Chapter 1 – Operational Management

1.1 Introduction

This chapter provides a framework to assist members at all levels to carry out their functions regarding operational matters.

It is designed to clarify the roles and responsibilities of members and to clearly set a level of accountability consistent with the *Police Service Administration Act* to ensure that service delivery is effective and professional.

1.2 Definitions

See Service Manuals Definitions.

1.3 Divisional Performance Model

POLICY

The Service is committed to the mission of stopping crime, making the community safer (including reducing road trauma) and building relationships with the community. To achieve this, the Divisional Performance Model (DPM) is designed to ensure there is alignment between operational business strategies and subsequent activities, and a process to measure the effectiveness of those strategies.

The DPM is a prescribed process that:

(i) acknowledges and shares innovation and good practice;

(ii) encourages and identifies opportunities to maximise performance;

(iii) creates positive and productive work places; and

(iv) creates an opportunity to provide structured feedback on performance.

Responsibilities

ORDER

District officers, or a delegate, will conduct a performance review on divisions under their control twice yearly. District officers or their delegates are to use the DPM framework which outlines prescribed criteria.

POLICY

District officers are responsible for monitoring the performance of all divisions under their control through biannual reviews encompassing January to June and July to December. The DPM process will provide the district officer, or a delegate, with a platform for structured discussion with the officer in charge.

The DPM process relates to the performance of divisions, rather than the performance of individual members.

Wherever practical, district officers are to personally attend the DPM process.

PROCEDURE

District officers, or their delegate, shall:

(i) consult routinely with all divisional officers in charge on issues relating to divisional performance;

(ii) meet biannually, in person, with officers in charge of divisions to utilise the DPM process;

(iii) conclude the DPM process within 3 months, including completion of a prescribed evaluation and ensuring a copy has been forwarded to:

(a) Deputy Commissioner (Regional Operations);

(b) regional assistant commissioner;

(c) district officer (where the DPM process is conducted by a delegate); and

(d) officer in charge.

Evaluations

Divisional Performance Model evaluations consist of three areas for comment by the district officer or delegate. These are:

(i) notable achievements;

(ii) follow-up issues; and

(iii) innovation and good practice.

Officers in charge should share the information contained within the DPM evaluation with divisional staff and action follow-up items in accordance with time frames set by the district officer or delegate.

1.4 Duties and responsibilities of officers

1.4.1 Introduction

POLICY

The Service is committed to providing an effective and efficient policing service to the community. To facilitate this, activities that are carried out by its members must be properly managed. Strategic and operational planning processes have therefore been adopted which are designed to ensure that the outcomes achieved meet needs and expectations.

Most operational activity undertaken by police entails interaction with the community. Members of the community should be provided, upon request, with particulars of officers who attend to complaints or otherwise have dealings with them.

Particulars include a member's station, name, rank, and registered number.

ORDER

When necessary, officers must comply with the provisions of s. 637: 'Supplying police officer's details' of the *Police Powers and Responsibilities Act.*

1.4.2 Structure of Service

POLICY

The *Police Service Administration Act* imposes upon the Commissioner the responsibility for determining the appropriate organisational structure of the Service. Through executive directions, the Commissioner has established that structure to include commands, regions, districts, patrol groups, divisions and establishments.

1.4.3 Responsibilities of officers in charge of regions/commands, Education and Training, and the Crime and Corruption Commission (Police Group)

POLICY

The Commissioner has assigned policing responsibilities to assistant commissioners, which, within their span of control, include to:

> (i) stop crime;
>
> (ii) make the community safer;
>
> (iii) build relationships across the community and within the Service;
>
> (iv) ensure the effective performance of members;
>
> (v) lead, motivate and improve service delivery by districts/groups;
>
> (vi) deliver work environments committed to professional standards, ethical practices and discipline;
>
> (vii) ensure a program of inspections is conducted annually for all districts/groups under their control in respect of compliance with Service policy and procedures. Risks which present as an exception are to be identified and dealt with in accordance with the provisions of s. 3.4: 'Exception reporting' of the Management Support Manual; and
>
> (viii) audit the removals of prisoners/children from a corrective services facility or youth detention centre as a suspect or for law enforcement purposes (where applicable).

Relevant to supporting Service strategies and goals, assistant commissioners and the Chief Superintendents Education and Training and the Crime and Corruption Commission have the following responsibilities:

Regional assistant commissioners:

> (i) supervise provision of effective and efficient operational policing and support activities within districts under their control;
>
> (ii) lead and supervise financial management of budgets and funds within their span of control;
>
> (iii) ensure the regional management team actively contributes to the achievement and progression of Service goals;
>
> (iv) guide all operational business strategies and activities within each district toward alignment to and measurement against Service strategic and operational imperatives, including through supervision of the Divisional Performance Model (see s. 1.3: 'Divisional Performance Model' of this chapter); and

(v) initiate and/or endorse solutions which improve operations and thereafter actively progress their advancement.

Assistant Commissioner, State Crime Command:

(i) provision of specialist crime specific squads with the ability to provide service on a state-wide basis;

(ii) provision of investigational expertise on a state-wide basis;

(iii) coordination of state-wide and/or major criminal investigations, both inter and intra state;

(iv) provision of specialist work units, namely:

(a) Electronic Evidence Examination Unit;

(b) Child Protection Offender Registry;

(c) Major and Organised Crime Group;

(d) State Drug Squad; and

(e) Stock and Rural Crime Investigation Squad,

based within districts and categorised as 'centrally functioned' to the State Crime Command;

(v) extensive liaison with other law enforcement agencies;

(vi) control and coordination of criminal investigation, activities; and

(vii) representation of the Service both interstate and nationally on crime related matters.

Assistant Commissioner, Operations Support Command:

(i) provision of frontline policing and supporting frontline policing;

(ii) lead the Service in disaster management;

(iii) responsibility for Weapons Licensing and administration of weapons legislation;

(iv) managing the State Flying Squad as well as other Specialist Services Group resources for the state; and

(vi) forensic and crime scene.

Assistant Commissioner, Operational Capability Command:

(i) identify and improve Service delivery;

(ii) assist in engagement and collaboration with the Public Safety Business Agency and other relevant business agencies;

(iii) augment strategic thinking;

(iv) drive enhanced Service performance; and

(v) supervise the achievement of subsections (i) to (iv) through the operations of the :

(a) Renewal and Governance Group; and

(b) Engagement, Performance and Procedures Group.

Assistant Commissioner, Intelligence, Counter-Terrorism and Major Events Command:

(i) improving the Service's approach to intelligence and ensuring it's priority across the state;

(ii) amalgamation of intelligence, counter-terrorism and covert policing activities to produce useful data and knowledge that can aid decision making;

(iii) maintain close liaison with State Crime Command as the investigative command to effectively identify and stop serious criminal activity including terrorism; and

(iv) enhancing the capacity of the Service to plan and manage major events with a potential risk to the community.

Assistant Commissioner, Road Policing Command:

(i) management of specialist groups namely:

(a) all road policing units;

(b) traffic adjudication officers; and

(c) forensic crash units,

which are 'centrally functioned' to the Command

(ii) coordination of operational priorities across the state;

(iii) proactive targeting of behaviours and places that research and intelligence identify as risks to the safety of road users;

(iv) cooperation between road policing units and other police to provide effective service delivery; and

(v) representation of the Service both intrastate and nationally on traffic related matters.

Assistant Commissioner, Community Contact Command:

(i) provision of the primary 'public face' of the Service;

(ii) improve the capability of the Service to receive and provide information relevant to service delivery to internal and external stakeholders and the community;

(iii) provision of a platform for the consolidation of communication centres across the State; and

(iv) provision of a structure that complements future work on the;

    (a) Demand Management Strategy;

    (b) Client Service Strategy; and

    (c) Mobile Data Strategy.

Assistant Commissioner, Ethical Standards Command:

(i) reviewing and reporting on issues such as the reliability and integrity of financial and operational information of the Service;

(ii) investigation of allegation of corruption, misconduct and serious breaches of discipline in the Service;

(iii) development of educational strategies to promote, reinforce and engender in members a full understanding of the expected standards of ethical behaviour;

(iv) enhancement of ethical standards for members of the Service by developing practices and strategies which prevent, minimise and discourage unethical conduct; and

(v) encouraging members to report suspect behaviour.

Chief Superintendent, Executive Manager, Education and Training:

(i) delivery of high-quality and professional education and training to members of the Service within an environment of continuous improvement;

(ii) routinely conduct Service-wide training needs assessments, aimed towards delivering members of the Service who are skilled and capable of achieving the Commissioner's vision for policing services;

(iii) development and delivery of training to:

    (a) maintain and improve the skills and capacities of all officers;

    (b) assist the advancement of Service specialist roles;

    (c) provide appropriate guidance and development of unsworn members; and

    (d) develop the abilities of recruits in preparation for commencement of operational duties; and

(iv) delivery of efficiencies and building of economies of scale.

Chief Superintendent, Executive Director of Operations Support, Crime and Corruption Commission (Police Group):

(i) direct operational command of the Crime and Corruption Commission (Police Group) including supervision and discipline;

(ii) liaising with the Commissioner and members of the Service;

(iii) organising with other law enforcement agencies;

(iv) organising and maintaining the collection, collation and dissemination of criminal intelligence;

(v) advising the Chairman of the Crime and Corruption Commission in relation to vetting procedures and police matters generally;

(vi) liaising with other divisions of the Crime and Corruption Commission, such as the Research and Intelligence Divisions; and

(vii) such other duties as may from time to time be assigned by the Executive Directors, Crime and Corruption Divisions.

1.4.4 Responsibilities of district officers

POLICY

District officers are responsible for:

(i) the efficient and effective management of policing their district and effective deployment of members under their control;

(ii) resource allocation, planning, and control of activities within the district, consistent with Service goals and objectives;

(iii) ensuring goals and objectives for their area of control are developed, implemented, reviewed and evaluated in accordance with the Service's strategic plan;

(iv) taking action to identify trends within their area of control in order to better allocate available resources;

(v) ensuring that programs for the training, development, welfare, performance measurement, and discipline of members under their control are implemented and that facilitators of such programs are adequately resourced;

(vi) ensuring that members under their control comply with Service policy and demonstrate behaviour consistent with Service and community expectations;

(vii) developing and maintaining appropriate community-based projects which foster more effective interaction between members of the Service and the community;

(viii) ensuring the operational business strategies and activities within each division are aligned to and measured against Service strategic and operational imperatives, including through the application of the Divisional Performance Model (see s. 1.3: 'Divisional Performance Model' of this chapter);

(ix) ensuring that members under their control receive adequate feedback concerning issues within the district;

(x) the financial management of their budget and funds; and

(xi) liaising with emergency services (including the State Emergency Service) and community based organisations in their area of responsibility, in terms of:

(a) developing plans to respond to specific incidents or events; and

(b) maintaining a register of contact numbers.

1.4.5 Responsibilities of officers in charge of stations or establishments

POLICY

Officers in charge of stations or establishments are responsible for:

(i) the efficient and effective management of policing within their area of control;

(ii) ensuring close interaction between members of the Service under their control and the community, including the appointment of appropriate officers to perform the role of:

(a) Adopt-a-Cops to schools within the division;

(b) Neighbourhood Watch police liaison officer for Neighbourhood Watch groups within the division;

(c) station community crime reduction officer; and

(d) station domestic and family violence liaison officer (see also s. 9.4.4: 'Station domestic and family violence liaison officers' of this Manual);

See also s. 1.7.8: 'Police in schools' of this chapter.

The officer in charge of officers appointed to the roles in (a)-(d) is responsible for the performance and supervision of the officers and should allow adequate time and resources for the officers to perform their appointed duties;

(iii) the effective management of resources allocated within their area of control;

(iv) discipline;

(v) liaison within and external to the Service;

(vi) budgeting;

(vii) welfare, health and safety issues relating to members under their control;

(viii) implementation of education and training programmes;

(ix) developing and maintaining a register of physical resources under their control which includes equipment on personal issue to officers under their control;

(x) transfer of information;

(xi) monitoring district/branch operational plans and developing, division/unit 28 day rosters to address operational requirements. The officer in charge is also to monitor roster compliance in conjunction with shift supervisors or district duty officers and evaluate the outcomes;

(xii) selecting a shift supervisor for each shift and indicating that selection on the duty roster;

(xiii) the regular monitoring of good order and other minor offence records on the QPRIME computer system to ensure that police officers under their control comply with s. 3.5.9: 'Justification for arrest' of this Manual;

(xiv) the efficient and effective deployment and management of all members under their control in compliance with Service policy, procedure and legislation;

(xv) monitoring compliance with Service policy and procedure by all members under their control; and

(xvi) participation in the Divisional Performance Model process ensuring the operational business strategies and activities within the division are aligned to Service strategic and operational imperatives (see s. 1.3: 'Divisional Performance Model' of this chapter).

1.4.6 Responsibilities of regional duty officer, district duty officer and shift supervisor

Regional duty officer

ORDER

The officer in charge of a region or command is to ensure that:

(i) at all times a commissioned officer is rostered or available on call on either a regional or district basis, to provide advice, direction and leadership to members; and

(ii) the officers in charge of stations and establishments within the region and the Duty Officer, Police Communications Centre, Brisbane, are advised of the method by which such commissioned officer can be contacted.

POLICY

The duties of a regional duty officer include:

(i) time management;

(ii) supervising the activities of staff;

(iii) identifying, intervening and investigating instances of inappropriate uses of force by officers and, where necessary, educating officers regarding the obligations and expectations upon them when required to use force;

(iv) inspecting and endorsing the activity logs and objectives completed by operational staff;

(v) coordinating and directing policing activities within the area of responsibility;

(vi) providing leadership for staff;

(vii) reviewing and supervising the implementation and effectiveness of station or establishment action/operational plans;

(viii) attending shift briefings and debriefings;

(ix) inspecting equipment;

(x) inspecting watchhouses, watchhouse records and persons in custody therein (see also s. 16.13.3: 'Prisoner/watchhouse inspection' of this Manual);

(xi) taking command of all major incidents (see s. 2.6: 'Specialist investigation' of this Manual);

(xii) identifying and specifying training requirements;

(xiii) monitoring the security of stations and establishments in the region;

(xiv) maintaining an activity log; and

(xv) taking disciplinary action, or causing disciplinary action to be taken if necessary.

PROCEDURE

The following factors may be considered by regional duty officers in the performance of their duties:

(i) time management and the allocation of time to stated objectives;

(ii) supervising staff activities:

    (a) stations, establishments attended;

    (b) staff spoken to;

    (c) activities staff were undertaking at the time;

(d) the relativity of those activities to stated objectives;

(e) the effectiveness of the activities;

(f) any issues raised by staff, including welfare matters;

(g) any actions taken relating to the supervision of staff, including the education of officers regarding the obligations and expectations upon them when required to use force; and

(h) particulars of any complaint made against a member of the Service and action taken;

(iii) inspecting and endorsing activity logs and objectives:

(a) endorse the time, date, place and odometer reading; and

(b) endorse with the signature, name and rank of the inspecting officer;

(iv) review and supervision of stated objectives:

(a) the time the objectives were reviewed;

(b) comment on the detail and effectiveness of the objectives;

(c) comment on the outcomes of the objectives to that time; and

(d) any changes recommended to the setting of the objectives;

(v) staff attendances:

(a) the names of staff not in attendance in accordance with the roster of duty; and

(b) explanations for non-attendance of staff ;

(vi) shift briefings and debriefings:

(a) briefings and debriefings attended;

(b) identity of officer conducting the activity;

(c) comment on the effectiveness of the activity; and

(d) comment on actions taken on the conduct of the briefing or debriefing;

(vii) equipment:

(a) comment on items of service property inspected;

(b) comment on the cleanliness and operational efficiency of stations and establishments, and equipment;

(c) any damage or misuse of equipment identified and action taken; and

(d) comment on the availability and condition of resources;

(viii) watchhouses (see also s. 16.13.3 of this Manual);

(a) the time of visit and identification of members staffing the establishment;

(b) comment on the condition and cleanliness of the buildings and fittings;

(c) identification of the number and sex of persons in custody;

(d) comment on the apparent health and care of all persons in custody inspected;

(e) comment on and recording of any complaints from persons in custody; and

(f) ensuring that standing orders and the provisions of Chapter 16: 'Custody' of this Manual are being observed particularly with respect to:

- *Bail Act* provisions;

- health and care of persons in custody; and

- custody report entries;

(ix) major incidents:

(a) time, date, place and details of any major incident;

(b) particulars of any messages forwarded;

(c) situation reports at the time of termination of duty and nominated relief; and

(d) status of any 'Emergency Situation' which has been declared in terms of the *Public Safety Preservation Act*; and

(x) training requirements:

(a) processes requiring training activity; and

(b) personnel identified as requiring further training and the specific training required including instances where inappropriate use of force by officers has been identified.

District duty officer

POLICY

In those regions and commands where district duty officers are appointed, the duties of a district duty officer may include those duties outlined for a regional duty officer or a shift supervisor.

District duty officers (DDOs) who are not commissioned officers cannot perform functions where legislation specifically requires a commissioned officer or dictates rank as inspector or above. See for example, s. 5: 'Declaration of emergency situation' of the *Public Safety Preservation Act,* contained in ss. 17.3.1: 'Emergency situations', 18.6.2: 'Terrorist emergencies' and 17.3.18: 'Chemical, biological or radiological incidents' of this Manual and s. 57: 'Power of entry for ss. 54-56' of the *Police Powers and Responsibilities Act.*

District duty officers who are not commissioned officers cannot perform functions where Service policy specifically requires a commissioned officer to do so. The relevant sections of the Manual are:

(i) 2.19.3: 'Special Emergency Response Team';

(ii) 4.6.7: 'Responsibilities of property officers';

(iii) 4.6.8: 'Action by property officer on receipt of property';

(iv) 5.11.3: 'Notifying persons at risk';

(v) 5.11.4: 'Release of information to media';

(vi) 12.6: 'Child abduction alerts' through to 12.6.5: Superintendent, Manager, Police Communication and Policelink;

(vii) 17.5.2: 'Senior Search and Rescue Operators, Search and Rescue Operators and Field Search Coordinators';

(viii) 17.5.3: 'Search and rescue operation'; and

(ix) 17.5.8: 'Commonwealth-State agreement'.

The officer in charge of a region or command is to ensure that where DDOs are utilised, that district and station instructions clearly outline the DDOs duties and responsibilities.

District officers are to ensure officers under their control performing the role of DDO either on a substantive or a temporary basis have successfully completed an approved incident command course (see Service Manuals Definitions). Where practicable, such DDOs should have successfully completed an approved incident command course before being selected by the relevant district officer.

Where it is not practicable for an officer to complete an approved incident command course prior to taking up DDO duties, the officer must successfully complete the Competency Acquisition Program (CAP) book/module QCO 101: 'Fundamentals of Incident Management'. The officer must then complete incident command training as soon as practicable thereafter.

ORDER

Rostered regional duty officers and district duty officers upon termination of their rostered duty are to complete and forward to the officer in charge of the region a computerised log or form QP 0161: 'Activity Log' available from Procurement Services Group, Business Services Division, Public Safety Business Agency (PSBA).

Shift supervisor

POLICY

In addition to any other responsibilities the shift supervisor during the course of the rostered shift, may be given responsibility for:

(i) the security and allocation of station or establishment resources;

(ii) monitoring and reporting to the officer in charge on the operational activities of staff;

(iii) monitoring staff movements and absences;

(iv) ensuring that all messages and demands for police action during the shift receive an appropriate response and effective action;

(v) setting objectives, monitoring outcomes, activity logs, reports and any other documentation set out in accordance with any relevant operational plans;

(vi) ensuring that information or intelligence is effectively evaluated and disseminated;

(vii) recording the outcomes of the operational plan, the policing activity undertaken during the period and any other matters as directed by the officer in charge;

(viii) ensuring the security and proper storage of property coming into the possession of members in the course of the shift;

(ix) the management of correspondence;

(x) monitoring/supervising standards of conduct and appearance of members during the course of the shift;

(xi) identifying, interviewing and investigating instances of inappropriate uses of force by officers and where necessary, educating officers regarding the obligations and expectations upon them when required to use force;

(xii) taking disciplinary action, or causing disciplinary action to be taken if necessary; and

(xiii) in the case of significant events, as outlined in this section below, cause a significant event message to be completed and submitted. See s. 1.18: 'Significant events' of this chapter for further information.

POLICY

District duty officers or shift supervisors at each station and establishment are to formulate, in conjunction with the officer in charge, division/unit 28 day rosters as specified in s. 1.4.5 (xi): 'Responsibilities of officers in charge of stations or establishments' of this chapter. These plans are to be consistent with statements and plans described in the 'Guide to planning' (on the QPS Corporate Intranet (Bulletin Board)) and contain suitable annotations and legends. District duty officers or shift supervisors are to also implement and monitor operational shift plans for officers under their control who are rostered for duty during the shift.

