

Chapter 10 Public Event Planning and Special Services

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10.1 Planning considerations

Where a public event is planned to be conducted in an OIC's area of responsibility an assessment should be conducted to determine what, if any, policing response is required.

The level of assessment and the time spent conducting the assessment will be dependent on many factors, such as those outlined in s. 1.5.5: 'Public event planning' of the OPM. Using the planning tools and methods as outlined in s. 1.5.5 of the OPM will assist in the consideration of the officer numbers required to police an event to ensure the safety of the public and other persons.

The number of police required, if any, may be influenced by many factors as outlined in s. 10.1.1: 'Determining the number of police required' below. Further the type of event will determine whether the police resources should be supplied as rostered staff or special services (see s. 10.2: 'Determining if an event is ordinary business or special service' below).

Other factors to be considered are outlined in:

- (i) s. 10.1.2: 'Responsibilities of event organisers' below
- (ii) s. 10.1.3: 'Additional responsibilities for events involving the sale of liquor' below;
- (iii) s. 1.5.2: 'Operational planning (action plans, operation orders, briefings and debriefings)' of the OPM; and
- (iv) s. 18.1.1: 'Planning considerations for public and other events' of the OPM.

10.1.1 Determining the number of police required

When determining the number of officers required to perform the service requested, factors to be considered include:

- (i) the nature of the duty to be performed;
- (ii) the nature and duration of the proposed event;
- (iii) previous experience and local knowledge;
- (iv) the location of the venue;
- (v) the presence, or otherwise, of licensed areas;
- (vi) the size, age and demographics of the crowd expected; and
- (vii) any anticipated trouble.

For guidelines in determining the minimum number of police, pilot or escort vehicles required for wide load (excess dimension/mass vehicle) escorts, see s. 10.3.9: 'Wide load escorts' of this chapter.

Planning for policing of events

In all instances police numbers provided to perform duty at an event are dependent on an operational appreciation. Part of the operational appreciation for that event should include consideration of the net public benefit and the level of demand on services to be imposed.

However, the actual number of officers required at an event will be identified, in consultation with the event organiser during development of the appreciation for the event using known information and intelligence holdings.

ORDER

The maintenance of the operational capacity of the district where the event is located is to be a primary consideration in determining the provision of officers for the event.

The concentration of large numbers of people has a significant impact on community resources and requires active cooperation and involvement of all affected agencies. Additionally, the sponsor or organiser, local and State Government agencies and community groups should be involved in the planning of major events, particularly where inadequate infrastructure exists to directly support the event.

Police tasked with planning for an event should liaise with local authorities and other State Government departments and request that permits issued in relation to the conduct of the event by those agencies include a condition clause similar to:

'Police numbers deployed to support / manage the event are at the direction of the district officer in charge of the police district. Numbers of police officers deployed will take account of the expected event risk factors such as crowd size and demographics.'

10.1.2 Responsibilities of event organisers

The event organiser is responsible for the delivery of an appropriate level of services at an event, including the hiring of appropriately skilled staff to ensure the safety of the community attending the event. The provision of police resources should not be seen as a 'no cost' or 'low cost' option to fulfil this obligation.

The event organiser is to be advised of the responsibility to work closely with local and State Government agencies to ensure the safe arrival and departure of patrons from the event, not just responsibility for the management or control of activities during the event itself. In this regard government agencies, including police, will assess the risks associated with an event and provide advice to organisers as to a sufficient number of staff and resources for the event.

All operators should be requested to provide a document adequately describing what actions have been taken by them to address specific issues (at a minimum) involving:

- (i) public safety;
- (ii) liquor;
- (iii) parking and traffic management;
- (iv) communication and signage;
- (v) crowd control and evacuation planning; and
- (vi) media planning related to parking and traffic control.

10.1.3 Additional responsibilities for events involving the sale of liquor

The organisers of any event which involves the sale of liquor will be required to employ sufficient numbers of police on special services, together with private security providers, in order to manage crowd related liquor management issues.

