

Question on Notice
No. 519
Asked on 3 April 2019

MR J LANGBROEK ASKED MINISTER FOR POLICE AND MINISTER FOR CORRECTIVE SERVICES (HON M RYAN)—

QUESTION:

Will the Minister advise (a) the current number of FTE officers assigned specifically to the Crime Stoppers contact centre, (b) of those FTE officers (i) how many are sworn officers and (ii) how many are civilian support staff?

ANSWER:

The Crime Stoppers Contact Centre was independently managed and operated by Crime Stoppers Queensland (CSQ) between 2015 and 2018.

The decision to transfer the Crime Stoppers contact centre back to the Queensland Police Service (QPS) was a decision of the independent Board of Directors of CSQ and not the Queensland Government. I have been informed that the decision was made by the Board of Directors on 1 February 2019.

The contact centre was operated by the QPS until 2015, at which time it was transferred to CSQ.

I understand the Board of Directors assessed that the operation of the contact centre by CSQ has not proven to be viable financially, even while in receipt of significant annual Queensland Government funding.

The community can be reassured, however, that the integrity of the existing service will be maintained following a decision to transition the contact centre back to the QPS, where it resided up until 2015. QPS, through Policelink and its 387 dedicated full-time staff, mainly civilian, receive more than one and a half million community contacts per year, and have the capacity to absorb the calls currently directed to the Crime Stoppers contact centre. I have been assured the Crime Stoppers dedicated phone number and guaranteed anonymity will be maintained. The operation of the contact centre by QPS is consistent with the approach taken with other states and territories.

QPS has advised that Policelink Client Service Officers take non-life-threatening calls from the public and that information is sent to officers within the Crime Stoppers Police Unit (CSPU). I am further advised that all information received from the public, including calls and online submissions, are reviewed by the CSPU and distributed to investigators across the state for appropriate action.

CSQ continues its important work of supporting its many activities in the community.

It is also important to note that when Queenslanders call the Crime Stoppers hotline (1800 333 000), their calls will be answered and their anonymity will be maintained. It is irresponsible to assert otherwise because by doing so risks the public's confidence in the Crime Stoppers hotline.