

## Contacting us

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### Emergency

If the matter is an emergency, dial Triple Zero (000) and ask for **police**.

### General enquiries

If you wish to find out more about the services Protective Services provide, including client relations, you can contact us via:

<b>Phone</b>	07 3051 8000
<b>Email</b>	PS.Enquiries@police.qld.gov.au
<b>Post</b>	GPO Box 1440, Brisbane QLD 4001
<b>Web</b>	police.qld.gov.au/programs/ps

*Protective Services operate 24 hours a day, seven days a week. The Central Operations Room can be contacted on 3224 6666.*

Senior Protective Security Officers are empowered under Division 2, Part 3 of the *State Buildings Protective Security Act 1983* to exercise in relation to a state building all the powers and authorities of a police officer, except the power of arrest, and in relation to the exercise of those powers and authorities shall have all the immunities of a police officer.



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## Client Services Charter

## Our vision

To be Queensland's leading provider of protective services, admired for our people, partnerships and performance.

## Our purpose

- Deliver efficient, effective and ethical protective services.
- Preserve peace, security and good order in all areas of responsibility.
- Protect and support the Queensland community.
- Prevent and deter crime.
- Build a safe, caring and connected community.

## Our values

### We value:

- A professional, respectful and inclusive workplace.
- Delivering the highest levels of safety and security.
- Acting honestly, openly and consistently in all that we do.
- Working with our partners to achieve superior business outcomes.
- Developing ourselves and the people around us.
- Acknowledging our successes.

### We share the Queensland Public Service values of:

- Customers First
- Be Courageous
- Ideas into Action
- Empower People
- Unleash Potential

### As members of the Queensland Police Service we value:

- Courage - always doing the right thing.
- Fairness - making objective, evidence based, consistent decisions and treating people with respect.
- Pride - in ourselves, the Service, the work we do and the communities we serve.

## Our commitment

### We are committed to:

- providing fair, impartial and unbiased services;
- demonstrating courtesy, respect and professionalism in all that we do;
- developing a skilled workforce;
- providing confidentiality where appropriate;
- measuring what we do and how well we do it;
- delivering our services professionally, ethically and with integrity;
- working in partnership with you to provide and promote protective security services;
- acknowledging and responding effectively and efficiently to your requests for service; and
- referring you to an appropriate agency if we cannot deal with your matter ourselves.

## Working with us

### You can help us deliver our services by:

- working in partnership with us to deliver exceptional service through innovative, progressive and responsive protective services;
- providing us with all available information relevant to your service needs;
- treating our staff with courtesy and respect;
- negotiating with us about an appropriate response to your request for service;
- trying to resolve any issue with the client services officer;
- contacting the Director or Operations Manager if the matter remains unresolved; or,
- *if necessary*, putting your concerns in writing to the Director or Operations Manager, who will investigate and respond (generally within 10 working days).

## Help us to help you

So we can provide the best possible services, we ask clients to please:

- make clear requests and provide up-to-date, correct contact details;
- tell us if your details change;
- provide accurate and complete information up-front;
- be honest, respectful and courteous when dealing with our staff; and
- provide feedback where necessary.

## Our accountability

We measure, monitor and report on our performance by:

- recording and responding to feedback from our clients;
- regularly reviewing our service charter to ensure it remains relevant;
- regularly assessing our performance against the commitments in this charter and agreements; and
- regularly assessing our performance and sharing those results with our partners.

## Your feedback

We welcome your feedback - it is important to us and will help improve our services.

All positive and negative feedback is recorded in a register and informs members' development. Members are recognised for good customer service and acknowledged for their efforts.

Please send feedback regarding our services to [psclientservices@police.qld.gov.au](mailto:psclientservices@police.qld.gov.au).