Private security providers should be employed by the event organiser to control the entry and exit of patrons, including bag checks if appropriate, seating management, concessions and liquor outlet security to allow police to concentrate on their role of ensuring public safety.

The responsible officer involved in planning for the policing response to any event involving the sale or distribution of liquor is to liaise closely with the Office of Liquor and Gaming Regulation to ensure appropriate conditions are included on the liquor licence to assist with policing the event.

10.2 Determining if an event is ordinary business or special service

When an external organisation or person apply for the services of police, the OIC of the station or establishment concerned or an officer who has been delegated responsibility is to determine whether the service should be performed in the ordinary course of police business or as special service. Any determination should be made by reference to the criteria outlined in:

- (i) s. 3: 'Determining Whether to Charge for Provision of Good and Services' in s. 4.1.2: 'User Charges Practice Statement'; and
- (ii) s. 4.1.3: 'Accounting for Special Services Revenue Practice',

of the Financial Management Practice Manual (FMPM).

Where the OIC determines that the service applied for should not be performed in the ordinary course of business, the service shall be deemed to be special service.

Examples of special services may include:

- (i) attendance at places of public amusement at which a charge is made for admission;
- (ii) attendance at a private function;
- (iii) escort of persons carrying sums of money;
- (iv) any duty where the organisers of the event wish to direct the police task;
- (v) traffic control; and
- (vi) wide load escorts.

In some instances, events may represent a situation where a combination of normal rostered duty and special services (to be charged) may apply. In such instances, the OIC of the station or establishment to which the application was made shall determine which duties are in the nature of special services and shall levy a charge on the applicant. Examples of instances where a combination of normal rostered duty and special service may apply are provided in s. 4.1.3 of the FMPM.

Where any doubt exists concerning whether or not services applied for should be performed in the ordinary course of business or as special service (to be charged), the matter should be referred to the OIC of the region or command for determination.

The Service will charge the organisation or person in these cases a fee for this service pursuant to s. 10.16: 'Charges for police services' of the PSAA.

Guide to determining the type of duty for different community events and cost recovery

Event classification	Type of duty	Service cost recovery
Organised by a Government agency e.g. Gold Coast 600	Rostered duty	As determined or negotiated by the region/command
Organised by a registered charity. (core service delivery should not be affected to benefit charity)	As determined by district officer – dependent on resource capability.	Special duties or specialist attendance is through negotiation after a risk assessment
Corporate sponsored event.	Special duty	100% cost recovery
Corporate sponsored event with significant community support/ interest/benefit. (core service delivery should not be affected in providing police resources)	As determined by district officer – dependent on resource capacity.	Special duties or specialist attendance is through negotiation after a risk assessment
Corporate sponsored event with significant community support/ interest/benefit. (with alcohol sales)	As determined by district officer – dependent on resource capacity.	Special duties or specialist attendance is through negotiation after a risk assessment
Cultural event. (e.g. Australia Day / Greek Festival)	As determined by district officer – dependent on resource capacity	Special duties or specialist attendance is through negotiation after a risk assessment
Music festival. (most music festivals are commercially conducted activities)	As determined by district officer – dependent on resource capacity	Cost recovery as determined by the district officer
Privately managed event (commercial activity)	Special duty	100% cost recovery
Privately managed event with significant community support / interest. (considered to be a commercial activity)	As determined by district officer – dependent on resource capacity	100% cost recovery as a starting point
Sporting event. (dependent on free event and with alcohol sales)	Special duty	100% cost recovery

10.3 Provision of special services**10.3.1 Police engaged on special services for events**

Police provided to events must always take account of the requirement for core business not to be adversely affected.

Commercially conducted events have an obligation to provide a safe environment for its patrons which places a responsibility to have adequate levels of police involved in managing the event. However, police resources cannot be provided at minimal cost to the event organiser when there will be impact on the community. The provision of policing resources to events must be balanced with the need to provide an adequate response to core business which should not be adversely affected.