PROCEDURE

District duty officers or shift supervisors should plan their activities to ensure that shift objectives are formulated. They may be formulated during a previous shift and may apply to a number of shifts during the roster period or across roster periods. The district duty officer or shift supervisor should ensure that the outcomes of shift objectives are recorded and reviewed at the completion of each shift.

Shift briefing/debriefing

POLICY

Briefings and debriefings should be conducted at the commencement and completion of each shift. Shift briefings and debriefings are essential and are a means of drawing the attention of members to matters that may affect the way they carry out their work. Shift briefings may be conducted in a formal or informal manner. Shift objectives must be clearly stated at the commencement of a shift, and outcomes evaluated at the conclusion. The degree to which desired outcomes are achieved enables supervisors and officers in charge to plan future policing activity.

Shift supervisors, district duty officers or patrol group Inspectors should conduct briefings and debriefings at the commencement of, and prior to, the conclusion of rostered shifts.

It is recommended a shift debriefing be conducted in the event of a major incident. See also s. 1.5.2: 'Operational Planning (action plans, operation orders, briefings and debriefings)' of this chapter.

ORDER

Shift supervisors, district duty officers or patrol group inspectors who conduct briefings or debriefings are to record significant information and provide it to the officer in charge, district officer or other appropriate users.

All rostered staff, unless otherwise directed by the shift supervisor, district duty officer, patrol group inspectors or officer in charge are to participate in briefings and debriefings.

PROCEDURE

The briefing and debriefing format should be approved by the officer in charge of the station or establishment.

The briefing should:

(i) outline the shift tactical plan;

(ii) record staff attendances and absences;

(iii) advise of changes to legislation affecting the policing function;

(iv) advise of changes to Service policy or procedures;

(v) pass on information relating to the Service generally; and

(vi) highlight any significant information relating to wanted persons and investigations.

The debriefing should:

(i) review actions taken;

(ii) review documentation generated during shift;

(iii) acknowledge and/or commend functions carried out by members;

(iv) provide information to the shift supervisor or district duty officer as a basis for an action/tactical plan for any following shift;

(v) identify information to be passed to intelligence officers; and

(vi) identify information of interest to officers in charge of stations, establishments, districts and regions.

Significant events

POLICY

Regional or district duty officers are to include in their activity log details of significant events occurring during their shift.

See s. 1.18: 'Significant events' of this chapter for further information.

1.4.7 Responsibilities of regional crime coordinators

Regional crime coordinators have the following roles and responsibilities within their region:

(i) overview of, and assisting in the management and coordination of all major criminal investigations, or any other investigations of significance as directed by the officer in charge of the region;

(ii) facilitation of the provision of relevant regional resources in support of major investigations and operations;

(iii) unless otherwise directed, investigation or control of investigations of 'police related incidents' in accordance with s. 1.16: 'Fatalities or serious injuries resulting from incidents involving members (Police related incidents)' of this chapter;

(iv) direct supervision and line control of any other unit/position nominated by the officer in charge of the region;

(v) liaison with and coordinating assistance from State Crime Command or other specialist units, and law enforcement agencies on behalf of the region, where necessary;

(vi) providing advice and support regarding investigation processes to plain clothes and detective staff (investigators);

(vii) coordination of professional development and training of investigators and intelligence officers;

(viii) liaison with community and media groups including crime stoppers and homicide victims support group;

(ix) monitoring of crime trends and promotion of effective strategies to address crime problems;

(x) membership of regional committees and groups as determined by the officer in charge of the region;

(xi) authorising requests for extraditions from within Australia and New Zealand in accordance with s. 10.7.1: 'Extraditions into Queensland generally' of this Manual;

(xii) auditing the removals of prisoners/children from corrective services facility or youth detention centre as a suspect or for law enforcement purposes;

(xiii) conduct protocol responsibilities in relation to significant security threats to public transport operation in accordance with Commissioner's Circular 07/2010: 'Significant security threats to Queensland's public transport system'; and

(xiv) any other duties delegated or required by the officer in charge of the region.

1.4.8 Roles and responsibilities of detective inspectors

POLICY

Detective inspectors in charge of crime investigation units are to:

(i) overview and assist in the management and coordination of all major and serious criminal investigations, as directed by the regional crime coordinator;

(ii) prioritise investigative responses, initiatives, and direction of resources under their command to ensure consistency with Service and regional/command priorities and objectives;

(iii) manage and allocate resources and personnel in support of investigative priorities and operations;

(iv) assess and manage investigational and organisational risk within their area of control;

(v) coordinate professional development and training of investigators under their supervision, management or command to build organisational capabilities and responsiveness;

(vi) monitor and maintain professionalism and ethical conduct of staff under their supervision, management or command;

(vii) manage fiscal resources for their command appropriately and efficiently;

(viii) monitor crime trends and promote effective strategies to address crime hotspots;

(ix) develop and maintain internal and external relationships;

(x) liaise with community and media groups including Crime Stoppers and Homicide Victims Support Group;

(xi) in regional areas (i.e. excluding State Crime Command), regularly liaise with the local taxi and bus industries as the transport liaison officer with a view to:

    (a) ensuring an equivalent representative is appointed by the local taxi and bus industries;

    (b) identifying and addressing any barriers to effective service delivery to the local taxi and bus industries;

    (c) improving relationships between the Service and local taxi and bus industries, to assist in solving reported crime and developing criminal intelligence;

    (d) improving knowledge within the local taxi and bus industries of the role of police, in particular as it relates to common offences committed against transport industry employees (e.g. fare evasion, common assault), and

    (e) develop and maintain regional instructions to guide officers in the downloading of images from transport vehicles (see s. 2.28.1: 'Security cameras in vehicles' of this Manual).

1.4.9 Responsibilities of patrol group inspectors

POLICY

Patrol group inspectors are responsible for:

(i) the efficient and effective management of policing and effective coordination of deployments of members within their patrol group;

(ii) supervising the implementation and ongoing effectiveness of district resource allocations and planning relevant to their area of control;

(iii) discipline;

(iv) establishing that district goals and objectives relevant to their patrol group are appropriately communicated and implemented;

(v) ensuring the operational business strategies and activities within each division are aligned to and measured against Service strategic and operational imperatives, including through the application of the Divisional Performance Model (see s. 1.3: 'Divisional Performance Model' of this chapter);

(vi) leading community liaison by establishing and maintaining productive working relationships with community leaders and key-stakeholders;

(vii) ensuring appropriate community-based projects are implemented and operating effectively in divisions within their patrol group;

(viii) supervising that members under their control comply with Service policy and demonstrate behaviour consistent with Service and community expectations;

(ix) promoting and securing the inclusion of centrally functioned staff in the delivery of Service activities within their area of control;

(x) undertaking regular inspections and audits within their patrol group as required by Service policy and procedure;

(xi) regular communication with staff on environmental issues impacting within the patrol group;

(xii) over-viewing financial management of Service budgets and funds allocated to divisions within the patrol group;

(xiii) establishing and maintaining productive continuing working relationships with emergency services (including the State Emergency Service) operating within the patrol group, including provision of coordination as required;

(xiv) taking control or providing coordination of specialist investigations (see s. 2.6: 'Specialist investigation' of this Manual) where required; and

(xv) committed involvement in major incident responses and planning including:

    (a) assisting the district officer with disaster management;

    (b) promoting and aiding local disaster management groups;

    (c) ensuring plans are operating and effective within the patrol group; and

    (d) performance of district disaster coordinator functions, if so appointed by the Commissioner.

(see also Chapter 17: 'Major incidents' of this Manual)

1.4.10 Role and function of police liaison officers

POLICY

Police liaison officers are employed by the Service to establish and maintain a positive rapport between diverse community groups and members of the Service.

Police liaison officers are accountable to the assistant commissioner of the relevant region and as such, the line control and command of police liaison officers, is at the discretion of the assistant commissioner. Police liaison officers are to ensure any duties they perform are undertaken with the approval of their nominated supervisor.

It is important that a high level of cooperation exists between all members of the service including police officers, police liaison officers and other staff members. Emerging issues should be addressed in confidence, quickly and diplomatically. Wherever appropriate, cross cultural liaison officers are to assist in resolving any issues.

The objectives of the police liaison officer scheme are to:

(i) promote trust and understanding between diverse community groups and the Service through effective and sensitive liaison aimed at enhancing communication and cooperation;

(ii) contribute towards the provision of policing services that are responsive to the needs of all members of the community;

(iii) enhance community knowledge and appreciation of policing services and law and order issues;

(iv) provide advice to police officers on issues of diversity and education in cultural awareness;

(v) identify issues of concern to the community and assist to develop plans to address these issues;

(vi) contribute towards providing a visible presence of the Service in the community;

(vii) recommend and participate in interventions aimed at crime prevention and/or reduction including assisting in diverting people from the criminal justice system and reducing numbers of people in custody; and

(viii) assist to develop and participate in activities designed to reduce the involvement of youth in anti-social behaviour and criminal activity.

The responsibilities of police liaison officers are to:

(i) establish and maintain communication between diverse community groups and the Service;

(ii) maintain regular contact with diverse community groups, to identify local community concerns and to assist in developing crime prevention and detection strategies;

(iii) assist in identifying potential crime and disorder problems, and provide advice, liaison skills and support in applying appropriate prevention measures;

(iv) advise police officers on the characteristics and protocols of diverse community groups, including providing advice on the appropriate means of communication, while remaining aware of the necessity to balance specific community needs with Service and broader community needs;

(v) assist in the response to specific incidents through effective liaison, as well as in developing crime prevention strategies, fostering cooperation and understanding between members of the community and the Service;

(vi) help to minimise offensive behaviour, violence and crime through effective and sensitive communication with members of the public;

(vii) contribute to the development and implementation of strategies designed to reduce the involvement of youth in anti-social and criminal activity;

(viii) assist members of the community in accessing policing services and advise on referral to other community services where appropriate; and

(ix) comply with human resource management principles and legislation, including workplace health and safety, equal employment opportunity and anti-discrimination legislation as applied in the working environment.

Deployment of police liaison officers

ORDER

When deploying police liaison officers, supervisors are to consider the fact that police liaison officers have no statutory authorities, including no powers to detain, arrest, search or fingerprint persons. Police liaison officers are not to be deployed other than in accordance with legislative provisions and in line with the objectives of the police liaison officer scheme and their designated responsibilities. When police liaison officers act to assist police officers this must be in accordance with s. 612: 'Assistance in exercising powers' of the *Police Powers and Responsibilities Act* and these duties must only be performed in exceptional circumstances.

POLICY

Police liaison officers may be deployed in:

(i) performing traffic control duty in emergency situations, where a police officer is not available to attend to that duty or is otherwise engaged in other urgent duties. Wherever possible a police officer is to relieve the police liaison officer of this duty as soon as reasonably practicable;

(ii) assisting a police officer in escorting, tending or guarding persons in custody but only if police officers are present and responsible for the person in custody and the physical presence and communicative skills of the police liaison officers may be able to prevent or reduce violent behaviour of the person in custody;

(iii) searching, photographing or fingerprinting a prisoner when a person in a watchhouse refuses to cooperate with a police officer who has attempted to undertake that duty and the person concerned consents and is willing to cooperate with a police liaison officer conducting the search, photographing or fingerprinting whilst a police officer is present and responsible for the person in a watchhouse;

(iv) performing duties aimed at assisting Community Consultative Groups and other community groups;

(v) performing duties in conjunction with schools that promote the role of police and police liaison officers;

(vi) gathering community information to assist in the provision of policing services; and

(vii) providing transport services, with the authority of their supervisor.

Police liaison officers are not to be deployed in:

(i) performing duties that require the police liaison officer to act in a capacity that could lead to an expectation or perception that they are a police officer;

(ii) attending interviews as independent persons, except attending a Service disciplinary hearing, if nominated by the subject person;

(iii) performing duty as a first response officer at any incident scene, especially one which involves domestic violence or other forms of violence or disturbances (see also s. 2.4: 'Incident management' of this Manual);

(iv) detaining or removing intoxicated persons to a watchhouse or rehabilitation centre; and

(v) any operation as a covert operative.

Access to computers

POLICY

Police liaison officers may access the Service computer network to use electronic mail, forms, QPS Corporate Intranet (Bulletin Board) and other local features of the computer including Microsoft Word, Microsoft Excel and PowerPoint, etc. Police liaison officers are not to access or use the QPRIME computer system or other operational policing systems for any other reason without authority. Authority to use the QPRIME computer system or other operational policing systems should be sought by police liaison officers through their nominated supervisor (see also s. 4.13.4: 'System access principles' of the Information Management Manual).

Regional police liaison officer coordinator

POLICY

An officer in charge of a regional command may appoint a regional police liaison officer coordinator. District officers and officers in charge of stations may seek advice and assistance from the regional police liaison officer coordinator on all aspects relating to the roles, responsibilities, training and deployment of police liaison officers. Regional police liaison officer coordinators may also provide advice and assistance in relation to matters including rostering, major event coordination, training and projects relating to police liaison officers.

1.5 Planning

1.5.1 Strategic and operational planning

Strategic and operational planning occurs at a number of levels within the Queensland Police Service (QPS):

(i) Strategic and Operational Plans at the QPS level:

(a) the QPS has a Strategic Plan that provides strategic direction for the forthcoming four year period. The current strategic plan can be accessed through the QPS Corporate Intranet (Bulletin Board);

(b) the Strategic Plan is complemented by an Operational Plan that covers a one-year period. The Operational Plan describes how the strategic direction will be implemented;

(ii) priority setting at the region, command and corporate division level enables the assistant commissioner or executive director to set the direction for the area for the coming year; and

(iii) operational planning at the district, group, branch level and below, allows the identification of how the work area will contribute to the achievement of QPS and region, command and corporate division priorities.

For information on the QPS strategic and operational plans and mandatory requirements at each planning level, (see the 'QPS Guide to Planning' contained on the QPS Corporate Intranet (Bulletin Board) or contact the Planning Branch, Strategy Division, PSBA).

POLICY

Officers in charge of regions, commands or corporate divisions are to ensure that the priorities statements, district/group/branch plans, and division/unit plans are all prepared in compliance with the 'Guide to Planning'.

1.5.2 Operational Planning (action plans, operation orders, briefings and debriefings)

POLICY

There are two types of operational planning documents to be used by officers preparing operational documentation for an operational event:

> (i) action plans; and

> (ii) operational orders.

ORDER

Officers preparing operational documentation are to use either the action plan or operation order as required, available on QPS forms select.

POLICY

An operation occurrence is to be created in QPRIME with supporting documentation (e.g. an operation order, a written appreciation, separate tasking sheets, rosters and operation outcomes) linked as an 'External document occ. Report' (see QPRIME User Guide).

Officers should prepare an appreciation which will produce, from known or assumed factors, the best course of action to be implemented for the action plan or operational order.

Refer to CAP Book QC0402: 'Operational Orders and Appreciations' for assistance in preparing an operation order.

Appreciations

An appreciation of the situation is a logical process of reasoning, the object of which is to determine from factors known or assumed, the best course of action to adopt in any given circumstances. The urgency or complexity of the operational issue to be addressed will determine the type of appreciation that is produced. For action plans the appreciation would be relatively simple, whereas for a complex operational order the appreciation will be substantial.

There are two ways of making an appreciation:

> (i) mental appreciation is used on all simple problems and almost invariably, on all operational problems where speed in decision is essential; and

> (ii) written appreciation is used during planning for large operations and for administrative problems where time is not critical.

Refer to CAP Book QC0402: 'Operational Orders and Appreciations' for assistance in preparing an appreciation.

Action Plans

DEFINITION

Action plans are a two page (maximum) document using the SMEAC format, to be used when responding to a specific operational issue, over a short time-frame and which is non-recurring i.e. RBT operation, complaints of public nuisance. Aimed at divisional, inter-divisional, inter-establishment level.

POLICY

A QP 0633: 'Action Plan' (available on QPS Forms Select) is a brief, concise document, to record a non-complex response to an operational issue. It should provide operational staff with sufficient information to carry out the duties and/or provide the necessary resources to execute the planned operation.

If the document exceeds two pages an operational order should be used.

Operation orders

DEFINITION

A QP 0634: 'Operational Order' (available on QPS Forms Select) is a comprehensive document written to address a significant operational or crime issue, requiring a co-ordinated response from various groups and specialist squads over a protracted period i.e. rodeos, major crime investigations, significant traffic operations (Stopper). Aimed at patrol groups, inter-patrol groups, inter-district level, specialist squads external to patrol group or district.

POLICY

An operation order is a logical sequence of conveying information relevant to the impending operation to locations required to contribute resources or skills.

The method selected for issuing operation orders will usually depend on the time factor. Operation orders may be issued in the following ways:

> (i) in writing:
>
>> (a) as a formal order using the QP 0634 (available on Forms Select); or
>>
>> (b) as confirmatory notes following verbal orders; or
>
> (ii) verbally.

Written operation orders

POLICY

In accordance with district or patrol group instructions, written operation orders should be prepared with respect to major investigations, incidents or events and linked to the relevant QPRIME occurrence.

Unless otherwise specifically directed the officer responsible for the preparation of an operation order is:

> (i) in cases of investigations, the officer in charge of the major investigation; or
>
> (ii) the officer in charge of the major incident or major event.

District officers or patrol group inspectors should appoint a senior officer with the responsibility to overview the development, preparation and final checking of an operation order.

Whenever appropriate, the officer responsible for the preparation of an operation order and the appointed over-viewing officer should consult and receive advice from specialist areas of the Service.

The officer responsible for the preparation of an operation order is to ensure that upon its completion, a copy of the order is made available to the appointed overviewing officer.

The appointed overviewing officer, is to check its contents and is to ensure that they are appropriate for the operation. In doing so, the appointed officer should:

> (i) consider any legal and procedural requirements of the operation;
>
> (ii) where possible, confirm the available intelligence of the operation;
>
> (iii) ensure the order was based upon an appreciation;
>
> (iv) ensure that any documentation required to be produced in a court at a later date, contains accurate and correct information;
>
> (v) consider the safety of police and the public; and
>
> (vi) consult with and receive advice from specialist or technical police units involved in the investigation or operation.

An operation order must be issued or given in sufficient time to allow subordinates to frame and distribute their own orders, to the staff carrying out the operation.

Sequence of orders

To ensure that all information is passed on, operation orders are given in a set sequence. The sequence consists of the SMEAC model and it is arranged in seven distinct parts:

> (i) situation (background or general information);
>
> (ii) mission (what is to be done);
>
> (iii) execution (how it is to be done);
>
> (iv) administration and logistics (how it is to be supported);
>
> (v) command and communications (what control arrangements are necessary);
>
> (vi) annexes (details which will assist); and
>
> (vii) distribution (who is to receive copies).

Officers are to ensure that the SMEAC model is used when giving orders or briefing staff in relation to an operation or major incident.

Refer to CAP Book QCO 902 'Operational Orders and Appreciations' for assistance in preparing an operational order.

Verbal Orders

POLICY

Verbal operation orders should be prepared and issued in respect to all police operations which do not necessitate the preparation of formal written orders as required in the previous paragraph.

Whenever verbal operation orders are issued appropriate written records should be made in a notebook, patrol log or other approved form.

Warning order

Where possible it is essential to plan ahead and warn all concerned of impending events and operations, by use of the Warning Order. Having completed the appreciation and outline plan it is necessary to advise others of the demands to be placed upon them by way of a QP 0636: 'Warning Order' (available on Forms Select). The warning order should contain an outline of the impending operation to allow preparations to start while detailed planning progresses.

Refer to CAP Book for assistance in preparing a warning order.

Operation or incident briefings/debriefings

POLICY

Where practicable briefings and debriefings should be conducted at the commencement and as soon as possible after the conclusion of an operation or major incident.

A briefing is aimed at informing, persuading, directing and guiding officers in all aspects of an operation or major incident, including:

(i) the situation, mission and individual or group tasks; and

(ii) the administrative and logistical arrangements.

A briefing should not be confused with an orders group. An orders group is restricted to senior officers.

A briefing should be given in sufficient time and in enough detail to enable the identified mission, to be achieved.

At the conclusion of a briefing, all group members should understand their tasks and what they are required to do to achieve these tasks.

A debriefing is a structured meeting to evaluate successes and problems experienced during an operation or incident. It provides an opportunity to review and evaluate the adequacy of existing procedures or plans. An officer conducting a debriefing should:

(i) decide the aim of the debriefing and draw up an agenda. Where appropriate address the following topics in the agenda:

(a) reliability of various sources of intelligence and information;

(b) accuracy of important information obtained;

(c) accuracy of maps in use;

(d) accuracy of operational forecasts made;

(e) limitations on the conduct of operations;

(f) additional hazards encountered;

(g) additional consequences of such hazards;

(h) impact on the community;

(i) effectiveness of communications;

(j) effectiveness of equipment; and

(k) evacuation procedures;

(ii) consider the time and space available for the debriefing;

(iii) decide the level of representation at the debriefing;

(iv) decide whether to hold an immediate or delayed debriefing; and

(v) tell the participants of the aim and the time limit to be imposed on each speaker. Non police agencies should be given an opportunity to discuss problems and make suggestions for improvement.

