

Queensland Police Service Police Communications Centres Quality Assurance Standing Operating Procedure

1. Purpose.

The purpose of this Standing Operating Procedure (SOP) is to detail the requirements of the Queensland Police Service for Quality Assurance of the provision of call taking, job tasking and radio communications by Police Communications Centres as a risk management strategy.

2. General Information.

Quality Assurance refers to a program for the systematic monitoring and evaluation of the various aspects communications and resource deployment in response to calls for service to ensure that standards of quality and consistency are being met.

3. Principal Service providers.

Police Communications Centres situated throughout the State

4. Duties.

Duty Officers/OIC's

Duty Officer, Police Communications Centre, Brisbane or the officer in charge of a police communications centre in areas not controlled by the Police Communications Centre, Brisbane are to ensure that the following actions occur:

- allocate a supervisor, being a police officer, within the communications centre to supervise personnel engaging in call taking and radio communications duties;
- assign a police officer suitable to have responsibility for tasking duties within a geographical area, commonly referred to as a Communications Co-ordinator (Comco);
- members performing duties at police communications centres receiving calls for service record the relevant information in accordance with section 1.6.1 'Recording initial demand' of the Operational Procedures Manual (OPM);
- particulars of the calls to service are referred to the tasking officer;
- review performance of tasking officers to ensure timely response to calls for service; and
- ensure quality assurance processes to monitor and evaluate call taking, job tasking and radio communications are undertaken to assist in the efficient and effective delivery of policing services. (See quality assurance processes currently adopted at the Police Communications Centre, Brisbane in Appendixes).

Communications Supervisors/Tasking Officers

The Supervisor/Tasking Officer shall ensure the following actions on each shift:

- allocate priority codes to calls for service jobs in accordance with s. 14.24: 'Priority codes' of the OPM ;
- direct officers to attend calls for service in accordance with the priority policing process;
- task jobs recorded on the job recording system in a timely manner; and
- Notify relevant District Duty Officer / Regional Duty Officer of all un-tasked jobs on the job recording system when practical.

Call Takers

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

- obtain as much information about the matter as possible from the information source;
- ascertain if human life is directly threatened and in immediate danger;
- provide that information to the tasking officer responsible for assigning a priority code to any job arising from that information;
- In recording the information times should be expressed using the 24 hour clock, dates should be expressed numerically and the jobs should be numbered consecutively;
- When a call taker 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 Q.P. 103H'; and
- complete all necessary QPRIME and job recording system checks and record the result of these checks on the job for the information of the tasking officer and officers allocated such job.

Radio Operators

Members performing duties as radio operators are to:

- ensure that correct radio procedures for all radio transmissions are observed on the radio channels allocated to the Service;
- operators should not use superfluous conversation, improper or offensive language when transmitting messages on the Service radio communication network;
- ensure correct format of making a radio transmission from the police communications centre, call sign 'VKR', to a police vehicle/officer should contain the location of the police communications centre, the identification/call sign of police vehicle or officer, and the purpose of the transmission. For example, 'VKR Brisbane to Bravo 400 (purpose of transmission)';
- monitor the dynamic display of the job recording system work station;
- control radio channel;
- update patrol unit status;
- maintain a continuous radio watch;

- provide information to police units;
- despatch jobs in line with the urgency of the priority code allocated;
- in all circumstances priority is to be given to despatching jobs involving imminent danger to human life or a present threat of injury to a person;
- ensure that all radio transmissions are concise and to the point to maximise available radio air time; and
- all radio operators should use where appropriate the International Phonetic Alphabet and use the twenty-four hour time system when referring to time;

5. Appendixes.

Appendix 1: Communications Centres Call Taking Standards Quality Assessment Checklist (Client Service)

Appendix 2: Feedback / Action Form (Client Service)

Appendix 3: Police Communications Centres Call Taking Standards (Client Service)

Appendix 4: Communications Centres Communications Co-ordinator (Comco) Standards - Quality Assessment Checklist

Appendix 5: Feedback / Action Form (Comco)

Appendix 6: Communications Centres Communications Radio Operator Standards - Quality Assessment Checklist

Appendix 7: Feedback / Action Form (Radio Operator)

6. Date.

Effective 28 February 2011