The number of officers and how they are tasked during an event will be determined to ensure public safety at the event as well as the safety of attending police. The police requirements will be assessed against several risk factors associated with the event, but not limited to:

- (i) the number of expected patrons at an event;
- (ii) the size and type of venue and event;
- (iii) the time and place of the event;
- (iv) the facilities available at the event;
- (v) the public profile of the event;
- (vi) whether the event is liquor licensed;
- (vii) whether road closures are required;
- (viii) the age and demographics of patrons;
- (ix) the type of entertainment being provided;

- (x) experience at similar events;
- (xi) the Queensland Police Security Alert level (see s. 1.19: 'Queensland Police Security Alert Levels' of the OPM);
- (xii) isolation of the venue from further police assistance;
- (xiii) the emergency management requirements i.e. location, type and size of the event, isolation, weather and environment; and
- (xiv) a minimum of two officers are to be deployed where an assessment determines the risk is low and more officers is not justified given all the circumstances.

The police commander for an event is to be an officer with appropriate experience, skills and ability.

All events are subject to varying demographics and locations. All patrol taskings should be noted for all events.

This does not mean that events with low patron attendance require no police presence. There are events with specific risk factors that will require officers on special services.

If alcohol is at an event, then officers need to be at the venue up to one hour after the liquor outlets have closed / ceased trading because of the time allowed to finish last drinks and for the safety of patrons leaving the venue.

10.3.2 Negotiating the charging of special services

Prior to commencing formal negotiations with the organisers of non-government events for the charging of special services for officers to attend the event, the district officer of the area where the event is to be held is to ensure that a preliminary risk assessment (see section titled 'Preliminary event categorisation tool (PECT) of s. 1.5.5: 'Public event planning' of the OPM) is conducted. The preliminary risk assessment should be conducted to categorise the event (see section titled 'Event categorisation' of s. 1.5.5 of the OPM), which is based on known event attributes, risk factors, intelligence as to the nature of the event, the background and role of key persons involved in organising the event, any known beneficiaries of the event, and details of where any profits will be distributed.

In all instances, the district officer should be satisfied that the event is being organised for 'bona fide' purposes and that persons, organisations or clubs involved or affiliated with the event, or deriving any benefits from the event, are of reputable character and not adversely known to police or the community.

It may be appropriate in some circumstances that police will be rostered to attend the event as part of their normal duty. Where any doubt exists, the relevant district officer is to discuss the issue with their assistant commissioner.

All negotiations with non-government event organisers for new events should commence on the basis that they will be responsible for the total cost of policing services (100% cost recovery) with all police rostered on special services. The provision of any accommodation, meals or associated ancillary costs to provide for the attendance of officers should be considered as part of the negotiation process.

With respect to the charging of special services for established or emerging events, the provisions of s. 10.3.11: 'Providing policing services to major (non-Government) events' of this chapter should be considered in order to determine an appropriate charging regime, if any, for these events.

Where an unanticipated issue arises at an event, that is not reasonably foreseeable through the operational appreciation / risk identification process, and additional police are called in to assist, it is not reasonable to charge for those services.

10.3.3 Resolution of disputes

Where the expectations of the requesting event organiser or the Service are not being met in regard to the number of officers supplied or the cost of special services, the matter should be resolved by referring the matter as follows:

- (i) first to any major event planning unit (MEPU) within the region or district; or
- (ii) where no MEPU exists the district inspector for the event area.

All parties are encouraged to communicate their position and make best efforts to reach an agreement that ultimately is in the best interests of community safety and the safe conduct of the event. Officers should be prepared to articulate their calculation for officer numbers on special services with regard to identified risk mitigation.

If agreement cannot be reached on the officer numbers or cost the matter is to be referred to the district officer for the event area. If required, the district officer can seek advice from Superintendent, Prepare Prevent Protect Group, Security and Counter-Terrorism Command as to the adequacy of officer numbers provided for the event.

If the event organiser still disputes the assessment made by the district officer, then the risk should be referred back the event organiser to accept the risks, which may influence the provision of the issue of permits required such as under:

- (i) the *Liquor Act*; and
- (ii) the TO(RUM)A.

