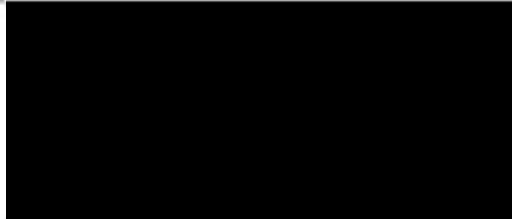


**IN THE MATTER OF THE ROYAL COMMISSION
INTO FAMILY VIOLENCE**

ATTACHMENT PF-3 TO STATEMENT OF PETER JAMES FERGUSON

Date of document: 2 December 2015
Filed on behalf of: State of Victoria
Prepared by:
Victorian Government Solicitor's Office
Level 33
80 Collins Street
Melbourne VIC 3000



This is the attachment marked '**PF-3**' produced and shown to **PETER FERGUSON** at the time of signing his Statement on 2 December 2015.

Attachment PF-3

Victoria Police Manual – Procedures and Guidelines

Patrol responsibilities and communications

Source Policy

These Procedures and Guidelines support and must be read in conjunction with the following:

- VPMP Operational duties and responsibilities

Application

Procedures and Guidelines are provided to support the interpretation and application of rules and responsibilities. They include recommended good practices and assessment tools to help employees make lawful, ethical and professional decisions. Employees should use the **Professional and ethical standards** to inform the decisions they make to support interpretation of Procedures and Guidelines.

Procedures and Guidelines are not mandatory requirements on their own. However, where rules and responsibilities state that employees must have regard to Procedures and Guidelines, the Procedures and Guidelines must be used to help make decisions in support of the rules.

Procedures and Guidelines

1. Using police communications

1.1 *Patrol responsibilities*

- Police Communications is to be notified by radio as required:
 - at the start and end of each shift
 - when an incident is responded to
 - whenever an employee leaves and/or returns to the police vehicle or other mode of patrol
 - whenever the patrol unit leaves its designated area of patrol.
- When using communications:
 - radio is the primary operational communications medium
 - encryption provides security of all information transmitted by the MMR network and the Mobile Data Network (MDN)
 - MDN is a secondary communications medium

- mobile telephones (where provided by Victoria Police) are a secondary communications medium. Notify Police Communications of mobile phone number when logging on
 - all transmissions should be clear, concise and to the point
 - use the channels designated by Police Communications and monitor it during the shift
 - keep continuous Police Communications contact.
 - use call signs allocated by Police Communications (see the **Callsign Manual**)
 - use the police radio codes and phonetic alphabet (see below)
 - use the portable radio when necessary
 - ensure MDT is logged on when patrolling.
- Radio Communication in the Melbourne Underground Rail Loop (MURL), CityLink and East Link Tunnels:
 - Radio communication in these tunnels must be managed to ensure operational safety
 - Police Commanders must ensure radio communications by responding units are conducted on one radio channel only, preferably, the designated operational channel for the location
 - All responding police units to major incidents in these tunnels must adhere to the Police Commanders direction to ensure communication discipline
 - Police Commanders are to communicate with ESTA/PCD regarding allocation of the channel to be used.

1.2 Use of communications and electronic devices in hazardous environments

Where the presence of flammable gas or vapour is known or suspected the use of electronic or battery powered devices presents a risk as they can be a source of ignition.

- When found in a hazardous environment operation of such devices should only be considered when essential or under the guidance from attending fire service personnel.
- Where practical to do so, evacuate the area to a safe distance.
- When refuelling a vehicle:
 - discharge static electricity, by touching a metal part of the vehicle, prior to opening the fuel cap
 - do not use portable radios for transmission under any circumstances
 - do not operate mobile phones or any other electronic device outside of the vehicle
 - do not open doors or other compartments, or re-enter the vehicle until refuelling has completed and the vehicle fuel cap and the pump nozzle have been secured.

- If devices show any evidence of damage to outer casings or protective insulation components, report it to your supervisor to arrange for inspection and repair.

