

**Question on Notice**  
**No. 362**  
**Asked on 3 April 2025**

**MR N DAMETTO** ASKED MINISTER FOR POLICE AND EMERGENCY SERVICES (HON D PURDIE)—

**QUESTION:**

With reference to community members having expressed concerns about their experiences with Policelink, citing issues such as long wait times, concerns that their complaints are being dismissed, or receiving little to no follow-up on their reports—

Will the Minister advise if there are any plans to review and improve Policelink's operations to ensure it delivers better outcomes for the people of Queensland?

**ANSWER:**

I am advised by the Queensland Police Service that Policelink provides a frontline service to the Queensland community to report crimes, make general enquiries, gather intelligence and where necessary requests police attendance.

I am also advised that Policelink Operators are unsworn staff whose role and function is to obtain information from the public and forwarded this to the appropriate area for investigation or follow up. Outcomes are only provided by the investigating officer.

I am further advised that Policelink currently has 320 (FTE) Policelink Operators who manage nearly 2 million contacts annually.

Policelink continues to identify ways to refine processes and reporting options.