Minutes should be prepared and distributed to any relevant senior officers or agencies who participated in the operation or incident.

An officer should be appointed to complete a report in relation to the conduct of the operation or incident including an evaluation of:

(i) any procedures, policies or plans;

(ii) the command and control arrangements;

(iii) the communication and administration arrangements;

(iv) any safety issues;

        (v) any transport issues;

        (vi) the interaction and cooperation between agencies; and

        (vii) the number of officers involved and their roles.

The officer completing the report may make recommendations in relation to any facet of the police response.

Venues for briefings or debriefings

The nature, size and timing of an operation or incident will determine the choice of a venue for a briefing or debriefing. Officers responsible for conducting a briefing or debriefing should consider:

        (i) estimating the number of persons who may attend and make appropriate preparations;

        (ii) the weather conditions, where the meeting is intended to be held outdoors;

        (iii) examining the intended location and where necessary, making changes to provide an environment suitable for the meeting. This may include the availability of amenities, writing material, seating or refreshments;

        (iv) the equipment required to conduct the meeting. Equipment may include white boards, overhead projector, facilities to display a map or visual aids such as a slide projector or video;

        (v) the importance of privacy and for security of sensitive information; and

        (vi) having each group seated with its group leader so that each group can question or be questioned by other groups.

1.5.3 Regional, District and Station/Establishment Instructions

There are three levels of written instructions to Service members:

        (i) Regional Instructions;

        (ii) District Instructions; and

        (iii) Station/Establishment Instructions.

ORDER

All instructions are to be completed on a QP 0635: 'Region/Command/District/Station/Establishment Instruction' template (available on QPS Forms Select), and all members are to comply with the instructions contained therein.

ORDER

Instructions should not unnecessarily restrict Service policy or delegations which have devolved authority levels to particular ranks.

The member authorising the Instruction should sign and date the original copy of the Instruction.

Regional Instructions

Regional Instructions are strategic, complex and long-term focused documents.

POLICY

Regional Instructions are a long term strategic focus document, which can include regional issues where clear and concise instructions are required for districts i.e. uniformity of policy across the region. They could refer to matters such as Whole of Government issues; cross-portfolio measures, Government commitments, regional operations funding etc.

District Instructions

POLICY

District Instructions are moderately complex documents, with an operational focus in the medium-term.

District Instructions are for a unique operational issue exclusive to that district or patrol group, and can provide local instructions which have a medium term focus reviewed annually. Examples could be escorting of juvenile persons in custody to Courts or propensity for the district/patrol group to suffer cyclones during the storm season etc.

PROCEDURE

District Instructions should provide a flexible format that can be adopted to any locality within the State. The information contained in District Instructions should adequately advise staff of the actions required to be taken by police in the event of the unique operational event occurring or likely to occur within their division or patrol group.

Station/Establishment Instruction

POLICY

Station/Establishment Instructions are administrative matters relative to the particular station or establishment for which they are written.

Station/Establishment instructions are purely administrative matters that the Officer in Charge needs to be adhered to for the effective and efficient operation of that station/establishment such as activating the station alarm system when the station is vacated after hours for patrolling duties or the provision of operational staff on a set day of the week for court orderly duties etc.

PROCEDURE

Station/Establishment Instructions are to contain sufficient information for the station/establishment staff to carry out the required duties or tasks desired to be achieved by the Officer in Charge.

1.6 Management of operational information

1.6.1 Recording initial demand

ORDER

The officer in charge of a station or establishment is to ensure that a job recording system is developed and maintained and that entries in the system are retained for a period of five years. The information on the job recording system is to be made available for members who may require it in order to carry out their duties.

When information is received from any source which requires police action, the member receiving that information is to:

(i) obtain as much information about the matter as possible from the information source;

(ii) ascertain if human life is directly threatened and in immediate danger; and

(iii) provide that information to the member responsible for assigning a priority code to any task arising from that information.

Members receiving a request which requires police action are to cause the details of the request to be recorded on a job recording system.

The shift supervisor or district duty officer is to ensure that:

(i) appropriate details are entered onto the recording system; and

(ii) any request for action by police receives necessary attention. If a task cannot be completed in the course of the shift in which it was received the matter is to be referred by the shift supervisor or district duty officer to the next shift supervisor or district duty officer or required specialist area as appropriate and that the complainant is suitably advised. The matter may be dealt with by negotiated response.

PROCEDURE

In recording the information:

(i) times should be expressed using the 24 hour clock;

(ii) dates should be expressed numerically; and

(iii) the jobs should be numbered consecutively on a monthly basis.

POLICY

Alternatively, where the request for police action is to respond to a traffic complaint or marine complaint, the member receiving the request may create a QPRIME occurrence and complete an initial report task. The complaint may be referred as a task to an appropriate work unit for investigation in accordance with the QPRIME User Guide.

Where a member of the public reports a non-urgent matter to Policelink, further police action may be required depending on the circumstances of the matter, see s. 1.11: 'QPRIME (Policelink entered occurrences)' of this chapter.

1.6.2 Activity codes

ORDER

When a member is recording the details of a request for police action on a job recording system, the member is to assign a code to that job from the list of Activity Codes, which is contained within the QP 0103H: 'Activity Codes (Job & Description Codes)' (available on QPS Forms Select).

PROCEDURE

A copy of the Activity Codes list should be kept in all stations, establishments and police vehicles.

Codes should be used to describe tasks when allocating them in order to reduce congestion on police radio frequencies.

When the correct code classification is unclear the general code numbers heading each code should be used.

1.6.3 Recording policing activities

Occurrence sheets, station logs and activity logs are used to record operational policing activities undertaken during a shift. The type and extent of the information recorded on these systems will depend on the nature of duties undertaken by the relevant officers. They should only contain a brief summary of the event (i.e. date, time, place etc.) and outcomes of police action.

The ultimate discretion of what activities should be recorded rests with the relevant assistant commissioner, or the district officer, in consultation with officers in charge of the stations or establishments. However, as a general rule only primary tasks or jobs associated with core service delivery (both proactive and jobs allocated by police communications) (e.g. disturbances, patrols, community assistance, arrests) should be recorded, and secondary or incidental tasks (e.g. telephone calls, correspondence, maintenance, training) should be recorded, if appropriate, in other record-keeping mechanisms such as official police notebooks or diaries (see also ss. 1.6.7: 'Occurrence sheets and activity logs' of this Manual and 2.3.6: 'Official police notebooks and diaries' of the Management Support Manual).

Wherever possible, use of activity logs should be consistent across districts and regions.

Two types of activity logs are available for use in accordance with this policy:

> (i) QP 0161: 'Activity logs'; and

> (ii) ITAS Activity logs.

POLICY

ITAS activity logs should be used by officers performing general duties or road policing functions to record traffic and non-traffic related activities. Other operational officers may be directed by the officer in charge of the region or command for their area of responsibility to use ITAS to record traffic and non-traffic matters.

Traffic-related outcomes include any outcomes that will contribute to the ITAS statistical report such as traffic crashes, traffic enforcement, vehicle impoundments, RBTs etc. (see s. 13.2: 'Intelligent Traffic Analysis System (ITAS)' of the Traffic Manual).

ORDER

When implemented, ITAS Activity logs are to be used to record all traffic related outcomes that contribute towards the completion of the ITAS statistical report.

See also s. 9.1: 'Written reporting' of the Management Support Manual.

1.6.4 Use of activity logs

PROCEDURE

Information contained in activity logs:

> (i) should not be duplicated except for recording significant or major events; and

> (ii) where applicable, should be legibly handwritten or typed.

Guidelines for the completion of activity logs (QP 0161) are contained in the 'Aide Memoire' attached to the front of the activity log (QP 0161) booklet.

1.6.5 Responsibility for completion of activity log

ORDER

Where two or more officers are instructed to perform the same operational duty together, then the officer who has responsibility for command is to be responsible for completion of the activity log (see s.7.1: 'Responsibility for command' of the *Police Service Administration Act*).

If during the course of a period of duty a change in staffing arrangements is made, details of that change are to be included on the log.

1.6.6 ITAS taskings and statement of objectives and outcomes

POLICY

Activities should be planned and carried out in terms of predetermined objectives, which should be set via ITAS taskings or on a Form QP 0305: 'Statement of Objectives and Outcomes' (available on QPS Forms Select). The objectives and taskings should be in line with objectives and desired outcomes stated in station operational plans and ITAS intelligence data. The objectives and taskings should be clear and a realistic statement/s of what is to be achieved by an officer or crew including a police liaison officer during any period of duty.

An outcome is a statement of how each objective or tasking was addressed and the extent to which each objective or tasking was met.

The extent to which outcomes are achieved may depend upon factors including assigned workload during the period of duty. Activities undertaken are recorded on the activity log and should be considered by shift supervisors or district duty

officers as they review the extent to which outcomes are achieved. ITAS taskings may be set to cover more than one shift.

See 13.2: 'Intelligent Traffic Analysis System (ITAS)' of the Traffic Manual.

ORDER

Shift supervisors or district duty officers are to set shift objectives or ITAS taskings for officers under their control and are to review the extent to which the objectives or taskings are achieved.

Shift supervisors or district duty officers or another member designated by the officer in charge of the station or establishment are to review each log, identify significant management information and ensure that the appropriate information is forwarded or has been forwarded to the appropriate destination including where applicable, the officer in charge of the station or establishment.

Completed handwritten activity logs (QP 161), together with relevant statements of objectives and outcomes, are to be distributed as follows:

> (i) original to the officer in charge, then to station file; and

> (ii) a copy to the intelligence officer.

Activity logs (QP 161) kept in electronic form are to be stored on the relevant regional/district fileserver.

1.6.7 Occurrence sheets and activity logs

POLICY

Information from activity logs should not be duplicated in full on occurrence sheets.

Where an officer in charge considers it necessary to maintain a summary of significant items (other than significant events reported in accordance with s. 1.18.1: 'Significant Event Messaging System' of this chapter) from the logs for referral to district or regional level, then that summary should be limited only to significant items of which the district or regional office need to be informed. Details of routine events e.g. property offence reports and traffic offence notices issued, should not be duplicated on an occurrence sheet.

Responsibility for the security, retention and storage of completed:

> (i) ITAS activity logs, remain with the Information Security Branch; and

> (ii) QP 161 activity logs, remain with the officer in charge of the station or establishment.

QP 161 activity logs (QP 0161) and ITAS activity logs are to be retained for a period of five years from the date of completion as required by the Record Retention and Disposal Schedule (see s. 5.5: 'Records Retention and Disposal' of the Management Support Manual).

Business Continuity Plans

Officers in charge of stations and establishments are to ensure business continuity plans include manual processes to be used for recording of police activities, collation of traffic statistics and other associated functionalities adopted within ITAS including rostering and planning (see s. 3.6: 'Business continuity planning' of the Management Support Manual).

1.6.8 Transfer of information

POLICY

Transfer of information generally to the Commissioner or the relevant Deputy Commissioner should be through the officer in charge of the relevant region or command unless emergency or unusual circumstances exist.

PROCEDURE

Management information includes, but is not limited to, information contained in:

> (i) occurrence sheets or logs;

> (ii) ITAS activity logs;

> (iii) executive briefing notes;

> (iv) significant event messaging system;

> (v) work unit briefings; and

> (vi) other Service documentation and amendments thereto.

The officer in charge of a region or command is responsible for ensuring appropriate systems in place in their area of responsibility for the receipt, recording and transfer of management information

1.6.9 Transfer of general information (message system)

POLICY

It is imperative that messages received by members are acted upon in a timely fashion and that appropriate outcomes are achieved. A message system should be maintained which enables incoming messages to be recorded and ensures that appropriate action is taken.

PROCEDURE

Officers in charge of stations or establishments should maintain a message system for use by all members under their control.

Where the message system is comprised of a message book, it should have numbered pages and be bound. Regardless of the type of message system utilised, it should contain the following:

(i) date and time message received;

(ii) name of the person the message is directed to;

(iii) text of the message;

(iv) the name of the person taking the message;

(v) action taken;

(vi) endorsement of the shift supervisor or district duty officer indicating action has been taken; and

(vii) date message signed by the supervisor.

Members who receive messages, either personally or by telephone, should enter particulars of the message in the message system maintained at their station or establishment.

Where policing action is required and the member to whom the message is directed cannot be contacted, the member receiving the message should take, or ensure that necessary action is taken.

If specific action is to be taken by the member to whom the message is directed, then the member receiving the message should note the specific requirement under 'action taken' and advise the member to whom the message is directed accordingly.

Members receiving a message for another member who does not work within that particular station or establishment should record the message in the local message system and pass the message onto the appropriate station or establishment. The member passing the information onto another station or establishment should note the local message system accordingly:

(i) date and time message passed on;

(ii) name of member to whom message was given; and

(iii) the station or establishment of that member.

When a message is unable to be passed onto the appropriate station or establishment, the officer receiving the message should notify the shift supervisor or district duty officer prior to termination of the shift.

Message systems are not intended to replace job cards. If a job card is generated it is sufficient to note the job card number in the message system.

Members should check the message system at regular intervals, but at least at the commencement and prior to the completion of their shift.

Shift supervisors or district duty officers should examine message systems maintained in areas under their control immediately prior to the completion of each shift and ensure that appropriate action has been taken by the member who received each message. The shift supervisor or district duty officer should initial or sign adjacent to each entry indicating that appropriate action has been taken. Where action has not been taken in relation to a message in the message system, the shift supervisor or district duty officer, if unable to take immediate action, should advise the next commencing shift supervisor or district duty officer of the matter.

Shift supervisors or district duty officers should collect and distribute computer messages at the commencement of each shift. Those requiring action that cannot be taken immediately should be entered in the message system by the supervisor and signed off after appropriate action has been taken.

PROCEDURE

Members:

(i) should clearly separate messages; and

(ii) may record unofficial messages and those of a personal nature. However, members should take care when recording personal information about other members of the Service.

ORDER

Officers in charge of a station or establishment are to ensure that the message transfer system is maintained and that any relevant required action is undertaken.

Officers in charge of a station or establishment are to ensure the secure storage of completed message systems for two years from the date of completion.

1.6.10 Street checks

PROCEDURE

Street checks are to be used for recording field interrogations, suspect motor vehicles and the movements/activities of suspect persons. Street checks aid in gathering data to solve offences and indicate crime trends. Street checks should not be recorded when an occurrence is recorded in QPRIME for action against the subject person (e.g. drug diversion).

The benefits of street checks include:

(i) intelligence gathering;

(ii) rebutting possible alibis for persons suspected of committing offences elsewhere;

(iii) a decrease in the likelihood that persons who have been recorded on street checks will commit offences in that area; and

(iv) promoting positive police/community interaction.

Police officers are entitled to ask members of the public questions about identification and activities but should be mindful that such persons are entitled to refuse to answer those questions. In these situations officers should complete street checks as accurately as possible, including detailed descriptions of the person intercepted, other persons in company of that person and other information including motor vehicle(s) and activities.

Officers completing street checks should use a form QP 611: 'Street check' or where a form is not available, record details of the street check in their official police notebook. The QP 611 is only required to be completed in original.

Responsibilities of officers

POLICY

It is the responsibility of the officer completing a QP 611 to:

(i) complete the description of intercepted persons and vehicles as accurately as possible;

(ii) list reason(s) for completing the street check; and

(iii) conduct computer checks to ascertain if the person(s) subject of the street check is wanted and/or has a criminal history. If wanted, outline action taken.

Responsibilities of officers in charge of stations/establishments

POLICY

It is the responsibility of the officer in charge of the station/establishment to ensure that:

(i) each QP 611 is fully and accurately completed;

(ii) the information on each QP 611 is promptly entered in QPRIME as an occurrence; and

(iii) upon confirmation the information in QPRIME is correctly entered, the QP 611 is destroyed (see the Records Retention and Disposal Schedule as available on the QPS Corporate Intranet (Bulletin Board) and s. 5.5: 'Corporate Records Management System' of the Management Support Manual).

Members are to refer to 'Street Checks' of the QPRIME User Guide for guidance on how to enter street checks in QPRIME.

1.6.11 Updating operational information on QPRIME

POLICY

Members, whilst in the performance of their operational duties, including:

(i) an arrest, detention or commencement of a prosecution;

(ii) the taking of identifying particulars e.g. fingerprints and photographs;

(iii) executing or satisfying of warrants;

(iv) the completion of street checks;

(v) recording and making investigations or inquiries in relation to a QPRIME occurrence;

(vi) taking applications made for criminal history checks and weapons licences;

(vii) recording of bail reportees or reporting by sexual offenders;

(viii) issuing of infringement notices; or

(ix) watchhouse duties;

who become aware of relevant information relating to a person, businesses/organisations (including gangs), vehicles and addresses, are to where practicable, ensure the information is entered in QPRIME. Note – when updating records on QPRIME, always open the record from the relevant task of an occurrence, a street check or submission and make the required updates from there (see QPRIME User Guide).

Information relevant to the person may include:

(i) the full name and date of birth, including any aliases of the person;

(ii) current address;

(iii) general description;

(iv) any known health conditions of the person, e.g. heart disease, diabetes, epilepsy, including if medication is used or required;

(v) any high risk contagious disease, e.g. HIV (AIDS), hepatitis;

(vi) any illegal drug use history;

(vii) any general tendency toward violent or suicidal behaviour, including self-mutilation, violence towards police or other persons;

(viii) the use or possession of weapons;

(ix) specific security risks relating to the person, e.g. previous escapee, requires special escort considerations, may be target of other prisoners whilst held in custody;

(x) any other information which could assist police in their duties such as distinguishing features, contact numbers, employment details, next of kin, school attended;

(xi) any incident of spitting or biting, either directed at persons or otherwise whilst in police custody including in watchhouse cells, police vehicles or establishments, and

(xii) the source of such information.

Where a member establishes that information on QPRIME, is incorrect or incomplete, the member is to ensure the information is appropriate, checked for accuracy, and entered or updated on QPRIME as soon as practicable thereafter.

PROCEDURE

Where a need for a correction to, or merging of, one or more QPRIME person record is identified, members are to ensure a task is forwarded to the Investigations Unit, Information Service Centre, using the QPS IU Investigation workflow. Where other QPRIME records corrections, (such as addresses linking of persons to occurrences etc.) are required, members are to task the Tactical Data Management Group through the QPS Request correction to record(s) workflow (see the QPRIME User Guide).

Members are to refer to Chapter 4: 'Information security' of the Information Management Manual on the appropriate use of Service computer systems.

Members are to refer to the QPRIME User Guide for adding and updating entities on QPRIME and creating, modifying and ending flags and cautions.

1.7 Community based policing strategies

1.7.1 Deleted (see Management Support Manual s. 2.7: 'Problem solving')

1.7.2 Crime prevention (state-wide initiatives and supporting programs)

To support the problem solving approach, the Service has available a number of crime prevention initiatives including:

(i) BizSafe;

(ii) Community Consultative Committees (see Community Safety Crime Prevention webpage located on the QPS corporate internet website);

(iii) crime prevention information, including web-based information on the Queensland Police Service corporate internet website and brochures;

(iv) crime prevention partnerships;

(v) Crime Prevention through Environmental Design (CPTED);

(vi) Home Assist/Secure;

(vii) Neighbourhood Watch (see s. 1.7.3: 'Neighbourhood Watch' of this chapter);

(viii) Party Safe (see s. 1.7.7: 'Party safe' of this chapter);

(ix) Personal Safety Strategies;

(x) Police Beats, including Neighbourhood Police Beats and Police Beat Shopfronts;

(xi) property security;

(xii) Protective Behaviours;

(xiii) Safety Audit Program;

(xiv) Police in schools (see s. 1.7.8: 'Police in schools' of this chapter) including:

    (a) School Based Policing Program;

    (b) Adopt-a-Cop; and

    (c) Adopt-a-School;

(xv) station community crime reduction officers (see s. 1.7.9: 'Station community crime reduction officers' of this chapter);

(xvi) Tourist Oriented Policing;

(xvii) Mental Health Intervention Program;

(xviii) Police Liaison Officers (see s. 1.4.9: Role and function of 'Police Liaison Officers' of this chapter).

The role and function of the Service's crime prevention initiatives are outlined on the Community Contact Command's, Policelink and Programs Group webpage on the QPS Corporate Intranet (Bulletin Board).

Other supporting programs and initiatives include:

(i) Crime Stoppers (see s. 1.15: 'Crime Stoppers' of this chapter);

(ii) Driver Reviver Program (see s. 14.6: 'Driver Reviver Program' of the Traffic Manual);

(iii) Queensland Blue Light Association Inc. (see s. 1.7.4: 'Queensland Blue Light Association' of this chapter);

(iv) Queensland Police Youth Citizen Welfare Association (see s. 1.7.5: 'Queensland Police Youth Citizen Welfare Association' of this chapter); and

(v) Volunteers in Policing.

1.7.3 Neighbourhood Watch

Neighbourhood Watch is a community based policing initiative that promotes partnerships between the Service and local communities to encourage interaction and a shared sense of a responsibility between individuals and neighbours to prevent crime and enhance personal safety.

