



**NSW Police Force**

**OFFICE OF THE COMMISSIONER**

Your ref: LAC16/326  
Our ref: D/2016/681028

Ms Elspeth Dyer  
Committee Manager  
Committee on Law and Safety  
Legislative Assembly  
Parliament of NSW  
Macquarie Street  
SYDNEY NSW 2000

Dear Ms Dyer,

I write to you in relation to your letter of 23 November 2016 to Assistant Commissioner Carlene York regarding Ms York's evidence to the Inquiry into Violence Against Emergency Services Personnel.

I understand Ms York has written to you advising the transcript of her appearance before the inquiry is correct and accurate.

I now attach the answers to the questions on notice taken during the hearing, as well as the two supplementary questions.

If you have any further questions in relation to this matter, please contact Ms Belinda Smith, Executive Officer, on [REDACTED]

Yours sincerely

[REDACTED]  
Tony Norman  
A/Director  
Office of the Commissioner

08 DEC 2016



## QUESTIONS ON NOTICE DERIVED FROM TRANSCRIPT

### 1. CALL-OUT PROCESS AND RESPONSE TIMES

**What is the process for ensuring that the Police are there in circumstances where a potential call-out relates to either a drug related incident or a mental health incident? Do you have the response times in relation to this (Ambulance officers calling over the radio for police assistance)?**

**Response:** The NSW Police Force (NSWPF) and NSW Ambulance Service have shared communications via the Inter-CAD Electronic Messaging System (ICEMS). ICEMS is currently available between NSWPF, NSW Ambulance Service, Fire & Rescue NSW, Transport Management Centre (TMC) and the State Emergency Service (SES). ICEMS enables agencies to electronically request incident assistance from other agencies or forward misdirected/overflow incidents to the appropriate emergency service organisation. ICEMS also enables the sharing of information, updates and further requests for assistance during an incident. ICEMS is extensively used between NSWPF and NSW Ambulance Service, for example, during the month of October 2016, 48121 electronic messages were sent between NSW Ambulance Service and NSWPF via the ICEMS system.

If deemed necessary by an operator or either agency the NSWPF or NSW Ambulance Service operators/dispatchers will make direct telephone contact through the operators at the respective contact centres.

The database used to produce statistics on response times does not record information that enables the identification of calls specifically to assist ambulance officers. The circumstances for the NSW Ambulance Service requiring assistance from NSWPF would be best directed to NSW Ambulance Service.

In total, 119,404 urgent response calls were attended to in 2015-16, with the average response time being 11 minutes across the state.

## **2. PROFILING AND PRIORITISING OF JOBS**

**Is there any profiling done in respect of the person or potential risk of the situation that they are attending?**

**Response:** The NSWPF Triple Zero (000) Operators and Radio Dispatchers in the contact centres interrogate NSWPF information holdings on a person and/or location involved in an incident where the nature of the incident presents a potential risk. This is to determine whether there is information available that would assist attending police officers relating to previous incidents of violence and violence against emergency personnel, previous use or access to weapons or other any information of relevance to the situation. Calls for assistance are prioritised based on the incident that is occurring as well as the information available to the operator/dispatcher.

### **3. PENALTIES FOR ASSAULT ON RESPONDERS**

**Significant penalties have been imposed in relation to assaults on police officers and mandatory sentencing for the murder of police officers. Do you have a view on whether that should be extended to other emergency services personnel?**

**Response:** NSWPF has not been provided with further information on any proposals and is unable provide a response to this question.

## **5. RISK ASSESSMENTS**

**Is there a quality assurance system? Is the process of doing the risk assessments documented? Who does the risk assessments? Do people need special training or certain qualifications to do those risk assessments? How do they go about doing them?**

**Response:** NSWPF offers comprehensive training and resources to officers in relation to risk assessment and management including:

- A Search Warrant Risk Assessment Training Package and Toolkit, available on the NSWPF intranet including relevant guidance and forms used in the planning, preparation, execution and conclusion of search warrant operations.
- Search Warrant Risk workshop, aimed at Detectives and Target Action Group units.

## **SUPPLEMENTARY QUESTION 1**

**The NSW Police Force collects information relevant to all victims and perpetrators of crime in the COPS database.**

- What are the policies for recording whether an incident is drug or alcohol related?
- Could any improvements be made to the collection and input of data that would assist in identifying risk factors or trends relating to violence against emergency services personnel?

**Response:** The classification of an incident as being alcohol-related occurs automatically in the event of one of the involved persons being flagged in the Computerised Operational Policing System (COPS) as drinking prior to the incident (this being a standard question asked of investigating officers). This flagging also triggers additional questions regarding the person's apparent level of intoxication and location of their last drink.

There is no such automated flagging or standards for the recording of assaults which are apparently drug-related.

The NSWPF collects information on incidents of violence against police officers and other employees and understands that other emergency services agencies have similar systems.

## SUPPLEMENTARY QUESTION 2

**The Government submission refers to the Police Force's Safety Management System and Due Diligence Framework. Can you provide the Committee with further information on how these systems operate, particularly how they reduce the risk of violence against police officers?**

**Response:** The NSWPF Safety Management System (SMS) provides a framework of policies, guidance, training resources and tools to ensure the health and wellbeing of all workers. The SMS provides mechanisms for reviewing and evaluating existing processes to ensure we use safest practices, that we consider safety when responding to changing circumstances and that we remain alert to new or emerging health and safety issues that may impact our workers.

During initial training, all police officers develop skills in identifying potentially violent situations and responding to changing circumstances in the safest way. All workers are made aware of the NSWPF Safety Management System and their individual responsibilities for health and safety during the workplace induction process.

Commanders and managers regularly consider the skills of their workers and plan for additional training to be undertaken as required.

Commanders and managers also decide which tasks or activities require documented risk assessments. Workers with appropriate knowledge of the task or activity are selected to undertake risk assessments. The risk assessment process is documented and the Commander or manager considers the hazards and the appropriateness of risk controls before approving the task or activity to proceed.

During operational policing, developing situations require more dynamic hazard and risk assessment and approvals processes and approvals are made by the most senior officer present at the scene. Risk assessments are regularly reviewed to ensure the identified controls continue to minimise health and safety risks to workers.

The NSWPF Due Diligence Framework is a strategic approach to safety for long term, ongoing and continual improvements to safety for all police officers and other staff. The Framework ensures that police officers and other employees obtain relevant, factual and timely information in relation to safety at all levels within NSWPF. This information is obtained from a variety of sources (committees, workplace inspections and safety observations) and systems (Safety

Management System, Risk Profiling and Work Health and Safety senior management meetings). This information is assessed and used not only to ensure an 'officers' compliance with their due diligence responsibilities under the *Work Health and Safety Act 2011*, but to ensure safety measures are in place and communicated in a consistent manner to all staff.

Through the Safety Management System and the Due Diligence Framework, NSWPF achieves an organisational culture where health and safety are paramount and where safety risks are identified, assessed, controlled and information is conveyed to senior police, operational police and staff. Both systems are continuously reviewed, revised and updated to ensure ongoing improvement.