1.3 *Situation reports*

Give a situation report to a supervisor and Police Communications whenever they ask or when:

- action extends over a protracted period
- a serious crime or other serious incident occurs
- additional resources are required.

1.4 **Police radio codes & phonetic alphabet**

Code 1On patrol
Code 2In at station/location
Code 3Meal break at location
Code 4Out with vehicle at location
Code 5Out at scene/premises
Code 6Unavailable at location
Code 7En-route to office from home
Code 8On call at home
Code 9Police in trouble
Code 11En-route to location/task – unavailable
Code 22Unavailable with dispatch duties

Letter	phonetic letter
A	Alpha
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliet
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whiskey
X	X-ray
Y	Yankee
Z	Zulu

1.5 **Computer Aided Dispatch (CAD) reply codes**

The following codes are used when closing events on CAD. Members should reply to all events using these codes only.

NOD	...No offence detected
NODI	...No offence detected information attached – external search conducted, no person home, unable to locate, etc.
EP Enquires pending – premises secured, card left, etc.
ODOffence detected – detail and value
OFF Offenders apprehended – number of offenders and detail of offences
LSS Located stolen serial – vehicle details and registered number of employee responsible

1.6 **Event priority**

During call taking all events are categorised in CAD under the following priorities which determines the time frame available for Police Communications to dispatch the call to a unit (currently metropolitan area only):

- Priority 1 - calls indicate the need for an urgent response by police –
 - persons are seriously injured, in danger or trapped
 - life threatening situations
 - offenders held and violent.

The dispatcher will advise unit of P1 events. This should be noted on the Patrol Duty Return and the attending unit should attend as soon as possible.

- Priority 2 – as soon as possible response –
 - person injured but not life threatening
 - offenders present, recently decamped, nearby or held but not violent

- Priority 3 – attend when able.

1.7 *Portable radios and Portable Data Terminals*

VPMP Operational safety and equipment requires issued equipment to be recorded. In relation to Motorola hand held radios (MMR) and Portable Data Terminals the identification number is to be used to identify and account for the asset, including when issued.

1.8 *Security of Information*

Members should be mindful of their surroundings when using police radio. Avoid transmitting any sensitive information which may be overheard by persons in the vicinity.

2. Station transceivers

Station transceivers are primarily for monitoring operational communications. They may only be used for transmitting under the following circumstances:

- when coordinating special events or operations
- when there are telephone or Police Communications failures
- in an emergency situation
- by Regional Response Units (RRUs) coordinating secure communications.

3. Radio equipment movement or changes

- Before considering moving or changing the physical location of any communications equipment (fixed, mobile or portables) consultation is to be undertaken with the Police Shift Manager (PSM) at Police Communications (D24) and the Managers of Radio Operational Support Services and/or Radio Network and Speed Measurement Services.
- Only authorised accessories or devices may be connected to radio communications equipment or used on police radio networks.
- Any changes to or movements of police issued radio equipment (MMR, SMR, or HF) or non Victoria Police supplied accessories or devices of any type are to be approved by the Radio Change Control Board.

4. Access to tapes chronologies and mobile data logs

- Access to tapes chronologies and mobile data logs will only be provided to members for operational purposes. i.e. evidence for court, brief preparation or training purposes.

- Access to radio and telephone tapes can be obtained from Police Communications. In country areas storage is limited so contact as soon as access is known to be required.
- In the metropolitan area for access to tape chronology, contact the Police Communications (D24). Refer to the Quick Links.
- An evidentiary copy may be provided if needed for production in court. Employees under investigation or subject to charges will not be granted access.
- Members are not to provide copies of tapes or chronologies or mobile data logs to third parties or external organisations unless formally authorised or required by law.
- Access to mobile data logs may be obtained by any authorised computer Access Terminal operator or by a representative from the MDN Support Unit, Communications Services Division, Infrastructure and IT Department.
- Members must have regard to **VPMP Information sharing** when providing mobile data logs and Section 2 - **VPMP Court processes** when requested for information required for legal proceedings.