The role, function and objectives of the Neighbourhood Watch are outlined on the program's webpage on the QPS Corporate Intranet (Bulletin Board).

POLICY

The Service provides professional expertise and support to Neighbourhood Watch by assisting the community to organise themselves for the purpose of reducing crime and enhancing safety.

District crime prevention officers, officers in charge of police stations and station community crime reduction officers should assist Neighbourhood Watch groups within their area of responsibility.

Officers in charge of Neighbourhood Watch Police Liaison Officers should allow adequate time and resources for the officers to perform their appointed role, wherever possible, within the officer's rostered shift.

The policies and procedures in relation to the management and operation of Neighbourhood Watch, as contained on the program's webpage on the QPS Corporate Intranet (Bulletin Board) are to be read as an appendix to this Manual.

1.7.4 Queensland Blue Light Association

An integral part of community based policing is direct involvement in community activities, including participation in the area of youth entertainment. The Queensland Blue Light Association affords off-duty officers the opportunity to engage in a program which brings them into contact with young people and has branches throughout Queensland.

Queensland Blue Light is an incorporated association which is managed by a board of directors, who oversee the running of the association statewide.

The role, function and objectives of the Blue Light Association are outlined on the Association's webpage on the QPS Corporate Intranet (Bulletin Board).

1.7.5 Queensland Police-Citizens Youth Welfare Associations

The Queensland Police-Citizens Youth Welfare Association is a community based policing initiative aimed at promoting and enhancing the personal development of young people. The association also provides community activities at its affiliated branches throughout Queensland.

The Queensland Police-Citizens Youth Welfare Association is an incorporated association which is managed by a board of directors.

The role, function and objectives of the Queensland Police-Citizens Youth Welfare Association are outlined on the Association's webpage on the QPS Corporate Intranet (Bulletin Board).

1.7.6 Deleted

1.7.7 Party Safe

Members of the public may register a party in person at a police station, by telephone through Policelink, or online at the Queensland Police Service website (www.police.qld.gov.au/party).

Parties registered with the Service, provide information regarding the proposed party and contact details for the host, which will assist officers who may be required to deal with any public disorder issues arising from the party.

Party Safe information, promotion and party resources are available from the Drug and Alcohol Coordination Unit, Engagement Branch, Strategy Division, PSBA at the unit's webpage on the QPS Corporate Intranet (Bulletin Board).

PROCEDURE

Members receiving a request from a member of the public to register a party in person are to:

(i) complete a QP 0525: 'Party Safe registration form' (available on QPS Forms Select), where it has not been completed by the requesting person;

(ii) provide the person with 'Party Safe' wristbands, 'Registered Party' poster and a Party safe booklet (as required); and

(iii) forward the original, completed form to their officer in charge and e-mail or fax a copy of the form to the relevant police communications centre.

Members receiving a request from a member of the public to register a party by telephone or email, should advise the person to register their party:

(i) in person at a local police station;

(ii) by telephone through Policelink; or

(iii) online via the Service 'Party Safe' website at www.police.qld.gov.au/party.

Where a party has been registered either online or through Policelink, members of the public will be asked to attend a police station if they wish to collect Service 'Party Safe' resources.

Officers in charge of stations are to provide a copy of the form to the shift supervisor when the party is held and ensure that patrols of the registered party are included on I-TAS as a shift objective for the relevant shift.

Police Communications Centres

PROCEDURE

The officer in charge of a police communications centre receiving a 'Party Safe' registration form or Policelink 'Party Safe' work ticket is to:

(i) create a 'party safe registration' job request on the QCAD/CAD/IMS computer system and delay the job until the date of the party;

(ii) advise the relevant district duty officer of the party details at the commencement of the shift when the party is held; and

(iii) ensure that any calls for service relating to the registered party are linked to the original job.

1.7.8 Police in schools

POLICY

The policies and procedures in relation to the management and operation of the:

(i) School Based Policing Program;

(ii) Adopt-a-Cop Program; and

(iii) Adopt-a-School Program,

as contained on the Crime Prevention Programs Unit webpage on the QPS Corporate Intranet (Bulletin Board) are to be read as appendices to this Manual.

School Based Policing Program

The School Based Policing Program is a joint initiative of the Service and the Department of Education, Training and Employment which aims to assist school communities to achieve preventative outcomes through a police presence within school communities.

The role and functions of the School Based Policing Program and school based police officers is outlined on the Crime Prevention Programs Unit webpage on the QPS Corporate Intranet (Bulletin Board).

ORDER

Officers appointed as school based police officers are not to display or carry firearms or TASER's (conducted energy weapons) within the school.

Where credible intelligence, supported by a threat assessment, identifies a risk of serious injury to a person on the school grounds, a commissioned officer may authorise a school based police officer to carry a firearm and/or a TASER (conducted energy weapon).

POLICY

The policies and procedures in relation to the management and operation of the School Based Policing Program and school based police officers, as contained on the Crime Prevention Programs Unit webpage on the QPS Corporate Intranet (Bulletin Board) are to be read as an appendix to this Manual.

Adopt-a-Cop program

The Adopt-a-Cop program seeks to build positive relationships between the Service and members of the school community through the voluntary appointment of Adopt-a-Cops to schools and other relevant organisations.

The role, function and objectives of the Adopt-a-Cop program are outlined on the Crime Prevention Programs Unit webpage on the QPS Corporate Intranet (Bulletin Board).

POLICY

Where a school wishes to take part in the Adopt-a-Cop program, the officer in charge of the police station or establishment where the school is located is to appoint an appropriate officer to perform the role.

Officers in charge of Adopt-a-Cop officers should allow adequate time and resources for the officer to perform their appointed role, wherever possible, within the officer's rostered shift.

The policies and procedures in relation to the management and operation of the Adopt-a-Cop program, as contained on the Crime Prevention Programs Unit webpage on the QPS Corporate Intranet (Bulletin Board) are to be read as an appendix to this Manual.

Adopt-a-School Program

The Adopt-a-School Program seeks to enhance the service delivery to school communities by:

(i) implementing a framework to build positive relationships between local police and educational facilities and the facilitate the identification and resolution of police-related issues; and

(ii) coordinating the local implementation of the Adopt-a-Cop program, including the appointment of an Adopt-a-Cop to every school wishing to participate (subject to operational capability) and the ongoing supervision and support of Adopt-a-Cops.

The role, function and objectives of the Adopt-a-School program are outlined on the Crime Prevention Programs Unit webpage on the QPS Corporate Intranet (Bulletin Board).

POLICY

District officers should:

(i) provide strategic direction and support to address policing issues impacting school communities across their area of their responsibility;

(ii) hold regular meetings, at least annually, with officers in charge of police stations and establishments to identify and respond to issues impacting school communities; and

(iii) support the implementation and operation of the Adopt-a-Cop and Adopt-a-School programs and ensure officers in charge discharge their responsibilities under this policy.

Officers in charge of police stations and establishments should engage with schools by:

(i) holding regular meetings, at least annually, with school principals and other relevant stakeholders;

(ii) engaging in informal consultation with schools as necessary; and

(iii) supporting the ongoing operation of the Adopt-a-Cop Program.

The policies and procedures in relation to the management and operation of the Adopt-a-School Program, as contained on the Crime Prevention Programs Unit webpage on the QPS Corporate Intranet (Bulletin Board) are to be read as an appendix to this Manual.

1.7.9 Station community crime reduction officers

Station community crime reduction officers are responsible for identifying and employing crime prevention and reduction strategies in response to crime trends identified through intelligence holdings and as reported by the public.

The role, function and objectives of the station community crime reduction officers are outlined on the Crime Prevention Programs Unit webpage on the QPS Corporate Intranet (Bulletin Board).

POLICY

The officer in charge of a police station is to appoint an officer to perform the role of station community crime reduction officer.

The station community crime reductions officer should liaise closely with relevant internal and external stakeholders including:

(i) division and district intelligence officers;

(ii) officers performing school-based policing activities;

(iii) officers and police liaison officers from the division and neighbouring divisions;

(iv) district crime prevention officers;

(v) district and patrol group Supportlink Liaison Officers;

(vi) Victim Assist Queensland police liaison officer;

(vii) local neighbourhood watch groups; and

(viii) members of the community and other relevant stakeholders,

to tailor and deliver crime prevention and reduction strategies.

The officer in charge of the police station or establishment is responsible for the performance and supervision of the station community crime reduction officer and should allow adequate time and resources for the officer to perform their appointed duties.

The policies and procedures in relation to the management and operation of station community crime reduction officers, as outlined on the Crime Prevention Programs Unit webpage on the QPS Corporate Intranet (Bulletin Board) are to be read as an appendix to this Manual.

1.7.10 Lesbian, Gay, Bisexual, Transgender and Intersex Liaison Program

POLICY

The Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) Liaison Program was developed to establish and maintain effective liaison between police and LGBTI communities. It also enables appropriate policies and strategies to be developed to ensure the delivery of an equitable service across the state.

The role and function of the LGBTI Liaison Program is outlined on the Crime Prevention Programs Unit webpage on the QPS Corporate Intranet (Bulletin Board).

Regional coordinator, LGBTI Liaison Program

POLICY

The officer in charge of a region or command is to appoint a regional coordinator, LGBTI Liaison Program. The regional coordinator, LGBTI Liaison Program is to work in cooperation with the State Coordinator, LGBTI Liaison Program to provide a regional police response to LGBTI communities. This response is to complement the strategic goals set in place by the regional crime prevention coordinator and State Coordinator, LGBTI Liaison Program.

District LGBTI liaison officers

POLICY

District officers may appoint one or more district LGBTI liaison officers. The duties associated with the position may be conducted in addition to the officer's normal functions. District officers are to ensure that adequate time and resources are allocated to district LGBTI liaison officers to perform tasks associated with the LGBTI Liaison Program and that district LGBTI liaison officers are clearly identified on rosters.

Assistance to investigations by district LGBTI liaison officers

POLICY

Regional crime coordinators are to consider the use of district LGBTI liaison officers to support an investigation that impacts upon or involves a member of the LGBTI community. The rapport between district LGBTI liaison officers and the LGBTI community may assist an investigation.

Officers in charge of stations or establishments are to ensure that crime reports are not detailed to district LGBTI liaison officers solely on the basis that the complainant, informant, witness, suspect or offender is or is perceived to be a member of the LGBTI community.

Policing responses to 'beats'

POLICY

When patrolling 'beats' (a place where some members of the LGBTI community meet), uniformed officers are to be used in preference to plain-clothes officers where practicable.

Officers investigating offences occurring at or near 'beats' in which persons have been victimised by attacks apparently because of their sexuality or perceived sexuality are to advise the district LGBTI liaison officer as soon as practicable. In some instances, the provisions of timely advice to the LGBTI community by the Service may reduce the risk of further occurrences in the area.

Disclosure of sexuality

POLICY

Many members of the LGBTI community keep their sexuality in confidence for fear of becoming a target for harassment or discrimination. Officers should use discretion when dealing with the LGBTI community so that the possibility of unnecessarily disclosing a person's sexuality is reduced.

Good Practice Guide for Interaction with Transgender Clients

The Service has, in conjunction with members of the Transgender community and Queensland Association for Healthy Communities, compiled the 'Good Practice Guide for Interaction with Transgender Clients' (the Guide). The Guide is located on the Crime Prevention Programs Unit webpage on the QPS Corporate Intranet (Bulletin Board).

1.7.11 When a member of the Service is exempt from holding a blue card

The object of the *Working with Children (Risk Management and Screening) Act* is to promote and protect the rights, interests and well-being of children and to ensure that persons employed in particular employment or carrying on particular businesses, undergo screening.

Screening of persons involved in regulated employment and regulated businesses, involves assessment of the relevant employee by the Chief Executive (Employment Screening), Public Safety Business Agency and the issuing of a prescribed notice. The notice issued is either a positive notice (blue card) or a negative notice.

Exemption (performing function of the Service)

Persons engaged in employment for the Service are exempt from the requirement to obtain a positive notice and blue card for any activity performed involving children, if the activity:

(i) is outside the definition of 'regulated employment' or a 'regulated business' of the *Working with Children (Risk Management and Screening) Act*; or

(ii) is one where an exemption under Schedule 1, Part 3: s. 26: 'Persons engaged in employment for the police service' of the *Working with Children (Risk Management and Screening) Act* applies.

Persons listed in s. 5AA.3: 'Meaning of engaged by the Service' of the *Police Service Administration Act*, namely:

(i) a police officer;

(ii) a staff member;

(iii) a recruit;

(iv) a special constable;

(v) an external service provider;

(vi) a person performing functions at a police station or police establishment under a contract for services; and

(vii) a person working in the Service as a volunteer or as a student on work experience,

are not required to hold a blue card when employed in 'regulated employment' when that employment involves the person performing a function of the Service (see s. 2.3: 'Functions of the Service' of the *Police Service Administration Act*) in a Service approved activity.

Persons engaged by the Service, to perform a function of the Service, must be able to show a direct connection or link between an activity performed and a function of the Service.

Service approved activities or programs which have a direct link to a function of the Service, that relate to children and usually come within the definition of 'regulated employment' or a 'regulated business' (see Schedule 1, Part 1: 'Regulated employment' and Part 2: 'Regulated business' of the *Working with Children (Risk Management and Screening) Act*) include:

  (i) Adopt-a-cop;

  (ii) Party safe;

  (iii) Personal safety strategies;

  (iv) Protective behaviours;

  (v) School based policing;

  (vi) Queensland Blue Light Association Inc.;

  (vii) Queensland Police-Youth Citizen Welfare Association; and

  (viii) Volunteers in policing.

It is irrelevant whether the employment is paid or voluntary, part of rostered duty or not or whether a police officer is in uniform or not, providing the employment involves performing a function of the Service.

Requirement to hold a blue card

A police officer who undertakes 'regulated employment' or runs a 'regulated business' outside their Service functions, is required to hold an exemption notice (see Chapter 8, Part 5: 'Exemption notices' of the *Working with Children (Risk Management and Screening) Act*).

A Service member, other than a police officer, who undertakes 'regulated employment' or runs a 'regulated business' outside their Service functions, is required to hold a blue card. For instance, if a member intends to coach a soccer team from their neighbourhood, and was not coaching in a capacity linked to the Service, then they would be required to hold a blue card.

See subsection 'Exemption (performing function of the Service)' of this section.

1.8 Deleted (see Management Support Manual s. 9.1: 'Written reporting')

1.9 Deleted (see Management Support Manual s. 5.6: 'Release of information')

1.10 Deleted (see Management Support Manual s. 5.7: 'Right to information and privacy')

1.11 QPRIME occurrences

POLICY

A QPRIME occurrence is to be created in respect of the commission or suspected commission of any indictable offence, simple offence of a serious nature or any regulatory offence. The member who receives the complaint or detects an offence is responsible for ensuring the QPRIME occurrence is created.

Where required, members should consider the provisions of ss. 12, 13 and 14 of the Criminal Code and the *Crimes at Sea Act* (Cwlth) to establish whether an offence has occurred in Queensland.

Receiving reports of non-urgent matters

Where a member of the public attends a police station to report the commission or suspected commission of an offence, members of the Service are to ensure that a report is taken at that time. After taking the report, members should advise the member of the public of the Policelink reporting options for future reference.

When a member of the public telephones a member of the Service to report a non-urgent matter, the person should be advised of the option for reporting the matter by:

(i) submitting a report by using the:

(a) Policelink App from a mobile telephone or mobile device; or

(b) 'Online reporting and updates' page on the QPS internet; or

(ii) telephoning Policelink non-urgent telephone number 131 444; or alternatively

(iii) reporting the matter to an appropriate member of the Service.

Cybercrime reporting

POLICY

Where an officer receives a report of cybercrime (see Service Manual Definitions) including:

(i) online scams and fraud;

(ii) identity theft;

(iii) attacks on computer systems; and

(iv) illegal or prohibited online content,

including foreign and interstate cybercrime, the victim is instead to be referred to the Australian Cybercrime Online Reporting Network (ACORN) website to self-report.

When necessary, a member may enter a cybercrime complaint directly onto ACORN on behalf of the complainant, using the hyperlink on the Service intranet (see also s. 2.5.12: 'Cybercrime reporting and investigation' of this Manual).

Victims of cybercrime should be provided with appropriate ACORN advice including an advisory brochure (see also ACORN – Report cybercrime online on the Service intranet).

No requirement exists for cybercrime to be initially recorded on QPRIME.

1.11.1 Policelink entered occurrences

Public reporting of non-urgent matters to Policelink

Members of the public may report a range of non-urgent matters to Policelink by:

(i) using the Policelink App from a mobile telephone or other mobile device;

(iii) using the 'Online reporting and updates' page on the QPS internet; or

(iii) telephone.

These may include:

(i) reporting and updating select property offences, namely:

(a) damage to property offences, excluding:

- arson; and

- wilfully kill, maim, wound animals including stock;

(b) stealing offences, excluding fraud offences;

(c) unlawful entry offences, excluding where violence or threats are used; and

(d) unlawful use of motor vehicle offences;

(ii) reporting lost property;

(iii) police related enquiries, e.g. crime prevention, simple weapons licensing enquiries;

(iv) special event and incident telephone numbers;

(v) Queensland Police Service support for disaster management;

(vi) having client service reports entered on members;

(vii) entering publicly submitted information e.g. Party Safe registrations, requests for police attendance; and

(viii) receiving online documentation from offenders following police enforcement e.g. applications for early release of impounded motor vehicles, banning notice appeals.

When a member of the public reports a non-urgent property offence to Policelink and any of the following circumstances exist, namely:

(i) a person or place of interest is nominated;

(ii) a witness to the occurrence is nominated;

(iii) the offence is an unlawful entry offence;

(iv) the stolen or damaged property is over $10,000 in value;

(v) a vehicle of interest is involved;

(vi) a weapon is involved;

(vii) property or evidence has been left at the scene (may only require SOC task);

(viii) the member of the public requests police attendance; or

(ix) the circumstances surrounding the offence warrant police attendance,

the Policelink client service officer is to complete the initial occurrence report and then forward a request for police attendance via the appropriate police communications centre.

See also s. 1.11.3: 'Amendments/updates of Policelink entered occurrences (supplementary reports)' of this Manual.

Reporting to Policelink

POLICY

QPRIME occurrences, which are to be reported to Policelink by members, are created by:

(i) submitting the information through the Policelink Internet Reporting (PIR) interface on the Service intranet (see 'PIR available occurrence types' of the PIR User Guide); or

(ii) telephoning the information to Policelink.

A Policelink entered QPRIME occurrence is to be created in relation to the following non-crime matters:

(i) move-on directions given under the *Police Powers and Responsibilities Act* (officers have the option of recording move-on directions through PIR) (see s. 13.23: 'Move-on power' of this Manual);

(ii) use of force reporting (see s. 14.3.9: 'Use of force reporting' of this Manual);

(iii) first report of stalking;

(iv) allegations of child harm, which does not relate to a criminal offence committed upon the child and leads the officer to have serious concerns for the well-being of the child (see 'Non-criminal child harm report' of s. 7.3.1: 'Initial action for reports of child harm' of this Manual);

(v) any child under the age of criminal responsibility who is officially counselled for what would otherwise constitute an offence, see s. 5.3.18: 'Children under the age of criminal responsibility' of this Manual; and

(vi) a child intoxicated in a public place.

ORDER

Officers are not to enter any Policelink reportable occurrences directly into QPRIME. All Policelink reportable occurrences other than those listed in 'PIR available occurrence types' of the PIR User Guide are to be reported via Policelink.

Obtaining Policelink audio recording

POLICY

Incoming telephone calls from members of the public to Policelink are recorded. Policelink also maintains a record of all contact made by members of the public through email, on-line forms or social media contacts.

PROCEDURE

Where a member seeks to obtain a copy of a Policelink contact from a member of the public, the requesting member is to:

(i) obtain signed authorisation from a commissioned officer, or an administrative officer of the level of AO7 or higher, to obtain a copy of the recording or contact document;

(ii) contact Policelink to obtain the Customer Relationship Management (CRM) number, if known, for the relevant telephone call; and

(iii) complete a QP 0853: 'Request for copy of contact information – Policelink' and send the form by facsimile to the Manager, Quality Assurance, Policelink Branch.

1.11.2 Recording an offence on QPRIME

Interstate offences

POLICY

Where a member receives a complaint of an offence or suspected offence that:

(i) occurred outside Queensland;

(ii) where the provisions of s. 1.11.1: 'Policelink entered occurrences' of this chapter do not apply in respect of that offence;

(iii) the offence is not an offence against the Commonwealth; and

(iv) cannot be reported on-line or by telephone by the person to the relevant police service/force,

the member is to advise the complainant that although the offence is outside the jurisdiction of the Service, the matter can be reported at a Queensland police station. When an interstate crime is reported at a police station, the member taking the report is to:

(i) record the information of the complaint on a QP 0758: 'Occurrence report' or in a similar written document;

(ii) take a signed statement from the complainant with sufficient detail to enable the interstate investigating officers to conduct enquiries into the offence; and

(iii) submit the written QP 0758 or occurrence information and signed statement to a commissioned officer, for forwarding to the relevant interstate police station where the incident occurred.

