

Police Communications Centre Standing Operating Procedures

1. Purpose.

To provide a standardised process for the answering of triple zero calls received at the Police Communications Centre (PCC) from the emergency call person ECP (Telstra).

2. General Information.

The purpose of this SOP is to ensure a consistent and efficient approach to the answering of triple zero calls at PCC.

The SOP includes the duties of triple zero call takers, roster allocation by duty officers, supervision by police officers and information received from the emergency call person (Telstra).

3. Principal Service providers and method of contact.

Police Communications Centre
Phone (07) 3364 3555

Telstra (emergency call person) supervisor. Located in Sydney and Melbourne
Phone (1800 220 208) (24 hours)

4. Duties.

Duty Officers

Duty officers shall ensure the following actions on each shift:

- Allocate a supervisor, being a police officer, within the call taker room to supervise personnel taking emergency calls. This member is to be located at position 43.
- A minimum of three triple zero call takers, not including the supervisor, are allocated each shift to manage incoming emergency calls.
- A minimum of four triple zero call takers, not including the supervisor, are allocated on Friday and Saturday evening shifts between the hours of 2000hrs and 0200hrs and as otherwise directed to manage expected peak calls for service.
- Any personnel allocated triple zero duties will be logged into the Processing Group List as a "000 Specialist."
- Primary call takers to be placed at positions P46, P47, P48 and P49. Additional triple zero specialists will be allocated at the direction of the supervisor.
- Call takers are not to be ordinarily rostered more than four hours of an eight hour shift answering triple zero calls.

The exceptions to this are:-

- A call taker may volunteer or negotiate with the duty officer to perform longer in this role;

- Exceptional operational circumstances exist that preclude the rotation of staff; or
- Staffing qualifications or rehabilitation arrangements impact on the availability of others to perform that duty.

All exceptional circumstances that require triple zero call takers to perform longer than four hours per eight hour shift are to be noted in the duty log.

- Monitor the Alcatel Call Management System to manage triple zero calls received at PCC, including the allocation of additional operators if required.
- Ensure compliance with the PCC policy in relation to personal entertainment devices and mobile phones between the hours of 0600hrs and 2200hrs.

Supervisor

The Supervisor shall ensure the following actions on each shift:

- Ensure that a minimum of three triple zero call takers, not including the supervisor, are logged in as '000 Specialist' at all times other than Friday and Saturday evenings.
- Ensure that a minimum of four triple zero call takers, not including the supervisor, are allocated on Friday and Saturday evening shifts between the hours of 2000hrs and 0200hrs and as otherwise directed to manage expected peak calls for service.
- Ensure that primary triple zero call takers are placed at positions P46, P47, P48 and P49 and allocate additional triple zero specialists as required.
- Call takers are not be rostered more than four hours of an eight hour shift answering triple zero calls unless exceptional circumstances exist. These instances are to be approved by the duty officer and the duty log noted.
- Ensure that all triple zero call takers answer calls in line with Appendix 1 of this SOP.
- Supervise meal times and breaks of triple zero call takers to ensure the minimum call taker requirements are met at all times.
- Monitor the Alcatel Call Management System to manage triple zero calls received at PCC; requesting through the Duty Officer the allocation of additional operators if required.
- Ensure compliance with the PCC policy in relation to personal entertainment devices and mobile phones between the hours of 0600hrs and 2200hrs.

Triple Zero Call taker/Specialist

- Respond to triple zero calls as soon as practicable once telephone rings.
- Answer all triple zero calls in accordance with Appendix 1 of this SOP.
- Ensure the Caller Line Identification (CLI) is active at all times.

- Enter a CAD job for all tasks requiring a police response, including non urgent requests for assistance.
- Only conduct checks or investigations that relate directly to the task to be entered.
- Outgoing calls should not be made unless urgent in nature or required for further identification of the caller/location.
- All outgoing calls should be kept short and succinct and not be of a personal nature.
- For 000 calls received for area which are not operating on CAD, job details are to be taken, the caller advised that their call was received in Brisbane and job passed onto the appropriate communications area by the triple zero operator.
- There is no requirement to enter a task on CAD where there is no possibility of identifying the caller from a telephone number or address. This is addressed in the Immediate Response Actions (IRA's) for job code 666.
- If the job is to be filed, keep the number of computer checks performed to a minimum.
- If multiple calls are received for a confirmed entered job, enter a message attached to the current job number and only enter a job when further information may/will assist with future police investigations.
- Liaise with the supervisor prior to break or meal.
- Ensure compliance with the PCC Brisbane policy in relation to personal entertainment devices and mobile phones between the hours of 0600hrs and 2200hrs.
- A triple zero call taker who responds to a significantly complex or distressing call is to notify their supervisor immediately, and will be afforded support or a break as deemed necessary.

5. Appendixes.

Appendix 1: Standard response from triple zero call takers to callers.

Appendix 2: PCC memorandum relating to the use of personal entertainment devices and mobile phones during business hours.

7. Date.

Effective 15 April 2010.

Brisbane Police Communications Centre

Standing Operating Procedures

Appendix 1 to SOP 110 – Answering of Triple Zero Calls

REQUIRED RESPONSE TO TRIPLE ZERO CALLER

Triple zero call taker: "Go ahead Telstra" – obtain Caller Line Identification number from emergency call person – Telstra.

Triple zero call taker: "Thank you Telstra, Police emergency, (state rank and surname for sworn/first name for unsworn) what is your current location?"

Obtain response from caller.

If no location provided: "In order to get you assistance, I need to know your location please."

Obtain response from caller and confirm address with them.

Triple zero call taker: "What is your emergency?"

Triple zero call taker then obtains information relevant to the incident.

Utilise the NOTICE principle (as per IRA's)

- NATURE OF INCIDENT
- OFFENDER STATUS
- THREATS
- IDENTIFIERS
- COMPUTER CHECKS
- EXTERNAL AGENCIES