5. Mobile Data Network

5.1 Access to Mobile Data Network Services

- Members are to complete and pass the approved computer based training (CBT) to become authorised.
- Untrained members using mobile data terminal (MDT) are to be supervised by a trained member.
- In exceptional cases, VPS employees may be granted access without passing the CBT assessment. Requests must be made in writing to MDN SUPPORT-MGR detailing the reason access is required.

5.2 Recording requirements

The MDT should not be used to store contemporaneous notes.

5.3 Use and maintenance of MDTs

- Where a unit has access to the MDN service during patrol duties then all database checks should be done via MDN rather than the radio dispatcher unless exceptional circumstances exist which mandate the use of radio.
- Refer to the *MDT Users' Guide* for details on use and maintenance.

5.4 **Logging on to MDTs**

The senior member on an MDT-equipped unit/patrol is required to ensure that the unit or patrol is logged on to the MDT within 15 minutes of the start of the shift. Where more than one MDT is issued to a unit, only one mobile data device may be logged on to at any given time, using that unit's call sign.

5.5 **Event dispatch**

- Dispatchers will dispatch events to MDT equipped patrol units via the MDT. All dispatched events will also be communicated by voice radio. Units acknowledge receipt of an event using the MDT and by voice as soon as practicable. Refer to the *MDT Users' Guide* for further details.
- Units should advise the dispatcher if any events require reassigning. Events to be reassigned are required to be notified to the dispatcher. The dispatcher, or divisional supervisor via the dispatcher, will reassign the events to another unit. No event disposition is then required by the original unit as that responsibility passes to the unit who the task has been reassigned to.

5.6 **Messaging on MDTs**

- The messaging service available on the MDT is subject to the same scrutiny as the email system on the police network. For further information see **VPMP Appropriate use of information, VPMG Use of email and VPMG Use of internet**.
- The messaging facility is not to be used for the management of critical incidents. As stated in **VPMP Operational Duties and Responsibilities, Section 4 – Patrol Responsibilities**, radio is the primary means of operational communication.
- The MDN messaging service is not to be used to disseminate information which should be conveyed by the bulletin function (see below).

5.7 **Bulletins on MDTs**

- The bulletin function on the MDTs is designed for the dissemination of patrol information and intelligence of an urgent or operationally important nature.
- The bulletin function may be used for general purpose messages such as KALOF, Missing Persons, relevant photographs and other messages
- Bulletin messages must not be addressed to individual MDN users (VP12345) but must always be directed at call signs or groups.

- Bulletin messages are classified in 3 distinct priority levels outlined in the table below. These reflect similar event priority classifications identified in section 1

Priority Classification for Bulletins on MDTs		
Priority Level	Authorisation required	Life span
1	Senior Sergeant or above	48 hours
2	Sergeant or above	24 hours
3	Sergeant or above	8 hours

- A bulletin may be reissued or renewed on the authorisation of an Inspector or above.

6. Patching of radio channels

- The configuration of radio networks, channel patching and communications centres is the responsibility of the Manager, Police Communications (D24).
- Any operational request for patching/unpatching of channels is to be directed to the Police Shift Manager at Police Communications (D24), who will consider the request in consultation with the communications service provider and determine the course of action.

7. Requests for communications support

- All requests for communications support (including allocation of radio channels, colour codes, loan equipment or specialised communications) is to be via the Request for Service Communications Support [Form 1289].
- Any requests for specialised communications support should be framed in terms of the desired communications outcome only. Managers of Radio Operational Support Services and/or Radio Network and Speed Measurement Services will determine the most suitable technical solution and types of equipment and support to be deployed to meet the required operational outcome.

8. Response to monitored alarms

8.1 Police response

Police will respond to any calls for assistance. However response to an alarm is dependent on the category of the alarm:

- Category A – police will attend

- Category B – police will attend only if a monitoring company can confirm an offence
- Category C – requires no response until confirmation of an offence.

These responses apply regardless of whether the call is made through Police Communications or a police station.