If the offence relates to a fraud (e.g. fraudulent credit card use), or a matter that requires further investigation to determine that the offence occurred interstate, the offence can be entered onto QPRIME using the complainants home address as the offence address. Hard copies can be forwarded to the relevant interstate police station for enquiries to establish where the offence occurred.

Where a complaint or report relates to a major investigation of an offence that has been recently committed outside Queensland (i.e. serious sexual assaults, murder, robberies), officers should notify the regional duty officer or district duty officer and the relevant agency of the details of the report or complaint, and render appropriate assistance.

Lost property may be reported to the Service regardless of whether the property was lost interstate or overseas.

Offence reported to a member

ORDER

A member who receives a complaint of an offence, other than a cybercrime, or a complaint of an offence allegedly committed by a member of the Service, is to ensure it is recorded on QPRIME and is to:

(i) legibly record particulars of the offence in a QP 0758 or the officer's official police notebook when receiving the complaint;

(ii) complete a C61: 'complaint acknowledgment form' including where possible the relevant QPRIME occurrence number and give it to the complainant/informant; and

(iii) record the offence on QPRIME through Policelink as soon as practicable and, in any event, within four hours of receiving the complaint (see s. 1.11.1 of this chapter).

A member receiving a complaint of an offence allegedly committed by a member of the Service, is to:

(i) take or cause to be taken the necessary action as set out in 'Complaint and client service reporting' within Complaint Management of the Ethical Standards Command Policies; and

(ii) not furnish a QP 0758 nor create a QPRIME occurrence unless advice has first been received from the Assistant Commissioner, Ethical Standards Command.

Indigenous identification (Aboriginal and Torres Strait Islander persons)

The Service records data in respect of Indigenous victims and offenders on QPRIME to allow the Government to assess the effectiveness of policies aimed at reducing the number of Indigenous persons becoming involved in the criminal justice system.

POLICY

Members are to ask the question 'Are you of Aboriginal or Torres Strait Islander origin?' in all cases where a member:

(i) is obtaining particulars of an offence or suspected offence from a victim in person;

(ii) commences a proceeding against a person for an offence by way of notice to appear, complaint and summons, or arrest; or

(iii) is issuing an infringement notice for a public nuisance or associated offence.

Members should:

(i) ask the question regardless of the person's appearance;

(ii) ask the question in a tactful and unobtrusive manner, and explain the reasons for asking the question where necessary; and

(iii) record the person's response in their official police notebook, QP 0758, QPRIME or other information system as appropriate.

For the purposes of this policy it is sufficient that a person identifies (self-identification) as being of Aboriginal or Torres Strait Islander origin irrespective of their appearance.

Policelink data entry

PROCEDURE

A Policelink client service officer will record occurrences on QPRIME in accordance with the Policelink Procedures Manual.

ORDER

Officers are not to enter, modify or delete any information within a QPRIME occurrence being recorded by a Policelink client service officer.

QPRIME occurrence number

An occurrence number is generated within QPRIME at the same time as details are recorded on the system.

ORDER

After entering particulars of an offence on QPRIME, the Policelink client service officer is to supply the QPRIME occurrence number to the reporting member, or where applicable, the reporting member of the public. The reporting member is to then record it on the QP 0758 or in their official police notebook.

Theft or loss of firearm

POLICY

Members receiving a complaint of a theft or reported loss of a firearm are to ensure the following details are recorded in a general report within the initial report task of QPRIME occurrence:

(i) make, model, serial number, type (rifle, shotgun, handgun or other) and calibre;

(ii) identifiable marks, peculiarities, physical alterations including machining of the trigger mechanism, scratches, inscriptions and colours of the firearm, such as the barrel and stock;

(iii) whether the firearm was operable and if not, what alterations are needed to make it operable (i.e. parts, expertise such as a gunsmith);

(iv) full name of the registered owner and their respective weapons licence number; and

(v) in cases where ammunition and firearm accessories such as magazine(s), soft or hard gun carry case, telescopic sights, bayonet, scabbard, or shoulder strap have also been lost or stolen at the time of the theft or loss of a firearm, particulars of the ammunition and accessories.

Additionally members receiving such complaints are to make inquiries to establish whether:

(i) the firearm was entered in the firearm register for the registered owner of the firearm;

(ii) the person last in possession of the firearm had lawful possession;

(iii) the theft or loss was reported immediately the person became aware of the loss or theft in accordance with s. 60A: 'Lost and stolen weapons' of the *Weapons Act* (WA);

(iv) the firearm was stored in accordance with the provisions of s. 60: 'Secure storage of weapons', of the WA; and

(v) any conditions or orders under the *Domestic and Family Violence Protection Act* exist in relation to the person last in possession of the firearm.

Where a breach(es) of the WA (e.g. unlawful possession of weapons, fail to secure weapons) has been detected, a separate QPRIME occurrence for the identified offence(s) is to be furnished and prosecution commenced where appropriate (see s. 3.4: 'General prosecution policy' of this Manual). Where additional QPRIME occurrences are furnished, they are to be linked to the QPRIME occurrence for the reported lost or stolen firearm.

When members receive a complaint of the theft or loss of a firearm, the officer in charge of the relevant criminal investigation branch is to be notified (see s. 2.6.15: 'Firearm theft' of this Manual).

Stolen motor vehicles and other vehicles of interest

PROCEDURE

Members receiving a complaint of a stolen vehicle should:

(i) check QPRIME for towed away vehicles and appropriately advise the complainant if the vehicle is recorded;

(ii) if required, have the particulars relating to the motor vehicle immediately broadcasted over the police radio network;

(iii) when the complaint is received and it is not possible to immediately enter the details onto QPRIME, the member is to ensure a flag is created against the stolen vehicle entry in QPRIME; and

(iv) ensure that the complainant is requested to state whether authority is given to the police to tow the vehicle in question when located, and if required to be towed away.

When the complainant is personally at a police station or establishment or personal contact is otherwise made, an entry should be made in the reporting member's notebook or in the QP 0758 indicating whether the authority to tow the vehicle exists. The wording of the authority to tow should be as follows:

'I hereby authorise the police to tow away my .... (describe vehicle) if located and I acknowledge that I will be responsible for the payment of all fees and charges associated with any such towing.

Signature
(Print Name)'

The signed authority should be added to the relevant occurrence as an external document; and

(v) advise the Policelink client service officer the authorisation to tow exists and any other associated matters, e.g. to be towed by a particular towing company. This information will be recorded within the relevant QPRIME occurrence.

ORDER

In relation to interstate registered vehicles where the registration number is known, the reporting member is to make all reasonable inquiries to establish the full vehicle description including the engine number and VIN and arrange for this information to be included on QPRIME.

Policelink client service officers who receive a report with incomplete details of an interstate registered vehicle are to forward a task to a team leader for a search on CrimTrac (see s. 2.17.7: 'CrimTrac – System for the National Exchange of Police Information' of this Manual). Policelink team leaders are to then modify the QPRIME occurrence accordingly.

Local intelligence officers (see Service Manual Definitions) are to:

(i) conduct regular audits of interstate registered motor vehicles reported stolen in their relevant area to ensure the vehicle's VIN and engine number are recorded in the QPRIME occurrence; and

(ii) update the relevant information in the occurrence where the details are not recorded.

PROCEDURE

Where a stolen vehicle is registered interstate the details can be obtained through the National Vehicles of Interest (NVOI)/National Exchange of Vehicle and Driver Information System (NEVDIS). NVOI is accessed through CrimTrac.

To obtain access to CrimTrac see s. 2.17.7 of this Manual.

If a motor vehicle is reported stolen and is not registered or the registration number is unknown, the reporting member should obtain, as far as possible, particulars of the year, make, model, body type, major/minor colours, engine number, vehicle identification number (VIN)/chassis number and label number.

Theft of telecommunication devices

POLICY

It is the responsibility of the complainant to advise the telecommunications carrier that the device has been stolen, and to provide any identifying numbers/features. Members should advise complainants that Internet services are available for advising theft of telephones.

Mobile telephones are identified by a serial number, known as a:

(i) International Mobile Equipment Identifier (IMEI), consisting of 15 digits on GSM handsets;

(ii) Mobile Equipment Identification (MEID), consisting of 15 digits on 3G or 4G handsets; or

(iii) Electronic Serial Number (ESN) consisting of numbers and letters usually 8 digits on CDMA handsets.

IMEI, MEID or ESN codes are unique to each telephone and are the most important identifiers for law enforcement purposes.

To aid identification of property, where applicable, members should ensure the following details are recorded in a general report within the relevant QPRIME occurrence:

(i) make;

(ii) model;

(iii) IMEI, MEID or ESN identifier in the serial field;

(iv) other serial numbers in the inscription field;

(v) device cover (e.g. black leather zip case);

(vi) mobile telephone number; and

(vii) any other descriptive features that would distinguish it from a similar device (colour, engraving, SIM card number, etc.) in the description field.

Where complainants are unable to supply the information, this should be noted in the general report.

Unlawful stalking

Where a complaint of unlawful stalking is received, officers should query QPRIME to determine whether any previous conduct has been reported.

Officers should be aware that a complaint of stalking may consist of one or more occasions where the suspect has engaged in conduct directed at the complainant (ss. 359A-359F of the Criminal Code). Where a complaint of unlawful stalking is received, officers should supply Policelink with details that identify whether the conduct complained of was:

(i) protracted conduct engaged in on any occasion (offence committed); or

(ii) not protracted. If the conduct was not protracted, state whether the suspect engaged in the conduct directed at the complainant on:

(a) one occasion only (further information to be supplied to establish whether offence committed); or

(b) more than one occasion (offence committed).

If the suspect engaged in conduct directed at the complainant on one occasion only (for this complaint), indicate whether this was:

(i) the first occasion the suspect has engaged in conduct directed at the complainant (no offence committed, provided it was not protracted conduct); or

(ii) a subsequent occasion the suspect had engaged in conduct directed at the complainant (offence committed).

Prostitution and prostitution related offences

Where a QPRIME occurrence relates to prostitution and prostitution-related offences including disturbances and other good order offences, officers are to indicate in a general/supplementary report within the initial report task if a brothel was involved, whether the brothel was licensed, the trading name, type of premises, location of the place, and how prostitution was related to the offence.

Linking an offence to alcohol and/or drug use

POLICY

When recording an offence occurrence on QPRIME, members are to ensure an indication is made in the QPRIME occurrence as to whether the victim or offender was affected by alcohol or drugs.

Notation in official police notebook

POLICY

Where an officer does not complete a QP 0758 a notebook entry should be made containing relevant details of the offence.

Reporting member to check accuracy of details of occurrences entered on QPRIME

POLICY

A member who has reported an offence to Policelink by:

(i) telephone, prior to termination of duty; or

(ii) submitting a Policelink Internet Reporting (PIR) entry, at the commencement of their next shift,

is to check the relevant QPRIME occurrence, and its associated tasks to verify the accuracy of the information recorded.

ORDER

Members who need to correct an occurrence/task/record in QPRIME are to ensure a correction is requested via a 'QPS Request correction to record(s)' task workflow.

Attendance of specialist squads at the scene

POLICY

When a member telephones particulars of an offence to Policelink it is the responsibility of that member to advise the Policelink client service officer whether Forensic Services Group officers or specialist staff are required to attend.

A Policelink client service officer receiving a request from a member for a specialist officer or squad to attend the scene of an offence or other place associated with that offence is to generate a task from the occurrence and assign it to the office of the relevant specialist squad.

Statements or other attachments

POLICY

Original statements or other attachments taken as part of the reporting of an offence should be attached to the relevant QP 0758 or printed QPRIME Occurrence Summary Report. Statements completed external to QPRIME should be scanned and attached to the relevant QPRIME occurrence.

Cheques, which are exhibits, are to be lodged at a property point (see s. 4.7.5: 'Extended retention of exhibits' of this Manual). If relevant, the cheques can be scanned and attached to the relevant QPRIME occurrence.

The location of any original statements or other attachments should be recorded in a general/supplementary report within the relevant QPRIME occurrence.

PROCEDURE

A member who takes a statement as part of the reporting of an offence should attach it to the relevant QP 0758 or printed QPRIME Occurrence Summary Report and QPRIME occurrence.

An officer in charge of a station or establishment who receives an original statement or attachment taken in connection with the recording of an offence should:

(i) keep that statement or attachment with the completed QP 0758 or printed QPRIME Occurrence Summary Report relating to the offence unless it is otherwise required for the investigative or prosecution process;

(ii) retain a copy of the statement with the QP 0758 or printed QPRIME Occurrence Summary Report should the original be required for prosecution purposes; and

(iii) ensure an electronic copy of the statement or other attachment is attached to the relevant QPRIME occurrence.

Exhibits or anything seized as evidence

Refer to Chapter 4: 'Property' of this Manual for procedures on handling exhibits.

POLICY

A member who takes possession of any property or exhibits in relation to a QPRIME occurrence is to create a record for each individual item within the occurrence. It is the responsibility of the reporting officer to record the lodging of the property at a property point/drop safe.

Completed QP 0758 Occurrence Reports

POLICY

Where a report was initially recorded on a QP 0758: 'Occurrence Report', the QP 0758 should be filed and retained for the prescribed period at the station or establishment of the reporting member (see 'Document Management Services' on the Service Intranet).

ORDER

A reporting member is to ensure that a completed QP 0758 is forwarded to their officer in charge at the earliest opportunity.

An officer in charge of a station or establishment who receives a QP 0758 from a member of that station or establishment is to file the report numerically at the station for the necessary retention period.

Access is only to be authorised by the shift supervisor at the time of any request for documentation.

Drug details

POLICY

The ability to distinguish the specific characteristics of drugs can be a valuable intelligence and law enforcement tool. When members are creating or updating a QPRIME occurrence, the standardised drug descriptors (see s. 4.10: 'Action in special cases (drugs)' of this Manual) should be used to describe drugs coming into police possession.

If any member becomes aware, whether through drug analysis or other means, that the drug type and/or measurable quantity in the relevant occurrence is now known, or may have originally been incorrect, then they are required to execute a QPS Request correction to record(s) task workflow in QPRIME.

Linking QPRIME occurrences to related QPRIME operation occurrences

POLICY

Where a QPRIME Policelink entered occurrence is created as a result of an operation (e.g. a drug arrest during an operation closure), that occurrence is to be linked to the relevant QPRIME operation occurrence. The operation name is to be recorded in the 'Occurrence Misc. ID' field of each occurrence linked to the operation.

1.11.3 Amendments/updates of Policelink entered occurrences (supplementary reports)

ORDER

When a member receives information or takes action which amends or updates a Policelink entered occurrence, the member is to, before terminating duty, arrange for a supplementary report to be added to the QPRIME occurrence.

POLICY

Where a member of the public reports a non-urgent property offence to Policelink, officers may be requested to attend an incident location by police communications centre. The officer attending the location is to ensure the QPRIME occurrence is updated advising of their attendance and any additional information or action taken.

Members of the public may contact Policelink by telephone or on-line submission to provide:

(i) additional information in relation to an offence; and/or

(ii) details of stolen or damaged property in the relevant occurrence.

Where a member has taken the initial crime report from a member of the public, any further information other than property stolen or damaged, should be updated on the QPRIME occurrence by the reporting member.

Reporting to Policelink

POLICY

Policelink entered supplementary reports are to be submitted through the Policelink Intranet Reporting (PIR) portal on the Service intranet.

Supplementary reports which affect the:

(i) the status of an occurrence, person, vehicle or property; or

(ii) the occurrence Offence/count statistics (e.g. solved, withdrawn, cancelled, unfounded),

are to be submitted using the PIR portal on the Service intranet. Other supplementary reports can be directly entered by members into the relevant occurrence.

A member who has updated a Policelink entered occurrence by submitting a PIR supplementary report, at the commencement of their next shift is to check the relevant QPRIME occurrence at the commencement of their next shift.

ORDER

Members who need to correct an occurrence/task/record in QPRIME are to ensure a correction is requested via a 'QPS Request correction to record(s)' task workflow.

Located stolen or unlawfully used motor vehicle

PROCEDURE

When a stolen or unlawfully used motor vehicle is located, the reporting member should:

(i) ensure the relevant QPRIME occurrence is updated;

(ii) take any other action as outlined in Chapter 2: 'Investigative Process' of this Manual;

(iii) where authority by the owner to tow the vehicle exists, seek permission to tow the vehicle (see s. 4.15: 'Action in special cases – vehicles or loads or other things' of this Manual; and

(iv) where motor vehicles are stolen interstate and located in Queensland, the reporting member should ensure a QPRIME occurrence is created and:

(a) assign a task to the Police Communications Centre, Brisbane, requesting the State or Territory police from where the vehicle was stolen to be advised; or

(b) contact the appropriate police directly.

In most instances, the appropriate offence would be a breach of s. 25: 'Use of vehicles' of the *Summary Offences Act* (see Guideline 13: 'Summary Charges' of the Director of Public Prosecution (State) Guidelines). Other offences which may be indicated by specific circumstances include:

(i) s. 408A: 'Unlawful user or possession of motor vehicles, aircraft or vessels' of the Criminal Code;

(ii) s. 406: 'Bringing stolen goods into Queensland' of the Criminal Code;

(iii) s. 398: 'Punishment of stealing' of the Criminal Code;

(iv) s. 135(1): 'Unlawfully interfering with, or detaining, vehicles etc.' of the *Transport Operations (Road Use Management) Act*; or

(v) s. 252(1): 'Possession etc. of property suspected of being tainted property' of the *Criminal Proceeds Confiscation Act*.

ORDER

When a stolen or unlawfully used motor vehicle is located, the reporting member is to, before terminating duty, ensure the relevant QPRIME occurrence is updated/created including the location of the vehicle and other relevant details, and if necessary, the attendance of any specialist officer or squad or the need for such attendance.

Recording of property obtained during covert operations on QPRIME

POLICY

The provisions of s. 4.4.5: 'Covert operations (property handling)' of this Manual apply with respect to matters contained in this chapter relating to the recording of additional or recovered stolen property, or located stolen or unlawfully used motor vehicles on QPRIME.

1.11.4 Assigning Policelink entered occurrences

QPRIME has a semi-automated screening process. Occurrences not screened out are either:

(i) electronically assigned for review and action by a crime manager to determine necessary investigation; or

(ii) tasked to an individual as a reminder that further action is required (e.g. an arresting officer needs to complete a QP9).

The crime manager

ORDER

A crime manager is to:

(i) check the organisational unit's 'Active unit task' tab within QPRIME at the commencement of and periodically during the shift and;

(ii) action 'Review' tasks;

(iii) perform occurrence checks to:

(a) ensure new occurrences contain information required for the investigation to commence; and

(b) determine further action required;

(iv) assign 'Case officer' tasks to a station or establishment within their area of responsibility; or

(v) reassign any 'Review' tasks to another crime manager where an investigation should be conducted by that other district; and

(vi) check the details of screened out occurrences by performing a search within QPRIME periodically during a shift and, if an occurrence requires investigation, assign a 'Case officer' task to the relevant station or establishment.

The officer in charge

POLICY

An officer in charge of a station or establishment is responsible for assigning occurrences detailed to the organisational unit by the crime manager.

ORDER

Officers in charge of stations or establishments are to:

(i) check their organisational unit's 'Active unit tasks' tab at the commencement of each shift and periodically during that shift; and

(ii) assign 'Case officer' tasks in the unit's 'Active unit tasks' tab to themselves or officers under their control.

The investigating officer

Case officer tasks are assigned to an officer through that officer's active tasks list within QPRIME.

ORDER

Officers are to check their task list in the electronic in tray during each shift.

1.11.5 Quality of occurrences recorded on QPRIME

It is essential that accurate and relevant information be recorded on QPRIME for the crime screening and investigative process.

POLICY

Officers in charge and shift supervisors are responsible for supervising the quality of occurrences recorded on QPRIME by members under their control.

An officer in charge of a station or establishment assigned an occurrence for further action is responsible for monitoring the quality of information that updates or finalises that occurrence.

PROCEDURE

Shift supervisors should supervise the quality of occurrences recorded by members under their control to achieve and maintain the required standard.

A crime manager assigned an occurrence should check the quality of information contained in that record. Where the information in the occurrence is insufficient, inaccurate, irrelevant or is otherwise unsatisfactory, the crime manager should assign a task to the relevant officer in charge of the reporting member for the purpose of having it amended.

Officers in charge of a station or establishment are to monitor the quality of information contained in occurrences:

(i) submitted by members under their control; or

(ii) assigned for investigation, further action or finalisation by a member under their control.

If the officer in charge is not satisfied with the quality of any particular entry, they should ensure the relevant member amends the occurrence or rework the case officer task until the occurrence is updated accordingly.

