



FUEL RETAILER ADVISORY

QPS Fuel Drive Off Initiative

A message from the Queensland Police Service

From 1st October 2019, Policelink will trial text messaging or emailing registered owners of certain vehicles involved in fuel drive off incidents.

What's changing?

Starting Tuesday 1 October 2019, the Queensland Police Service (QPS) will commence a one month trial aimed at improving outcomes for fuel retailers associated with fuel drive offs. On that date, Policelink will begin contacting the registered owners of vehicles involved in fuel drive off incidents via text or email in an effort to encourage them to contact service stations in a timely manner in order to resolve the matter. Early engagement with owners by Policelink will also help to reduce the time spent by frontline officers making inquiries.

A text or email will be sent to a registered owner once an incident is reported to Policelink and ownership of the vehicle is confirmed.

Texts/emails will be sent to registered owners of vehicles bearing validated registration plates except where:

- the vehicle involved is confirmed stolen;
- a business is the registered owner; or
- vehicle registration particulars do not match description provided.

The message will include offence date and time, and the service station company name, however the exact location of the service station will be excluded for public safety reasons. The message will prompt registered owners to contact their fuel provider. A QPS web page address will be included as a further source of support and information.

What does this mean for us?

The initiative is intended to improve outcomes for fuel retailers through more timely resolution of reported drive off incidents as well as increasing the rate of resolution. The QPS acknowledges that many of these incidents occur through oversight and it is this driver cohort that we are looking to reach and educate. This is a crime prevention initiative.

There may be an increase in inquiries at service stations as a result of this new service. The QPS will monitor the trial for impacts upon service stations and to ensure there are no unintended consequences.

A webpage has been published on the QPS web site (click [here](#) or go to <https://www.police.qld.gov.au/fuel-drive-offs-sms-or-email>) to provide supporting information for the community. The text/email sent to vehicle owners will refer to this site.

What can we do to assist?

To gain the most from this service the QPS would greatly appreciate operators:

- reporting incidents quickly;
- reporting accurately;
- if intending to withdraw the complaint – withdrawing promptly; and
- reporting incidents to Policelink, where possible, online.

The QPS will keep industry stakeholders updated on the progress and outcomes of the trial. If there are no significant stakeholder concerns during the course of the trial, the service will be embedded as business as usual. An evaluation of the trial will be completed towards the end of 2019 and the outcomes shared with industry.

Should any operator have any concerns or inquiries regarding the trial, please contact the Fuel Drive Off Initiative team at FDO@police.qld.gov.au. Please do not send fuel drive off complaints or supporting documents/video to this address. We look forward to working with the industry in improving outcomes associated with fuel drive off incidents.