



Speech by

**Mark Ryan**

**MEMBER FOR MORAYFIELD**

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## **POLICELINK**

**Mr RYAN** (Morayfield—ALP) (11.38 am): I rise to inform the House about a new and dedicated telephone service for reporting non-urgent policing matters. The new telephone service is called Policelink. It is now operational. This new service is an initiative of this state Labor government. Queenslanders can contact Policelink by calling 131444. Policelink is available 24 hours a day, seven days a week for people wanting to report non-urgent policing matters and for general policing inquiries. If the matter is not urgent, not life threatening or there is little likelihood that the suspected offenders are still in the area, then Policelink 131444 is one way for you to contact the police. If the matter is an emergency, urgent or life threatening then people should still call 000. In other words, please save 000 for emergencies and think Policelink 131444 for non-urgent policing matters.

It is estimated that the Policelink contact centre will handle more than two million calls per year and free up to 260,000 policing hours, which is equivalent to over 130 full-time officers. This means that Queensland's network of 000 call centres can focus on critical and life-threatening incidents. By centralising the call centre operations for the Queensland Police Service, Policelink 131444 also allows more local police resources to be deployed in our local community. Currently the Queensland Police Service receives approximately 450,000 000 calls a year but only around four per cent of these relate to a time-critical or life-threatening incident. Policelink will reduce pressure on the 000 call centres and allow our hardworking police officers to get on with the job of keeping our communities safe.