1.11.6 Follow up investigations

PROCEDURE

Officers assigned a case officer task to investigate an offence should:

(i) commence the investigation as soon as practical on being assigned the task;

(ii) advise the victim/informant that they are investigating the offence and periodically inform the victim/informant of the current stage of investigations (see s. 2.12: 'Victims of crime' of this Manual);

(iii) regularly update the occurrence with the progress of the investigation by creating an occurrence enquiry log entry to record all enquiries made in relation to the investigation;

(iv) where more time to complete the work is required, request a due date extension for the task; and

(v) when further investigation is required by another station/establishment;

(a) update the occurrence with the results of the investigation to date and assign a work request task to that other station/establishment; and

(b) review the outcome of the requested action and, where appropriate, approve the initiated task or return it for rework.

ORDER

Officers assigned a QPRIME occurrence to investigate, upon finalisation of the investigation, are to submit the QPRIME case officer task to their officer in charge for review and approval.

PROCEDURE

An officer in charge of a station or establishment who receives a completed 'Case officer' task for review and approval should, if:

(i) satisfied that no further action is required, file the task by approving it;

(ii) not satisfied that an investigation is complete, return the case officer task to the investigating officer or another officer for rework; or

(iii) considered that the investigation should be forwarded to another station or establishment, submit a QPRIME task to the crime manager with that recommendation.

Where a crime manager considers an occurrence requires further investigation, the crime manager should assign a task to:

(i) the appropriate officer in charge for attention where investigations have to be made within the crime manager's area of responsibility; or

(ii) if the occurrence should be managed by a unit in another district, the relevant crime manager of that district.

Statements

PROCEDURE

An officer who takes a statement as part of the investigative process should:

(i) add the witness statement to the occurrence;

(ii) link the record of person providing the statement to the occurrence; and

(iii) record any other pertinent details such as the location of the original statement in a general report or supplementary report within the occurrence.

An officer who takes possession of an exhibit as part of the investigative process is to link the exhibit to the occurrence and complete a supplementary report including all relevant information.

Withdrawal of complaints

POLICY

Except in relation to the listed property offences, when a victim withdraws their complaint before the commencement of any prosecution action against any person, investigations into that complaint should not cease without the approval of the officer in charge of the investigating officer.

A victim may contact Policelink by telephone or complete and submit a 'Queensland Police Service Withdrawal of Complaint Form' located on the Policelink internet webpage to withdraw their complaint of the following property offences:

(i) lost property;

(ii) break and enter;

(iii) wilful damage;

(iv) fuel drive off;

(v) unlawful use of a motor vehicle;

(vi) stealing; or

(vii) graffiti.

A withdrawal of complaint must be taken by a police officer in person, where:

(i) the prosecution process has commenced; or

(ii) a person is involved on the QPRIME occurrence with one or more of the following classifications:

(a) a suspect or suspect nominated by description;

(b) an offender;

(c) a suspect no longer wanted;

(d) a suspect interviewed;

(e) a named person (except for fuel drive off offences); or

(f) no longer wanted.

If a victim advises an officer they wish to withdraw their complaint, the officer is to:

(i) record the withdrawal by:

(a) completing a QP 0458: 'Withdrawal of Complaint' in the relevant QPRIME occurrence and forward a task to their officer in charge advising of the withdrawal; or

(b) making the appropriate entry in their official police note book/diary; and

(ii) contact Policelink to withdraw the complaint.

PROCEDURE

Upon receiving a withdrawal of complaint at Policelink, a Policelink client service officer will assign a task to the investigating officer's crime manager advising of the withdrawal.

When a victim withdraws their complaint before the commencement of any prosecution action, investigating officers should notify their officer in charge of the details of the complainant's withdrawal. When an officer in charge receives a task for review and approval where the complainant has withdrawn the complaint before the commencement of prosecution action against any person, the officer should consider Service policy as outlined in Chapter 3: 'Prosecution Process' of this Manual and decide whether further investigations will proceed or not. An officer in charge who decides that further investigations of an occurrence are necessary following a withdrawal of complaint by the complainant, should:

(i) assign a case officer task to the investigating officer for further investigation or assign the task to another suitable officer for investigation; and

(ii) ensure that a supplementary report is completed within QPRIME by the investigating officer.

No offence committed

PROCEDURE

When an investigating officer has made investigations in relation to an occurrence and it is believed that no offence was committed, the officer should submit the completed task for review and approval and record particulars to support that conclusion in a general report or supplementary report within the occurrence. When an officer in charge reviews an occurrence that indicates that no offence was committed and that officer is satisfied with that conclusion, the officer in charge should approve the completed task.

An officer in charge who decides that further investigations of an occurrence are necessary should:

(i) return the task to the investigating officer for rework or reassign it to another suitable officer for investigation; and

(ii) ensure that a supplementary report is completed by the investigating officer.

1.11.7 Prosecution of offender

POLICY

Members should record accurate details of offenders/suspects to ensure the information recorded on QPRIME is useful.

Whenever a prosecution has been commenced against an offender, the arresting officer is to give details to the Policelink data entry section within four hours:

(i) where a QPRIME occurrence exists, a Policelink Intranet Reporting (PIR) submission should be submitted to update the occurrence and include the offender's details; or

(ii) where a QPRIME occurrence does not exist, a QPRIME occurrence is to be created in accordance with s. 1.11.1: 'Policelink entered occurrences' of this chapter including the offender's details.

PROCEDURE

A member who has created or updated an offence following the arrest of an offender to Policelink by:

(i) telephone, prior to termination of duty; or

(ii) submitting a Policelink Internet Reporting (PIR) entry, at the commencement of their next shift,

is to check the relevant QPRIME occurrence, and its associated tasks to verify the accuracy of the information recorded.

Other action taken in relation to an offender/suspect

ORDER

An officer who takes action in relation to an offender/suspect, whether the subject of an existing occurrence or not, is to submit a PIR detailing the action taken before termination of duty.

PROCEDURE

An officer who takes action in relation to an offender/suspect should update the relevant QPRIME occurrence by submitting a PIR as soon as practicable. The action taken may include cautioning the offender, interviewing the nominated suspect and eliminating that person as being responsible for the offence or not obtaining sufficient evidence to support a prosecution, etc.

1.11.8 Monitoring of occurrences requiring investigation

Regional crime coordinators, crime managers and officers in charge are to monitor and control the quality of QPRIME investigative tasks.

Regional crime coordinator

POLICY

A regional crime coordinator should scrutinise a sample of completed case officer tasks on a regular basis to ensure that members are complying with procedures.

The crime manager

POLICY

A crime manager should monitor case officer tasks to ensure that occurrences are investigated to an acceptable standard and finalised as soon as possible.

Overdue tasks

PROCEDURE

Crime managers should:

(i) bring up a list of overdue work request tasks (e.g. case officer tasks) within QPRIME periodically; and

(ii) contact the officer in charge of any investigating officer assigned a work request task that has not been completed before the due date to ascertain the reason for the delay. The crime manager should be satisfied that any reasons given are valid.

Officers in charge should monitor occurrences within their area of responsibility to ensure they are investigated to an acceptable standard and finalised as soon as possible.

Officers in charge of a station or establishment should:

(i) bring up a list of overdue work request tasks (e.g. case officer tasks) at least weekly; and

(ii) contact any investigating officer assigned an overdue work request task to ascertain the reason for the delay. The officer in charge should be satisfied that any reasons given are valid.

1.11.9 QPRIME unavailable

POLICY

If QPRIME is unavailable, the QPRIME business continuity procedures are to be followed (see 'QPRIME unavailable' on the QPRIME webpage on the Service intranet).

1.11.10 Use of notification flags on Service employee QPRIME records

QPRIME includes the ability to apply notification flags to various records within the system and, where applicable, the ability to apply an Access Control List (ACL) on those flags.

Definitions

For the purposes of this section:

Nominated person is the person responsible for:

(i) the creation of a notification flag in QPRIME;

(ii) linking themselves as the 'person to be notified' in the event a flag is triggered;

(iii) managing and taking appropriate action of any trips of the notification flag; and

(iv) finalising the notification flag when it is no longer required.

Notification flag means a 'Search Hit' notification flag, which includes 'Open Hit', 'Search Returned' and 'Searched All except ACL restricted' flags.

Service employee QPRIME records include:

(i) employee's names;

(ii) residential and/or business addresses service employees are associated with; and

(iii) any vehicles owned or used by the Service employees.

Notification flags

This policy relates to adding notification flags to Service employee QPRIME records.

Notification flags are used to monitor QPRIME records. Once applied, QPRIME will automatically generate and assign a task to the designated officer(s) or unit(s).

ORDER

Notification flags are not to be applied to Service employee QPRIME records except as provided by this section.

This policy does not apply to Ethical Standards Command investigations when conforming to Ethical Standards Command Regional Instructions.

Circumstances when the application of a notification flag on Service employee QPRIME records is authorised

POLICY

A district officer or equivalent can approve the application of a notification flag on a Service employee's QPRIME record for the purpose of:

(i) monitoring tactical risks (e.g. threats against members, see s. 2.4.2: 'Security and Counter-Terrorism Group' of this Manual);

(ii) internal investigations (other than those subject to full Ethical Standards Command ACL restriction); or

(iii) assuring compliance with:

(a) the Information Management Manual; and

(b) Standard 16: 'Improper use of QPS information' of the Standard of Practice, Ethical Standards Command.

A district or command Professional Practices Manager (PPM) can approve the application of a notification flag on a Service employee's QPRIME record for the purpose of an internal investigation (other than those subject to full Ethical Standards Command ACL restriction).

PROCEDURE

The district officer or equivalent officer or district or command PPM is to identify the nominated person (see 'Definitions' of this section) responsible for the creation and management of the notification flag.

Covert flags – application of an Access Control List (ACL) on notification flags

A covert notification flag is created by applying an ACL to restrict the view of the flag.

POLICY

Except for Ethical Standards Command, the QPS ACL Manager attached to the Business Support Group, Frontline and Digital Services, PSBA is the only ACL manager authorised to restrict the visibility of QPRIME notification flags on a Service employee's QPRIME records upon the request of a district officer or equivalent or a district or command PPM.

PROCEDURE

Where the application for a covert flag has been approved by a district officer or equivalent or a district or command PPM, an email is to be sent to the 'QPRIME ACL Manager' email group requesting the application of an ACL and contain all of the following details:

(i) name, rank/position and employee number of the person requesting the application of the ACL;

(ii) name, rank/position and employee number of the person authorising the ACL request;

(iii) name and employee number of the nominated person who is responsible for the management of the notification flag;

(iv) details of the QPRIME record(s) the notification flag is to be applied to;

(v) the expected duration of the flag to be applied to the record (if known); and

(vi) name of the officer(s) authorised to:

(a) request the addition and removal of persons authorised to view the ACL record;

(b) change the nominated person; and

(c) approve the removal of the ACL and nomination flag.

PSBA Cyber Security Branch

The PSBA Cyber Security Branch will conduct both routine and random audits to determine where notification flags have been applied to Service employee's QPRIME records. Unless requested, audits will not include notification flags set by Ethical Standards Command or the Crime and Corruption Commission. The results of completed audits will be provided to Ethical Standards Command.

Ethical Standards Command

Ethical Standards Command will vet the results of the flag audit provided to them by PSBA Cyber Security Branch. The vetting will determine which notification flags require further investigation either by Ethical Standards Command or the relevant PPM.

Where appropriate, Ethical Standards Command will provide the relevant PPM with flag audit results and/or an internal investigation file.

Where an investigation has revealed that a notification flag has been placed against a Service employee's QPRIME record without authorisation, the Ethical Standards Command may commence action pursuant to 'Complaint Management' of the Ethical Standards Command Policies.

Professional Practices Manager

On receipt of notification flag audit results or an internal investigation file, the relevant PPM will cause the application of notification flags to be investigated, expire all unauthorised flags immediately and report back to the Ethical Standards Command with their findings, recommendations or actions taken.

1.12 Incident command

1.12.1 Police commander/emergency commander/TE commander/CBRE commander

1.12.2 Police operations centre

1.12.3 Police forward commander

1.12.4 Police forward command post

1.12.5 Incident management team

1.12.6 Support functions and roles

1.12.7 Incident action plans

1.13 Operational Legal Advice

POLICY

Officers who require advice on legal issues associated with operational matters may seek such advice from Operational Legal Advice, Legal Services Group, Legal Division by telephone (see 'Staff Contact' on the QPS Corporate Intranet (Bulletin Board) or by emailing 'Legal advice (Operational) [LSG].

PROCEDURE

Advice will be provided in the format it was requested i.e. an oral request will receive an oral response, and an email request will receive an email response etc.

ORDER

Officers who require written advice from Operational Legal Advice are to make their request in writing to their district officer or commissioned officer in charge of their establishment.

Officers are not to contact, or attempt to contact, magistrates, judges of the District Court or judges of the Supreme Court for the purpose of obtaining legal advice.

1.14 Deleted (see Management Support Manual s.5.8: 'Public interest disclosure')

1.15 Crime Stoppers

The Crime Stoppers Program is a community based, not for profit charity run by Crime Stoppers Queensland Limited. Members of the public can provide anonymous information about criminal activity:

> (i) on the toll free Crime Stoppers telephone number; or
>
> (ii) by electronic submission on the Crime Stoppers Queensland website.

Crime Stoppers, Brisbane Communications and Policelink, Community Contact Command manages the receipt of Crime Stoppers information with the assistance of Policelink on behalf of Crime Stoppers Queensland Limited.

The role and function of Crime Stoppers can be viewed on their webpage located on the QPS Corporate Intranet (Bulletin Board).

Confidentiality of callers

ORDER

Policelink client service officers are to comply with callers regarding confidentiality. Where a caller elects to speak directly with an investigating officer, a client service officer from Policelink will facilitate the communication process via Crime Stoppers. Officers are to consider s. 119: 'Protection of informers' of the *Drugs Misuse Act* and s. 2.9.2: 'Human Source Management' of this Manual where applicable.

Investigating officers are not to reveal to suspects that they are acting upon information received from Crime Stoppers.

Where any member becomes aware of the identity of a caller the caller's identity is not to be made known, directly or indirectly, to the suspect or any other person, unless required by law. This is vital to protect the welfare of the caller and to maintain the credibility of the Crime Stoppers program.

Members are not to take action which may identify callers. If a member becomes aware of a caller's identity, that information is not to be disclosed without the permission of the caller, or in accordance with the law.

1.15.1 Receipt, investigation and finalisation of Crime Stoppers submissions

Crime Stoppers submissions

A Crime Stoppers submission is an electronic record generated from information provided by any member of the public (the informant) to a Policelink client service officer or police officer from Crime Stoppers and entered onto QPRIME (see QPRIME User Guide). The record includes any other external documents relating to the subject matter for investigation.

Receipt and investigation of Crime Stoppers submissions

POLICY

Officers at Crime Stoppers who assess information from the public suitable for investigation or crime intelligence are to record a submission and task it to the relevant regional intelligence and strategy officer for investigation.

A regional intelligence and strategy officer receiving a Crime Stoppers submission is to:

> (i) review the submission and make any necessary changes where deficiencies are identified; and
>
> (ii) re-assign the task with appropriate instructions to the relevant local intelligence office for attention.

Local intelligence offices who receive a task relating to a Crime Stoppers submission are to:

> (i) review the submission and finalise the task where it is determined that no further action is required; or
>
> (ii) assign the submission to an intelligence officer for analysis, dissemination and further tasking as required.

The intelligence officer is to take appropriate action as required on the submission and either:

> (i) complete the task with appropriate comments to the officer in charge of the local intelligence office; or
>
> (ii) create and assign an investigative task to an officer of the relevant organisational unit for investigation or further enquiries to be made.

PROCEDURE

Upon receipt of an investigative tasking associated with a Crime Stoppers submission, the investigating officer is to conduct an investigation based on the information required of the task.

Where further information is required from the caller, the investigating officer is to assign a task to Crime Stoppers outlining the questions to be asked of the caller should the caller reinitiate contact.

Investigating officer's action at conclusion of any investigations resulting from Crime Stoppers submissions

To assist Crime Stoppers in evaluating and determining reward payments to callers, every arrest made as a result of information provided is to be linked to the relevant submission.

PROCEDURE

When the investigating officer has completed the investigation in relation to a Crime Stoppers submission, and an arrest has been made as a result, the officer is to:

(i) link any related arrest occurrences to the relevant submission and change the status to 'Complete – arrest made';

(ii) link the submission to the relevant occurrence in QPRIME through either the 'related' tab of the submission or the occurrence; Where there is more than one task referring to the offence, officers are to ensure that the occurrence is linked to all relevant Crime Stoppers submissions. Where more than one task referring to an offence exists, the code number on the task which contributed to the arrest should be noted on any other relevant submission;

(iii) finalise the investigative task associated with the submission; and

(iv) forward a 'FYI task' through the submission to Crime Stoppers advising of the results of the investigation on or prior to the due date listed.

Where the investigating officer has completed the investigation in relation to a Crime Stoppers submission and:

(i) does not make an arrest as a result of Crime Stoppers information, they are to update the status in the relevant submission to 'Complete – no arrest';

(ii) considers the Crime Stoppers information is of no value, false or malicious in nature, they are to update the status in the submission to 'Reviewed – no value'; or

(iii) arrests a suspect recorded on the submission or another person, without reference to the Crime Stoppers information, they are to update the status in the relevant submission to 'Complete – indirect arrest'.

In such instances, the investigating officer is to finalise the investigative tasking and forward a 'FYI task' through the QPRIME submission to the Crime Stoppers advising of the results of the investigation on or prior to the due date listed.

Reply dates and extensions

Reply due dates for Crime Stoppers tasks are set to allow approximately eight weeks for an investigation to take place. Overdue replies on tasks associated with submissions reflect adversely on the Crime Stoppers program and may result in loss of useful information in the future.

POLICY

Investigating officers are to forward the completed submissions through their officer in charge to the Officer in Charge, Crime Stoppers, on or prior to the due date listed.

Where additional time is required to investigate Crime Stoppers information, the investigating officer is to re-submit the relevant task(s) to their designated supervisor or officer in charge outlining:

(i) the expected completion date; and

(ii) any further information required.

The supervisor or officer in charge is to supply a new reply date to the investigating officer, and the relevant regional intelligence and strategy officer for information and attention.

1.15.2 State Crime Command investigations

POLICY

Where appropriate, Crime Stoppers staff are to assign an appropriate task to State Intelligence Group, Intelligence, Counter-Terrorism and Major Events Command for review and reassigning to the State Crime Command for investigation. It is the responsibility of the State Crime Command to establish procedures to compare information available in their area, against Crime Stoppers information.

PROCEDURE

When an officer from the State Crime Command recognises Crime Stoppers information which relates to current investigations and decides the investigation of the Crime Stoppers information is necessary, that officer should liaise with the relevant regional intelligence and strategy officer. In offences approved for the State Crime Command involvement (see Appendix 2.3: 'Indicative list of responsibilities for conduct of Criminal Investigations' of this Manual), the State Crime Command will assist in or control an investigation. The State Crime Command officer should request that the investigation be conducted on this basis.

1.15.3 Media releases including comfits

POLICY

Where a media release is considered necessary to assist an investigation, investigating officers are to comply with the provisions of ss. 5.6.11: 'Information sought by the media for public broadcast' and 5.6.12: 'Information released by police seeking public assistance in the investigation of incidents and crimes' of the Management Support Manual.

Police station or investigation centre telephone numbers should not be used in conjunction with the Crime Stoppers toll free telephone number, unless considered appropriate in the circumstances.

Release of comfits should be with the cooperation of Media and Public Affairs Group, PSBA.

1.15.4 Receipt of criminal information at stations or establishments

POLICY

Where members of the public contact officers at stations or establishments with useful criminal information, officers should record an intelligence submission on QPRIME and forward a task to their respective station or district intelligence officer (see the QPRIME User Guide).

The member of the public should not be advised to contact Crime Stoppers with the information, unless it is considered appropriate in the circumstances.

1.15.5 Release of information

POLICY

Where Crime Stoppers information should be investigated by another law enforcement agency, the Officer in Charge, Crime Stoppers is to forward the information through the Assistant Commissioner, State Crime Command, to the relevant law enforcement agency.

The Officer in Charge, Crime Stoppers may release non-identifiable official Service statistics and administrative information to the directors of Crime Stoppers Queensland Limited and representatives of area committees, (see s. 5.6.13: 'Requests for statistical information' of the Management Support Manual).

1.16 Fatalities or serious injuries resulting from incidents involving members (police related incidents)

Definition

'Police related incidents' are incidents resulting in death or serious injury that involve:

(i) an officer acting in the course of that officer's duty;

(ii) an off duty officer;

(iii) staff members or police recruits, whilst performing duty or otherwise; or

(iv) Service property, e.g. Service firearms, vehicles, watchhouses, stations or establishments.

'Police related incidents' which result in fatalities will often include deaths in custody or deaths which happened in the course of or as a result of police operations. Such deaths are defined as reportable deaths in ss. 8(3)(g) and 8(3)(h) of the *Coroners Act*.

Examples of police operations provided in the *Coroners Act* are:

- a police motor vehicle pursuit for the purpose of apprehending a person; and

- an evacuation.

