

Police Communications Centres Call Taking Standards (Client Service)

Sub-skills	Purpose	Definitions & Guidelines
1. Opening		
Greet Caller	To let the caller know they have reached the correct place.	<p>Best practice opening is:</p> <ul style="list-style-type: none"> • For E000 calls "Go ahead Telstra" – obtain Caller Line Identification number from emergency call agent – Telstra. • E000 Calltaker, "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. • E000 calltaker: "What is your emergency?" • E000 calltaker then obtains information relevant to the incident. (Utilise the NOTICE principle as per the IRA's) (refer APPENDIX 1 to SOP 110) • For Routine calls "Brisbane Police Communications, (Rank & Surname Name for sworn / First name for unsworn) speaking". <p><i>Can also use:</i></p> <p>"Good morning / afternoon / evening (whichever greeting the calltaker is most comfortable with), Brisbane Police Communications, speaking".</p>
Verify Location	To accurately determine where Police are required.	<ul style="list-style-type: none"> • Accurately verify location in a timely manner. • If having difficulty with verification, which is delaying Police response, advise supervisor (P43) immediately.
Obtain and Job Details In Concise and Timely Manner	To ensure we have all the information required to allow appropriate Police response.	<p>Obtain and record correct information for all fields, adhering to the following where applicable:</p> <ul style="list-style-type: none"> • Name, address, contact numbers. Spell back for confirmation when appropriate. • Use of correct numerical pronunciation. • Use of phonetic alphabet when required / appropriate. • Information is accurate. • Calltaker updates the Job with supplementary information via related messages when applicable. • Where appropriate, records factors that may impact on officer or public safety.

2. Determining Event Type and Data Protection

Correct Activity and Priority Codes		<ul style="list-style-type: none"> • Correct activity code (job & description codes - see QP103H) and priority code (s. 14.24 OPM) are recorded based on the information available at the time.
Information Security	Right to Information Act and QPS policy & procedure.	<ul style="list-style-type: none"> • Calltaker does not disclose confidential information from any database, including details relating to Police members (e.g., private phone numbers) to anybody, including people claiming to be members of the QPS • Calltaker provides accurate and appropriate advice / information.

3. Capturing Additional Information

Obtain and Record Additional Information	To ensure all additional relevant information required to provide best response is obtained and recorded	<ul style="list-style-type: none"> • Calltaker obtains and records relevant additional information as specified in QPS policy and procedures (e.g., IRA's PCC SOP's, OPM's, Memo's and Commissioners Circulars).
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4. Conclusion

Closing	Ensure caller is given relevant information for follow-up and understands what will happen next.	<ul style="list-style-type: none"> • Calltaker explains what will or may happen next. • Calltaker provides Job number (if applicable). • Calltaker avoids unprofessional sounding phrases. • Where appropriate, the Calltaker advises the complainant to call back if circumstances change or escalate.
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5. Establish Callers Needs

Questioning	To accurately determine the callers needs	<ul style="list-style-type: none"> • Questions are an appropriate mix of closed, open, probing or alternative types. They are clear and well phrased and follow a logical progression. • Calltaker does not guess or assume. • Calltaker establishes key issues in a timely manner. • Calltaker controls the call, appropriate to the situation. <p><i>(The only type of call where questioning may not be applicable would be a non-speaking)</i></p>
Listening	To communicate attentiveness and speed up the flow of information.	<ul style="list-style-type: none"> • Calltaker listens for key statements, background noises and underlying tones / meanings and is focussed on the caller. • Calltaker captures critical information such as time critical deadlines, situation, hazards, and person or vehicle descriptions when given.

NOTICE / Job Description Nature of incident Offender status Threats Identifiers Computer checks External agencies	To accurately capture information in a timely manner.	<ul style="list-style-type: none"> • Information is accurate, relevant and follows these steps:- • Job Description is able to be understood and is entered in a timely manner. • Priority Codes 1 and 2 jobs are committed at the first available opportunity to avoid delay in any Police response. Priority 3 and 4 are committed once all information is obtained. • Calltaker keeps Job Description factual and objective and does not add unnecessary / unprofessional personal opinion. (Refer to NOTICE)
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6. Positive Service Offering		
Managed Call Time	Keeping caller informed about what is happening	<ul style="list-style-type: none"> • Calltaker is timely in dealing with call • Calltaker keeps updating the caller of progress and minimising "dead air". • Calltaker maintains conversation with caller if required, e.g. incident requiring observation to be kept - but only types necessary information into the Job Description / Related Message of the Job.
Resource Utilisation		<ul style="list-style-type: none"> • Calltaker uses all appropriate systems to extract necessary information. • Calltaker refers caller to correct external agency when appropriate. • Calltaker is prepared if systems fail and avoids telling callers that systems are down.
Managing Expectations	Ensures caller is clear about what to expect from Police.	<ul style="list-style-type: none"> • Calltaker manages expectations about the way Police will respond to the caller's problem. • Calltaker does not make promises about Police attendance. • Calltaker may advise caller that an event has been entered / advised for recording purposes.

7. Customer Service		
Establish a Rapport		<ul style="list-style-type: none"> • Calltaker addresses caller in a respectful manner. • Calltaker uses professional language and refrains from words such as "luv" or "dar". • Calltaker uses skill base to build trust, put caller at ease and calm them if necessary.
Verbal Communication		<ul style="list-style-type: none"> • Calltaker effectively utilises tone, volume, speed, inflection and other vocal qualities. • Calltaker avoids inappropriate filler sounds and adjusts to callers level of language, avoiding excessive Police jargon/language.

Empathy/Caring		<ul style="list-style-type: none"> • Calltaker acknowledges callers emotions and then deals with the circumstances.
Portrays a professional image of QPS		<ul style="list-style-type: none"> • Calltaker sounds alert and ready to hear from the caller, regardless of time of day. • Calltaker treats caller with fairness, equality and respect and does not sound condescending, regardless of race, religion, position, circumstance or callers language or attitude. • Calltaker does not use profanities, rudeness or prematurely terminate the call. • Calltaker provides reassurance and professional service promoting confidence in Queensland Police Service.