional Information Resource Manager (formerly RIMO)
FTO	Field Training Officer		
GMO	Government Medical Officer	RPO	Regional Personnel Officer
HRO	Harassment Referral Officer (formerly SHRO)	SARO	Search and Rescue Officer
HSO	Human Services Officer	SASO	Senior Administrative Services Officer
INSP	Inspector	SCON	Senior Constable
IRM	Information Resource Manager	SCSO	Station Client Service Officer
LAC	Local Area Commander	SDC	State Disaster Coordinator
LSCON	Leading Senior Constable	SDRC	State Disaster Recovery Coordinator
MGR	Manager	SDVC	State Domestic Violence Coordinator
MLO	Media Liaison Officer		
OIC	Officer in Charge	Senior SARO	Senior Search and Rescue Operator
OOx	Operational Officer (staff member) (x = level, i.e. 2, 3, etc.)	SETC	State Education Training Coordinator
PC	Plain Clothes (Added in front of ranks)	SGT	Sergeant
PLO	Police Liaison Officer	SIO	Station Intelligence Officer
POA	Police Operational Advisor (Policelink)	SNO	Senior Network Officer
POx	Professional Officer (staff member) (x = level, i.e. 2, 3, etc.)	SOCO	Scenes of Crime Officer (British police term gaining acceptance in QLD)
PSO	Peer Support Officer	SRC	State Recovery Officer
QPC	Qualified Panel Member	SSARCTO	State Search and Rescue Coordinator and Training Officer
RC	Rehabilitation Coordinator	SSGT	Senior Sergeant
RCC	Regional Crime Coordinator	SSO	Student Support Officer
RCPC	Regional Crime Prevention Coordinator	SUPT	Superintendent
RDO	Regional Duty Officer	TBO	Travel Booking Officer
REC	Recruit	TO	Technical Officer
RETC	Regional Education and Training Coordinator	TTO	Translink Transit Officer
RETO	Regional Education and Trainer Officer	VIP	Volunteers in Policing
RFTC	Regional Field Training Coordinators	VPO	Vacancy Processing Officer
		WHSO	Workplace Health and Safety Officer
		WHSR	Workplace Health and Safety Representative

9.3.3 Address abbreviations

AVE	Avenue	CL	Close
BVD	Boulevard	CR	Crescent
CCT	Circuit	CT	Court
CH	Chase	DVE	Drive

ESP	Esplanade	PRM	Promenade
FWY	Freeway	RD	Road
HWY	Highway	ST	Street
LA	Lane	TCE	Terrace
MWY	Motorway	WY	Way
PDE	Parade		
PL	Place		

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 M 73 Y 0 K 2	R 0 G 76 B 153
	PMS 186	C 11 M 100 Y 95 K 0	R 210 G 2 B 35
	PMS 124	C 0 M 30 Y 100 K 0	R 250 G 187 B 0
	PMS 348	C 100 M 20 Y 100 K 0	R 0 G 128 B 69

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 than 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

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