1.16.1 First response procedures

POLICY

First response officers attending police related incidents are to:

(i) assume command and control at the incident scene (see s. 2.4.1: 'First response procedure at an incident scene' of this Manual;

(ii) make an immediate assessment of the situation and inquire as to the circumstances surrounding the incident;

(iii) immediately notify the shift supervisor and the relevant regional duty officer or district duty officer in the region where the incident has occurred, and the appropriate police communications centre;

(iv) contain and preserve the scene (see s. 2.4.6: 'Preservation of incident scenes' of this Manual);

(v) take possession of, or safeguard exhibits;

(vi) detain offenders;

(vii) wherever practicable, ensure that:

(a) members involved in the incident do not leave the scene; and

(b) members involved in the incident, or who are witnesses to the incident, do not undertake, or continue to perform duties associated with the investigative process, or other duties at the scene (see s. 1.16.6: 'Integrity of investigation' of this chapter).

In the case of police related incidents resulting in death:

(i) see also ss. 8.4.2: 'First response actions (deaths)' and 8.5.2: 'Death of a member of the Service' of this Manual; and

(ii) if the incident involves a death in police custody, see the additional first response procedures outlined in s. 16.23.2: 'Additional responsibilities of officers investigating deaths in police custody' of this Manual.

1.16.2 Regional duty officer or district duty officer responsibilities

POLICY

The regional duty officer or district duty officer who is notified or who becomes aware of a police related incident is to:

(i) attend the scene, make an immediate assessment of the situation and make brief inquiries with persons at the scene, including members directly involved in the incident or who may be witnesses to the incident, as to the circumstances surrounding the incident;

(ii) assume command and control of the situation pending the arrival or involvement of officers designated to investigate the incident;

(iii) ensure that the scene is secured;

(iv) cause the following officers or units to be immediately notified:

    (a) the regional crime coordinator;

    (b) the regional forensic services coordinator;

    (c) the district officer;

    (d) the assistant commissioner in charge of the region in which the incident occurred;

    (e) the assistant Commissioner, Ethical Standards Command;

    (f) the duty officer, Crime and Corruption Commission;

    (g) if a death has occurred, the State Coroner's Assistant, Officer in Charge, Coronial Support Unit;

    (h) the Police Communications Centre, Brisbane;

    (i) the Police Media and Public Affairs Group;

    (j) the relevant Deputy Commissioner or after hours, the duty Deputy Commissioner; and

    (k) if the incident involves a member whilst performing duty:

- the Health and Safety Section, Organisational Safety and Wellbeing;

- the appropriate workplace health and safety officer or representative within the region or command or corporate services division of the member involved;

- the appropriate regional employee union representative where the incident involves a police officer; and

- if the incident involves a death, the nearest Workplace Health and Safety Queensland office (see Service Manuals Contact Directory), Department of Justice and Attorney-General. See also 'Notification, Recording, Reporting and Investigation of Work-Related Incidents and Injuries' of the Human Resources Policies; and

(v) ensure a significant event message is completed and submitted in accordance with s. 1.4.6: 'Responsibilities of regional duty officer, district duty officer and shift supervisor' of this Manual;

(vi) wherever practicable, ensure that:

    (a) members involved in the incident do not leave the scene; and

    (b) members involved in the incident, or who are witnesses to the incident:

- do not undertake, or continue to perform duties associated with the investigative process, or other duties at the scene; and

- are available for interview by officers assigned to investigate the incident;

(see s. 1.16.6: 'Integrity of investigation' of this Manual);

(vii) ensure that where necessary the provisions of: 'Psychological first aid for managing critical incidents' of the Human Resources Policies are instituted and complied with. In this respect, liaison should occur with the relevant human services officer and/or peer support officer to provide appropriate assistance;

(viii) Representatives from the Queensland Police Union of Employees and Queensland Police Commissioned Officers Union or legal officers for the involved parties are to be provided ready access to the officers where and when practicable ensuring the integrity of the incident scene and the preservation of any evidence. The contact is to be away from the incident scene wherever possible; and

(ix) until the appointed family liaison officer arrives, identified family and next of kin at the scene are to be treated appropriately outside the outer cordon and as soon as possible provided with as much information as can be released to them without compromising the investigation (refer s. 2.12: 'Victims of Crime' of this Manual).

PROCEDURE

The Incident Commander should ensure that any liaison between the union or legal representative and any members of the Service directly involved in the major investigation, is to occur in the outer cordon. If access to the incident scene is required by the Incident Commander with a member of the Service or other person directly involved in the incident (e.g. 'walk-through' of the crime scene), such access is to be given under strict conditions regarding crime scene preservation (refer ss. 168: 'Restricting access to crime scene' and 177: 'Powers of direction etc. at crime scene' of the *Police Powers and Responsibilities Act*).

1.16.3 Responsibility for investigation

ORDER

In the event of a death arising from a police related incident, the incident is to be investigated by Ethical Standards Command, subject to the Crime and Corruption Commission exercising its power to assume responsibility for the investigation s. 1.16.4: 'Police related incidents involving fatalities' of this chapter).

Other police related incidents (i.e. those that do not involve fatalities), are to be investigated by or under the direction of the regional crime coordinator, unless otherwise directed by the Commissioner, or a Deputy Commissioner, or unless responsibility for the investigation is assumed by the Internal Investigations Group, Ethical Standards Command or the Crime and Corruption Commission (see s. 1.16.5: 'Police related incidents not involving fatalities' of this chapter).

1.16.4 Police related incidents involving fatalities

ORDER

When notified of a death arising from a police related incident, the Assistant Commissioner, Ethical Standards Command is to take full responsibility for the subsequent management of the investigation, in consultation with the State Coroner and Crime and Corruption Commission.

Where the incident is to be investigated by Ethical Standards Command, the Assistant Commissioner in consultation with the State Coroner and Crime and Corruption Commission is to:

(i) determine and arrange for suitable members and specialist units to attend the scene and to assist in the investigation;

(ii) appoint a senior investigator with sufficient criminal investigation background to carry out the investigation. In making any such appointments, consideration should be given to:

(a) the rank of the officers, or the level of seniority of the members who are directly involved in the incident (as opposed to witnesses); and

(b) impartiality and the appearance of impartiality, in the conduct of the investigation, including any relationship between the investigating officer and the parties involved in the incident which may give rise to an actual or apparent conflict of interest; and

(iii) ensure investigations of deaths arising from police related incidents are conducted expeditiously with due regard to the psychological welfare of individuals involved.

1.16.5 Police related incidents not involving fatalities

ORDER

When notified of a police related incident which does not involve a fatality, the regional crime coordinator is to:

(i) be directly responsible for the investigation of the incident, unless otherwise directed by the Commissioner, or a deputy commissioner, or unless responsibility for the investigation is assumed by the Internal Investigation Group, Ethical Standards Command or the Crime and Corruption Commission;

(ii) conduct the investigation, or appoint investigators with sufficient criminal investigation background to carry out investigations. In making any such appointments, consideration should be given to:

(a) the rank of the officers, or the level of seniority of the members who are directly involved in the incident (as opposed to witnesses); and

(b) impartiality and the appearance of impartiality, in the conduct of the investigation, including any relationship between the investigating officer and the parties involved in the incident which may give rise to an actual or apparent conflict of interest. For example, an investigator must be appointed from a police establishment other than from where the incident occurred, or where the officers or members directly involved in the incident are stationed;

(iii) liaise with officers from the Crime and Corruption Commission and the Investigation Teams, Ethical Standards Command to facilitate a free flow of information between all parties concerned and to minimise duplication of investigations;

(iv) ensure that members directly involved in the incident or who are witnesses to the incident are interviewed as soon as practicable and it is highly desirable that interviews occur prior to any critical incident stress debriefing, including any defusing (see s. 1.16.6: 'Integrity of investigation' of this Manual);

(v) ensure investigations of police related incidents are conducted expeditiously with due regard to the psychological welfare of individuals involved; and

(vi) liaise with the regional forensic services coordinator to ensure that an appropriate forensic response is provided.

Role of Investigation Teams, Ethical Standards Command

ORDER

When notified of a police related incident which does not involve a fatality, an officer representing the Investigation Teams, Ethical Standards Command is to:

(i) liaise with the regional crime coordinator and officers from the Crime and Corruption Commission;

(ii) make an immediate assessment of the incident in conjunction with the regional crime coordinator and Crime and Corruption Commission officers; and

(iii) in conjunction with the Crime and Corruption Commission officers, overview the investigation and provide appropriate advice and assistance to the regional crime coordinator.

For deaths in custody, an investigator from Ethical Standards Command will be appointed to perform the role of family liaison officer.

POLICY

If, in the opinion of the officer representing the Investigation Teams, Ethical Standards Command, proper investigational or procedural matters are not being adhered to, or there are matters which may adversely effect an impartial investigation, that member should confer with the regional crime coordinator and officers from the Crime and Corruption Commission in an endeavour to resolve the issue.

If an issue can not be resolved, the officer of the Internal Investigations Group, Ethical Standards Command is to advise the Chief Superintendent, Ethical Standards Command, who should consult with the Assistant Commissioner, Ethical Standards Command and if necessary discuss the issues with the Deputy Commissioner (Specialist Operations) or the on call deputy commissioner. The relevant deputy commissioner may consult with the Director, Complaints Services, Crime and Corruption Commission and the relevant regional assistant commissioner to resolve the issue.

The Commissioner, Deputy Commissioner (Specialist Operations) or duty deputy commissioner may direct that the Superintendent, Investigation Teams, Ethical Standards Command assume responsibility for the investigation of a police related incident. Following any such direction or as a result of the Internal Investigation Group, Ethical Standards Command assuming responsibility for an investigation, the regional crime coordinator and the appropriate assistant commissioner are to provide all reasonable assistance.

1.16.6 Integrity of investigation

POLICY

Officers involved in the investigation of any police related incident are to:

(i) consider impartiality and the perception of impartiality in the conduct of the investigation at all times (see 'Professional Conduct' of the Human Resources Policies); and

(ii) disclose to the officer in charge of the investigation, any relationship with any parties involved in the incident which may give rise to an actual or apparent conflict of interest.

First response officers, regional duty officers or district duty officers, and investigating officers should ensure that the integrity of independent versions of members directly involved and members who are witnesses to a police related incident is preserved as far as practicable.

In this regard, members directly involved in the incident or who are witnesses to an incident should be interviewed separately and as soon as practicable following the incident. It is highly desirable that interviews occur prior to the provision of psychological first aid (PFA). If PFA is provided, it is imperative that the incident specifics are not discussed prior to the investigation process.

Members directly involved in the incident or who are witnesses to an incident should not discuss the incident amongst themselves prior to being interviewed, unless there are justifiable reasons for doing so. Discussing an incident with other witnesses may influence a person's independent recollection of an event and any perception of collusion between witnesses may diminish the credibility of any evidence given.

In determining whether it is appropriate to discuss an incident prior to being interviewed, officers should apply the 'SELF Test' (see the 'SELF Test' decision making model on the QPS Corporate Intranet (Bulletin Board). See also s. 3.10.9: 'Witnesses not to discuss evidence and to remain outside of court' of this Manual and 'Professional Conduct' of the Human Resources Policies.

1.17 Significant Event Review Panels

1.17.1 Definitions

For the purpose of this policy, the following definitions apply:

Deployment of a Taser

see s. 14.23.10: 'Reporting the use of a Taser' of this Manual.

District officer

means

(i) an officer of the rank of superintendent or chief superintendent in charge of a district; and

(ii) includes a superintendent who is in charge of a group or equivalent functional unit

High risk missing person

See s.12.1: 'Introduction' of the OPM

High risk situations

see s. 2.26: 'Special Emergency Response Team (SERT)' of this Manual.

Police related incident

means an incident resulting in death or serious injury that involves:

(i) an officer acting in the course of that officer's duty;

(ii) an off duty officer;

(iii) staff members or police recruits, whilst performing duty or otherwise; or

(iv) service property, e.g. Service firearms, vehicles, watchhouses, stations or establishments.

see s. 1.16: 'Fatalities or serious injuries resulting from incidents involving members (police related incidents)' of of this chapter.

Serious injury

means:

(i) grievous bodily harm (see s. 1: 'Definitions' of the *Criminal Code*);

(ii) an injury caused by the discharge of a firearm; or

(iii) any injury or illness which significantly affects the physical health or condition of any person; and

(iv) includes any physical condition which requires the person to be admitted to hospital or receive ongoing treatment by a medical practitioner beyond initial examination and diagnosis.

Examples of serious injuries/illnesses include:

(i) broken or fractured jaw, arm, ribs or leg;

(ii) communicable disease e.g. Hepatitis C;

(iii) exposure to extreme temperatures causing hyperthermia/hypothermia; and

(iv) loss of consciousness and concussion.

The term injury does not include psychological or psychiatric injury.

Tactically dangerous situations

see s. 17.3.9: 'Tactically dangerous situations' of this Manual.

Use of a Service firearm

see s. 14.7: 'Use of firearms' of this Manual.

Significant event review matter

means

(i) a matter involving a member of the Service which by reason of its nature, seriousness, or frequency of occurrence, warrants further consideration by a Significant Event Review Panel.

It includes:

(i) a police related incident;

(ii) use of a Service firearm;

(iii) discharge of a Taser; and

(iv) high risk situations and tactically dangerous situations

The following matters where the overviewing commissioned officer determines the matter to be by exception. The matter may involve non-compliance with Service policy or procedures, a high degree of risk to the Service in terms of operational policing or safety issues, or a concerning trend is identified in relation to the matter and/or member(s) involved:

(i) presentation of a Taser;

(ii) use of oleoresin capsicum (OC) spray;

(iii) crashes involving a Service vehicle or vessel i.e. departmentals;

(iv) pursuits;

(v) camera detected offences;

(vi) urgent duty driving in response to priority code 1 and 2 tasks;

(vii) use of safety (spit) hood;

(viii) minor injuries in custody;

(a) use of force of such a nature that by exception should be referred to SERP (the threshold determined by the chair); and

(b) minor matters not ordinarily required to be reported to SERP.

1.17.2 Purpose of Significant Event Review Panels

POLICY

The purpose of Significant Event Review Panels (SERPs) is to critically analyse the appropriateness of the police actions during a significant event review matter so that opportunities for learning and improvements may be identified at the individual, work unit, district or whole-of-Service levels (e.g. improved practices, changes to equipment, more effective policies and procedures). Specifically, significant event reviews should:

(i) identify good and/or inappropriate practices;

(ii) identify issues, causal factors and potential trends in behaviour and practice;

(iii) recommend action to address the cause of inappropriate practice or reduce its effect; and

(iv) promote good practice and a culture of continual improvement.

The general intent of SERP is to consider matters by exception. SERPs should not consider matters that are minor in nature, policy compliant or already dealt with through other avenues, forums or review mechanisms. Only those matters reviewed by SERPs should be recorded on the SERP SharePoint database.

Significant event reviews are to be conducted independently of any criminal, coronial, discipline or workplace health and safety investigation(s) which are being conducted in relation to the particular incident, but the findings of such investigations may be used by SERPs as a source of information.

It is not intended for panels to apportion blame to individuals and it is not part of the disciplinary process.

To avoid duplication of effort, SERPS should not review a matter which has already been similarly reviewed through other avenues, forums or review mechanisms.

1.17.3 The establishment of Significant Event Review Panels

POLICY

SERPs are to be established at district level and within State Crime Command, Road Policing Command, Community Contact Command and Operations Support Command. For other corporate areas and commands, the establishment of a SERP is at the discretion of the relevant assistant commissioner or executive director where there is a demonstrated need.

SERPs should meet monthly to review significant event review matters and any other matters the chair deems appropriate.

1.17.4 Selection of members for Significant Event Review Panels

POLICY

The core membership of each SERP should include:

(i) the district officer or a commissioned officer nominated by the relevant assistant commissioner or executive director as chair;

(ii) a Professional Practices Manager;

(iii) the Officer in Charge, District Education and Training Office, or equivalent; and

(iv) any other member nominated by the district officer.

The chair of a SERP may also call on other members with specialist knowledge to assist the panel in its deliberations. For example in the case of incidents involving death or serious injury, a request may be made to the Assistant Commissioner, Ethical Standards Command for a member of Ethical Standards Command to provide advice or assistance to the panel in the review of the incident.

Depending on the nature of the incident, advice or assistance may also be sought from the officer in charge of the member involved in the incident, and members from specialised units or with a specific skill set (for example, a qualified OST instructor for use of force matters) for incidents involving:

(i) the driving of Service vehicles;

(ii) the driving of Service vessels;

(iii) the use of force or police accoutrements;

(v) police dogs;

(vi) high risk and tactically dangerous situations; and

(vii) Service equipment or accoutrements.

Nevertheless, while various officers may be requested to become panel members for the review of particular significant event review matters, it is not necessary for these officers to remain as panel members and to take part in the review of other incidents outside their area of expertise.

A SERP may also include representatives of the Queensland Police Commissioned Officers Union of Employees and the Queensland Police Union of Employees if this is considered appropriate by the officer chairing the panel. However, it should be noted that some significant event review matters will be subject to a criminal and/or disciplinary investigation and panel members will be privy to investigative information.

1.17.5 Jurisdiction of Significant Event Review Panels

POLICY

Significant event review matters are to be reviewed by the SERP of the district or command to which the officers involved in the significant event review matter are attached, or 'centrally functioned' to.

Where a significant event review matter involves members of more than one district, command or division, the SERP of the district in which the event occurred should complete the review.

Where a significant event review matter involves members from other districts, commands or divisions, the chair of the SERP conducting the review is to consult with the commissioned officer responsible for the member to obtain the necessary information for the SERP deliberations.

Significant event review matters involving police dogs are to be reviewed by the Operations Support Command SERP.

1.17.6 Conducting significant event reviews

POLICY

Generally SERPs may inform themselves of the circumstances of any significant event review matter as they see fit, subject to the direction of the Commissioner or a deputy commissioner.

In many instances reviews may be completed 'on the papers', in so far as that the review will only need to consider information that is already documented. Sources of information should include reports generated from an incident debriefing, shift and occurrence logs, significant event messages, dog bite incident reports, QPRIME 'Use of Force Reports', relevant QPRIME occurrences and any other documents produced from the subsequent criminal, coronial, disciplinary and/or workplace health and safety investigation.

In conducting reviews, SERPs may consider any relevant history including driver licence or traffic history concerning the driver of the Service vehicle involved in any offences (e.g. driver training courses attended and any previous traffic crashes, or camera detections and traffic offences recorded).

Nothing in this policy limits the SERP from conducting inquiries in relation to a significant event review matter. However, where the panel requires additional information from a member subject of a formal investigation into the incident, the panel should, where practicable, firstly communicate with the investigating officer.

A number of significant event review matters under consideration by the SERP may impact or be impacted by concurrent investigations. The following outlines the actions that may be taken by the relevant SERP in these instances:

(i) police related incidents (see Complaint and Client Service Reporting of the Ethical Standards Command Policies and s. 1.16: 'Fatalities or serious injuries resulting from incidents involving members (police related incidents)' of this Chapter). These incidents would ordinarily come within the scope of SERPs for assessment, however from time to time Ethical Standards Command may request further information so that a decision can be made regarding any potential misconduct or breach of discipline. Where disciplinary matters have been identified SERPs should, depending on the nature of the disciplinary matter, consider delaying final deliberations until the matter is finalised or if appropriate, request further information from Ethical Standards Command as per point (ii) below;

(ii) misconduct or disciplinary investigations (see Complaint and Client Service Reporting of the Ethical Standards Command Policies) For matters being investigated by Ethical Standards Command or the Crime and Corruption Commission (CCC (PG)), the chair of the SERP should, if further information is required to make a fully informed decision regarding a significant event review matter, make a request to the Chief Superintendent, Internal Investigations Group, Ethical Standards Command for relevant information. Where the Chief Superintendent, Internal Investigations Group, Ethical Standards Command, in consultation with the CCC (PG)) where necessary, considers the provision of such information is appropriate in the circumstances, such investigative information may be provided to the SERP; and

(iii) criminal, coronial and/or workplace investigations. Some of these matters will be protracted and the results of such investigations may not be finalised or available for some time, however, commencement of a significant event review should not be delayed for this reason alone. Where appropriate, SERPs should review the circumstances of the incident on the information available and as far as practicable, make appropriate recommendations based on their findings.

1.17.7 Issues to be considered by Significant Event Review Panels

POLICY

Significant Event Review Panels should consider any issues arising from an incident which highlights deficiencies or which necessitate a need to develop or improve systems, practices, policies, equipment or infrastructure at the individual, work unit and whole-of-Service level. Examples of good practice should also be identified.

The level of analysis or review conducted for each significant event review matter should be commensurate with the seriousness of the incident.

PROCEDURE

In addition to the general points outlined in s. 1.17.2: 'Purpose of Significant Event Review Panels' of this chapter, when examining significant event review matters, the following guidelines should be considered:

Police related incidents

A comprehensive review should be undertaken by the SERP of any incidents involving death or serious injury occurring within their area of responsibility. The factors to be considered for such incidents will vary depending on the nature or circumstances of the incident. However, in completing a review of the incident a SERP should:

(i) if available, consider the findings of any investigation made into the incident;

(ii) assess the outcomes of the formal debriefing of the incident;

(iii) when considering the causal factors of the police actions, pay particular attention to issues associated with:

(a) training;

(b) equipment;

(c) existing policies and procedures;

(d) situational awareness;

(e) command and communication; and

(f) access to support; and

(iv) develop and make recommendations for improvements to systems, policies, processes, practices and training if appropriate.