8.2 Alarm categories

ALARM CATEGORY DEFINITIONS		
Category	Definition	Types
A	<ul style="list-style-type: none"> • installed in any premises unless specified otherwise • maintained to Australian Standards • monitored by an approved monitoring service. 	<ul style="list-style-type: none"> • Hold-up alarm - <ul style="list-style-type: none"> - cash or other valuables held at the premises may be at risk from attack by armed offenders - activated by the owner, occupier or representative because of an apparent risk. • Duress alarm - <ul style="list-style-type: none"> - any occupant/s of the premises may be at risk from physical attack - activated by the owner, occupier or representative because of an apparent risk. • High risk premises alarm - <ul style="list-style-type: none"> - includes: financial institutions, ministerial or other offices of public persons at risk, drug wholesalers or pharmacies, firearms dealers, and premises where goods stored constitute a risk to the public - activated by an apparent intruder on the premises - keys to the premises are available to enable police access within a reasonable time. • Multi-sector or multi-break alarm - <ul style="list-style-type: none"> - two or more sectors activated or more than one break on the same sector activated by an apparent intruder - keys to the premises are available to enable police access within a reasonable time. • Communication failure - indicating a communication failure between the alarm and the alarm monitoring service
B	<ul style="list-style-type: none"> • monitored alarm not fitting within the Category A definition • 'Driver in Trouble' sign in a taxi. 	
C	<ul style="list-style-type: none"> • an unmonitored alarm 	

8.3 Observation reports

Send an observation report to the Licensing Services Division whenever you believe an alarm monitoring company or employee is not complying with the requirements of these guidelines.

8.4 *In-car monitored alarms*

- An in-car monitored alarm is a Category B alarm. The monitoring company will notify police when the alarm is activated and an offence is confirmed. They will also advise police if an immobiliser is fitted to the vehicle.
- Police response is according to current priorities and operational considerations. The owner of the vehicle will be advised by the monitoring company to attend a police station to report theft of the vehicle, if need be.
- Police may request the monitoring company to immobilise the vehicle however:
 - consider whether it is safe and appropriate to do so
 - the vehicle is to be in sight and be stationary with little chance of it moving.

Immobilisation may be appropriate for recovered stolen vehicles to assist with security before the owner can collect it.

9. Security of premises

9.1 *Obtaining a shutter service*

VPMP Operational duties and responsibilities regulates police contact with shutter services. Attending police should:

- contact the owner/occupier or representative. Advise them of the situation and that they are responsible for:
 - attending immediately and taking charge of premises and security
 - nominating and contacting a shutter service of their choice
 - securing the premises and any associated costs
- if you cannot contact the owner or representative, seek authority from a supervisor to obtain a shutter service. Where authorised contact Police Communications to arrange allocation and attendance of a shutter service
- wait at the location for arrival of the owner or representative or allocated shutter service unless directed otherwise by the District Patrol Supervisor or other supervisor
- record all details on your patrol duty return, including the CAD reference number issued by Police Communications (24) if in the metropolitan area
- under no circumstances should members request a shutter service when the owner/occupier or representative is aware of the event.

9.2 *After-hours contacts*

Managers of uniform stations should maintain a record of after-hours contacts of businesses within their station response zone.

Further Advice and Information

For further advice and assistance regarding these Procedures and Guidelines, contact your supervisor.

Update history

Date of first issue	22/2/10	
Date updated	Summary of change	Force File number
01/12/10	Inclusion of additional guidelines relating to the use of MDN and MDTs in sections 1-6	064198/10
29/08/10	Amendment to guidelines – Using police communications relating to continuous use of police radio while on patrol duties.	059357/09
10/04/12	Information on the security of transmitting police radio	071234/12
18/11/13	References to redundant instruments following IMSSD review have been updated with corresponding new instruments.	069562/11
09/12/13	Amendments to include protocol for radio communications in Melbourne Underground Rail Loop and City Link and East Link Tunnels	FF-074449
28/02/14	References to redundant instruments following IMSSD review have been updated with corresponding new instruments.	069562/11
12/05/14	Inclusion of safety precautions regarding use of electronic devices in hazardous environments	FF-084451