Pursuits

When reviewing pursuits, SERPs should consider:

(i) any relevant history including driver license and traffic history concerning the drivers of the Service vehicles involved in the pursuit e.g. driver training courses attended and any previous traffic crashes, or camera detected and traffic offences recorded);

(ii) the type of Service vehicle involved and the capabilities of the vehicle;

(iii) whether or not the pursuit was conducted in accordance with Service policy (see s. 10.5: 'Pursuits' of the Traffic Manual). In particular:

(a) did the reason for the pursuit fall within the justification for a pursuable matter;

(b) was an appropriate risk assessment conducted. What factors were considered;

(c) were the reasons for and the risks involved continually reassessed during the pursuit;

(d) did the pursuit expose the police, public or occupants of the pursued vehicle to unjustifiable risk;

(e) if appropriate, was the pursuit abandoned in accordance with Service policy (see s. 10.5.10: 'Abandoning a pursuit' of the Traffic Manual);

(f) was a debrief of the officers involved in the pursuit conducted in accordance with s. 10.5.13: 'Conclusion of a pursuit' of the Traffic Manual); and

(g) in the case of a high performance police vehicle involved in a pursuit, was the driver authorised to drive such a vehicle in urgent duty driving situations (see s. 10.3.5: 'Use of high performance vehicles for urgent duty driving' of the Traffic Manual);

(iv) any fluctuations or trends associated with pursuits (e.g. significant increases or decreases in number and type) and the underlying causes of such fluctuations or trends; and

(v) any areas of concern involving particular officers and/or work units.

The use of a firearm, conducted energy weapon (Taser) or OC spray

In the review of incidents involving the use of firearms, Tasers or OC spray, SERPs should give consideration to the following issues:

(i) the threat assessment conducted (i.e. the POP – 'person', 'object', 'place' process);

(ii) the use of force options available and employed (bearing in mind the Situational Use of Force Model 2009 and the QPS philosophy – COPS: Consider all Options and Practice Safety);

(iii) how the firearm, Taser or OC spray was used (i.e. presented only, deployed etc.);

(iv) whether each firearm, Taser or OC spray use was:

(a) authorised (i.e. was the use in accordance with Service policy);

(b) justified;

(c) reasonable/proportionate/appropriate;

(d) legally defensible; and

(e) tactically sound and effective;

(v) was the officer qualified to use the firearm, Taser or OC spray (i.e. completed the initial training course and is currently OST qualified to use a Taser or OC spray see s. 14.3.1: 'Operational Skills and Tactics Training' of the Manual); and

(vi) was an overview of the incident conducted by the officer in charge of the station or establishment in accordance with s. 14.21.4: 'Reporting the use of OC spray' of this Manual or s. 14.23.10: 'Reporting the use of a Taser' of this Manual, and if so was any action taken (i.e. breaches of discipline or misconduct reported).

Crashes involving a Service vehicle or vessel

When reviewing crashes involving Service vehicles or vessels, SERPs should consider:

(i) any relevant history including driver license and traffic history concerning the drivers of Service vehicles or vessels involved in the incident (e.g. marine or driver training courses attended and any previous traffic crashes, or camera detected and traffic offences recorded);

(ii) the findings of any investigation conducted in relation to the incident (See s. 5.13: 'Investigation of traffic crashes involving members of Service vehicles' of the Traffic Manual);

(iii) any fluctuations or trends associated with crashes involving Service vehicles or vessels (e.g. significant increases or decreases in number and type) and the underlying causes of such fluctuations or trends; and

(iv) any areas of concern involving particular officers and/or work units.

Camera detected and other traffic breaches involving a Service vehicle or vessel

When reviewing camera detected or other traffic breaches involving Service vehicles or vessels, SERPs should consider:

(i) any relevant history including driver's licence and traffic history concerning the drivers of Service vehicles or vessels involved in the incident (e.g. marine or driver training courses attended and any previous traffic crashes, or camera detected and traffic offences recorded);

(ii) the findings of any investigation conducted in relation to the incident. See s. 10.2.4: 'Traffic breaches committed by drivers of police vehicles' of the Traffic Manual;

(iii) any trends which may identify underlying cause of such occurrences;

(iv) any areas of concern involving particular officers and/or work units.

Urgent duty driving in response to priority code 1 and 2 tasks

While it is acknowledged that statistics relating to priority code 1 and 2 tasks are considered during the Operational Performance Review process, the Community Contact Command SERP should examine on a bi-annual basis issues and trends relating to priority code 1 and 2 tasks within their area of responsibility. This review should include consideration of any concerns about the inappropriate allocation of priority codes.

High risk missing persons

SERPs are to overview all high risk missing person investigation for a minimum period of six months from the date the missing person investigation commenced. Where appropriate this may extend past six months and until deemed no longer necessary.

1.17.8 Debriefings

POLICY

Where an officer makes recommendations in relation to any facet of the police response as part of a significant event review matter debriefing, a copy of that report should be forwarded to the relevant chair for the information of the SERP.

1.17.9 Feedback to members involved in a significant event review matter

POLICY

Where appropriate, the chair of a SERP should attempt to provide constructive comments to the police involved in significant event review matters relating to both good practices and areas of practice that could be improved as identified in the review. This feedback may be provided formally or informally.

1.17.10 Recording and reporting meeting outcomes

POLICY

The recording of all matters for consideration by SERPs, including the deliberations, findings, recommendations and outcomes is to be undertaken through the SERP SharePoint database. This is to ensure all SERPs are able to critically examine all relevant matters in accordance with s. 1.17.7: 'Issues to be considered by Significant Event Review Panels' of this chapter.

Any remedial action identified by the SERP in response to an incident should be initiated as soon as practicable. If the remedial action relates to an individual or work unit, the recommendation(s) of the panel should be referred to the district officer or equivalent for consideration and implementation if appropriate. If a recommendation has application on a whole-of-Service level, it is to be forwarded to the SERP Quality Control Committee (QCC) for consideration. Where appropriate, SERPs should also make recommendations to acknowledge and have formally recognised good work and professional practice.

Finalised Significant Event Review matters will be viewable by authorised members to approve and follow-up on issues and/or action associated with the specified Significant Event Review matter. Opportunities for learning and improvements may be identified at the individual, work unit and whole-of-Service levels.

1.17.11 Significant Event Review Panel Quality Control Committee

POLICY

The SERP QCC has been established as an over viewing committee with an ongoing responsibility to monitor the findings of district/command SERPs to:

(i) ensure consistency of decision making;

(ii) identify trends and causal factors in relation to categories of incidents reviewed by SERPs;

(iii) implement measures to address adverse trends and causal factors in relation to categories of incidents reviewed by SERPs;

(iv) make and where approved, guide implementation of any recommendations to SERP policy, procedures or practices; and

(v) in consultation with relevant stakeholders, promote good practice and a culture of continual improvement on a Service-wide basis.

The SERP QCC reports to the Deputy Commissioner (Regional Operations). The SERP QCC is to, where appropriate, take action in response to the recommending SERP's findings, consistent with the Service's continual improvement philosophy.

The SERP QCC comprises an assistant commissioner as Chairperson and three district officers from different regions/commands.

Committee members are appointed for a twelve month period, unless extended by the Deputy Commissioner (Regional Operations), and membership will be rotated annually.

The Assistant Commissioner, Ethical Standards Command is to nominate a commissioned officer from Ethical Standards Command to provide the secretariat including reviewing SERP matters, attending all committee meetings and providing appropriate advice consistent with the Committee's role.

Recording and Reporting Meeting Outcomes

POLICY

All decisions of the SERP QCC will be formally documented in a timely manner and in a format that is suitable to the Committee.

1.18 Significant events

A significant event includes any:

(i) incident involving injuries sustained by members of the Service on duty or travelling to and from work, which required medical treatment;

(ii) vehicle pursuit. Additional information required in relation to pursuits is contained in s. 10.5.14: 'Investigation of offences committed during pursuits' of the Traffic Manual;

(iii) incident resulting in death or serious injury of any person (see: Service Manuals Definitions for definition of 'serious injury');

(iv) incident involving the use or discharge of a firearm by any person other than for the lawful destruction of an injured or sick animal or during firearms training or other activity authorised pursuant to s. 2(1)(m): 'Application of Act' of the Weapons Act (see also s. 14.7: 'Use of firearms' of this Manual);

(v) incident involving the use of Taser as contained in s. 14.23.10: 'Reporting the use of a Taser' of this Manual;

(vi) incident which may be politically sensitive or generate extensive interest of the media;

(vii) incident where a member of a Police Service other than a member of the Queensland Police Service is detected committing an offence that if committed by a member of the Queensland Police Service would constitute misconduct or corrupt conduct;

(viii) incident where a member of the Commonwealth or any State Parliament is a victim of crime;

(ix) incident where a member of the Commonwealth or any State Parliament is questioned in relation to an offence which that Parliamentarian is alleged or is suspected of having committed, or where proceedings are initiated against the Parliamentarian;

(x) incident where an alleged offender or suspected person claims diplomatic privileges or immunities. In cases involving foreign nationals officers are to comply with the provisions of s. 434: 'Right of visiting foreign national to communicate with embassy etc.' of the *Police Powers and Responsibilities Act* and s. 11.8: 'Diplomatic Privileges and Immunities Act' of this Manual;

(xi) incident where the driver of a police vehicle is detected committing an alleged breach of ss. 79:'Vehicle offences involving liquor or other drugs' or 80: 'Breath and saliva tests, and analysis and laboratory tests' of the *Transport Operations (Road Use Management) Act*;

(xii) incident which is designated as a major investigation in accordance with s. 2.4.2: 'Evaluation of incident' of this Manual;

(xiii) case of a death in custody as outlined in s. 16.23: 'Deaths in police custody' of this Manual;

(xiv) case of a person in custody attempting suicide or becoming seriously ill or injured;

(xv) incident where a declaration is made under the *Public Safety Preservation Act*;

(xvi) incident involving suspected illegal immigrants or suspected illegal fishing vessels and crew; and

(xvii) incident involving the use of a safety (spit) hood as contained in s. 16.12.11: 'Safety (spit) hoods' of this Manual.

In each of these cases, the regional or district duty officer is to ensure a significant event message is correctly completed and submitted. The Significant Event Messaging System is to be used and submitted messages will be automatically forwarded to the relevant areas within the Service. See s. 1.18.1: 'Significant Event Messaging System' of this chapter regarding the completion of and access to significant event messages.

In the case of (iv) above, the regional or district duty officer is to ensure the incident is recorded as a 'Police related firearms incident' in the significant event message.

In the case of (i) to (iv) above, messages will be accessed by the Director, Employee Relations Group, PSBA.

In the case of (vi) above, officers in charge of regions or commands are to notify the Officer in Charge, Internal Investigations Group, Ethical Standards Command, who is to forward advice of the matter to that member's police service.

In the case of (xi) above, if the driver of the police vehicle is a member of the Service, the regional or district duty officer is to ensure the member's personal particulars are not included in the significant event message.

In the case of (xii) above, messages will be accessed by Crime Stoppers so that officers from Crime Stoppers can ask appropriate questions of callers about unsolved offences (see s. 5.6.12: 'Information released by police seeking public assistance in the investigation of incidents and crimes' of the Management Support Manual).

In cases where a member is found committing or is suspected of having committed an offence, the regional duty officer is to ensure that the matter is dealt with in accordance with relevant Ethical Standards Command Policies (see Complaint and Client Service Reporting) and a significant event message is not to be sent. Regional duty officers are to ensure the on-call Duty Officer, Internal Investigations Group, is immediately advised. However, where the driver of a police vehicle is detected committing an alleged breach of s. 79 or 80 of the *Transport Operations (Road Use Management) Act*, the member is to be dealt with in similar terms as other members of the public.

Information in significant event messages is not for general broadcast.

Significant events (advice to Minister)

POLICY

A QPS ministerial briefing note is required to be furnished if it is considered that the incident involves controversial or major issues. The ministerial briefing note is to be completed by the regional or district duty officer and forwarded for attention of the relevant assistant commissioner. The ministerial briefing note is to be furnished as soon as the relevant facts surrounding the significant event are verified.

Significant events which may require a ministerial briefing note for advice of the Minister include the following:

(i) a declaration of an emergency situation under the *Public Safety Preservation Act*;

(ii) major incident (e.g. a bus crash with multiple fatalities or serious injuries);

(iii) major criminal investigations (e.g. murder or attempted murder of an international tourist);

(iv) politically sensitive or motivated incidents (e.g. major demonstration at function attended by a Member of Parliament);

(v) environmentally significant incidents (e.g. a major chemical spill);

(vi) incidents involving possible legal ramifications;

(vii) incidents drawing media and community interest (e.g. a serious sexual offence against a child on the way to school);

(viii) a death or serious injury to a person in police custody or in a police related incident;

(ix) the death or serious injury of a police officer; and

(x) incident involving suspected illegal immigrants or suspected illegal fishing vessels and crew.

When a regional or district duty officer is required to ensure that a message relating to a significant event is sent in accordance with the provisions of this section:

(i) a regional or district duty officer is to ensure that the required significant event message is sent as soon as practicable following the incident giving rise to the particular significant event. In protracted significant events, an

initial message is to be forwarded containing pertinent information as at that time, followed by update(s) when further facts are established;

(ii) when advised of a significant event, a regional or district duty officer is to assess all available information in relation to the event and ensure that the significant event message has been noted as to whether or not a ministerial briefing note is required;

(iii) where a ministerial briefing note is required, the regional or district duty officer is to draft a ministerial briefing note and submit it to the relevant assistant commissioner for the region;

(iv) assistant commissioners of regions or their delegates who receive a draft ministerial briefing note in relation to a significant event are to assess the information contained in it and, if required, submit it for the attention of the Deputy Commissioner (Regional Operations);

(v) assistant commissioners of regions or their delegates are to monitor all significant event messages originating in their region to ensure that appropriate action is taken in relation to ministerial briefing notes;

(vi) during the hours of 0800 hrs and 1700 hrs, Monday to Friday, excluding public holidays, assistant commissioners of regions or their delegates are to ensure that significant event messages and, where appropriate, ministerial briefing notes, are forwarded to the on call deputy commissioner;

(vii) at any time outside the hours of 0800 hrs and 1700 hrs, Monday to Friday, including public holidays, assistant commissioners of regions or their delegates are to ensure that significant event messages and, where appropriate, ministerial briefing notes, are forwarded to the Duty Officer, Police Communications Centre;

(viii) at any time outside the hours of 0800 hrs and 1700 hrs, Monday to Friday, including public holidays, the duty officer, Police Communications Centre is to assess the information contained in significant event messages and, where appropriate, ministerial briefing notes. If the assessment indicates that the incident is one which:

(a) requires that it be brought to the attention of the Duty Executive Officer urgently, the duty officer Police Communications Centre is to ensure that the Duty Executive Officer is advised immediately; or

(b) does not require immediate notification of the duty executive officer, the duty officer Police Communications Centre will advise the duty executive officer at the next available opportunity following the receipt of the significant event message;

(ix) the duty executive officer, where advised of a significant event, is to assess the information and ensure that in appropriate instances involving controversial or major issues, the relevant ministerial briefing note is immediately forwarded to the Minister for Police by facsimile transmission;

(x) the duty executive officer is to ensure that:

(a) the Commissioner and the on call deputy commissioner are also transmitted a copy of the facsimile transmission of the ministerial briefing note provided to the Minister for Police; and

(b) the nominated senior policy advisor to the Minister for Police is verbally advised whenever the Minister for Police is advised; and

(xi) the Inspector, Police Communications Centre, Brisbane, is to maintain current contact details, including facsimile numbers for the Minister for Police, Commissioner of Police, Deputy Commissioner (Specialist Operations) and Deputy Commissioner (Regional Operations), and the senior policy advisor to the Minister for Police, Fire and Emergency Services and Minister for Corrective Services.

1.18.1 Significant Event Messaging System

The Significant Event Messaging System was developed to provide concise and timely advice regarding an incident. It is recognised that there will be occasions where the information available at the time is not complete or is not immediately able to be confirmed. The purpose therefore of a significant event message is to provide immediate information on the situation as it is known at that time (i.e. a Situation Report (SITREP)). Further updates and clarifications may be necessary as the response to the incident progresses.

Significant event messages are not meant to take the place of other more formal reporting or statistical functions. They do not require large amounts of information (particularly the first message) and do not need to provide elaborate detail. If further clarification is requested, an update covering those details can be provided.

Detailed instructions regarding the use of the Significant Event Messaging System are contained in the Significant Event Messaging System User Guide which is maintained by the Business Support Group, Information Technology Division and located on the QPS Corporate Intranet (Bulletin Board) Homepage.

Completion of a significant event message

POLICY

In addition to the requirements of s. 1.4.6: 'Responsibilities of regional duty officer, district duty officer and shift supervisor' of this chapter regarding significant events, members completing or overviewing a significant event message on the Significant Event Messaging System should:

(i) determine whether the incident requires a message. As a guide asking 'Would the Assistant Commissioner or other members of the Senior Executive need to know about the incident?' will assist in this determination;

(ii) be concise in their reporting of the incident. The message should contain sufficient information to provide advice but specific details are not generally required (i.e. complete lists of property or elaborate detail on an offence). The message is a SITREP not a full report;

(iii) ensure the incident is suitable for broadcast on the Significant Event Messaging System. Disciplinary matters concerning members of the QPS should not be entered on the system. Sound judgement should also be applied to other contentious or confidential issues;

(iv) ensure the information is appropriate for this type of message (i.e. only broad details of particular incidents such as sexual assaults (e.g. location, status of investigation etc) are required. In these cases, the QPRIME occurrence would contain the explicit details of the offence);

(v) if information is interim advice only, advise what is known and provide an update later; and

(vi) seek advice from their supervisor or where applicable, the regional or district duty officer if guidance is required.

If a matter is considered confidential or otherwise contentious and information is required to be passed to members of the Senior Executive, the Region or Command Office may make contact direct with the Office of the Deputy Commissioner (Regional Operations) or (Specialist Operations) or after hours with the Duty Executive. Advice will be provided as to the appropriate method for provision of such information.

PROCEDURE

Significant event messages are given a unique number and may be updated as required. To update an existing message a user may select the message, complete the update fields and submit as usual.

Accessing a Significant Event Message

Significant event messages are automatically forwarded according to the Significant Event Messaging System User Guide.

Access to the system is based on the user's level of access. For information on access levels and authority to modify access levels refer to the Significant Event Messaging System User Guide.

PROCEDURE

A significant event message can be accessed via any Service computer as follows:

(i) from the QPS Corporate Intranet (Bulletin Board) Homepage select 'Significant Event Messaging System'; and

(ii) select the required message or use the 'Basic search' or 'Advanced search' functions and enter relevant search criteria to locate message.

Appendix 1.1 Deleted

Appendix 1.2 Deleted

Appendix 1.3 Deleted

Appendix 1.4 Deleted

Appendix 1.5 Deleted

Appendix 1.6 Agreed guidelines for helicopters operating near scenes of police operations

(s. 1.12.5)

Background

The following guidelines have been adopted by the Queensland Police Service, the Helicopter Association of Australia and the media for coverage by helicopters of the scenes of accidents, sieges, murders, etc.

Operating levels and distances

Inside built-up areas: 1000 feet overhead (or 300 metres), 500 metres laterally from the scene.

Outside built-up areas: 500 feet overhead (or 150 metres), 300 metres laterally from the scene.

Siege situations: 1000 feet overhead (or 300 metres), 1000 metres laterally from the scene.

Duration of operations

Operations over the scene are to be confined to a few minutes to minimise noise.

Landing site selection

Landing sites are to be approximately 200 metres downwind from the scene (including roped-off, 'secondary' or otherwise reasonably extended scenes as well as the focal point of the operation).

Experience has demonstrated that no adverse effect by way of noise or rotor wash will be occasioned when these guidelines are followed.

Media relations generally

Police can request media representatives not to publish operationally sensitive material, publication of which might impede investigations and/or any subsequent trial. This includes photographs in some cases, such as photographs of Special Emergency Response Team members' faces'. Police have no other role in restricting what the media can publish, on the grounds of good taste or otherwise. If reasonable requests are likely to be ignored, contact should be made, through the Media and Public Affairs Group, with the management of the news media concerned.

Instructions

(1) The police forward commander or incident coordinator in charge of an area covered by the media from a helicopter is to ensure that the operational guidelines set out above are accepted by police and that no more stringent restrictions are requested.

(2) If there is any apparent infringement of the guidelines, the police forward commander or incident coordinator in charge of the scene will liaise with the media and civil aviation authorities to reduce the possibility of conflict and unnecessary interruption to police investigations.

Appendix 1.7 Standard Plans

(s. 1.12)