10.3.4 Consultation with Events Coordination, Department of Premier and Cabinet

The provision of policing services and introduction of a charging regime to a significant event is to be carefully managed in consideration of potential sensitivity. Liaison and consultation may be undertaken with Events Coordination, Department of Premier and Cabinet. Any such requests for advice and guidance are to be made by the relevant district officer through their respective assistant commissioner. The respective assistant commissioner (or delegate) is responsible, for the facilitation of discussions with Events Coordination to ensure that the operational requirements of the Service are considered together with other issues of significance.

10.3.5 Providing policing services to major (non-Government) events

This section relates to the charging of special services for non-Government events only and does not 'override' arrangements for events that are subject to specific legislation, or to events initiated and/or managed by the State Government.

The provisions of this section are to be considered with respect to cost recovery for the provision of police performing special services at new, emerging and existing non-government events that require a significant commitment of resources to ensure that:

- (i) the event is adequately policed;
- (ii) 'normal' core policing functions are maintained; and
- (iii) an appropriate regime is established to ensure an adequate contribution is provided (by event organisers) towards the cost of providing police on special duty.

The consideration of cost recovery for police performing special services should be subject to an operational appreciation of the proposed event in each instance and may be subject to negotiation with organisers. This section provides a guideline to support district officers in determining a suitable ratio for provision of officers on special services and officers on rostered duty.

The following factors require consideration when conducting an operational appreciation as to whether to provide police at an event as part of normal policing operations or to request event organisers to pay for police on special duty.

Events involving charity or non-profit organisations

It may be appropriate for the Service to provide police rostered on normal duty for an event of this nature, rather than on special services. However, if a professional management organisation is employed to run the event, with profits being shared between the management team and the charity, then consideration should be given to police performing duty at the event on special services. If a sponsor is supporting the event and there is no indication of benefits to the community it may be appropriate to charge for the provision of police on special services.

Development and growth of the event

An event may have grown over time, with the provision of policing services continuing to remain free of charge through the provision of police on rostered duty. Careful management of expectations and consultation is advised when moving to a charging regime. Early advice of the decision to impose charges for the provision of officers should be provided and introduced incrementally through negotiation to manage the expectations of event organisers and community stakeholders.

Provision of benefits to the community, region or State

If an event organiser advises that an event provides benefits to the community, region or State, the organiser must clearly demonstrate the significance of those benefits, to assist in determining the appropriate regime for provision of policing services at the event. Benefits for consideration include:

- (i) promotion of the locality, region or State to wider an audience interstate or overseas as an attractive location for recreation, tourism, cultural activities, or business;
- (ii) community benefit from the event. This includes where event proceeds are directed to helping the community, in particular disadvantaged members or groups in the community. However, care should be taken in assessing the primary purpose of the event and the level of benefits it delivers to the community. This should be clearly documented and confirmed to service providers by the organisers prior to the event;
- (iii) economic benefits to the local community or the wider region or State including increased returns for local businesses and increased employment opportunities; and
- (iv) agency benefit from supporting an event, including direct benefits to an agency delivering services. This could include the provision of an opportunity for training or testing of procedures by the Service.

Context in which the event occurs

Apart from the balance between service demands and the level of public benefit of an event, contextual factors may influence the decision to charge or not to charge, including local support or historical significance.

10.3.6 Award and enterprise bargaining provisions

Clause 19: 'Special services performed by non-commissioned police officers' of the *Queensland Police Service Employees Award – State 2016* provides the framework for the conduct of special services by officers.

The implications of Award and Enterprise Bargaining provisions for officers include:

- (i) payment to officers for special service duty will be at the applicable award rate, i.e. overtime or ordinary time. Any claim for payment of overtime in relation to performance of special service duty should be submitted via the Employee Self Service system;
- (ii) the Commissioner will be responsible for the collection of charges for special services;
- (iii) the allocation of special services should be conducted in an equitable manner. (The requirement of officers in charge to monitor and commissioned officers to overview will continue). Equitable allocation means the allocation should be fair and reasonable in the circumstances. It does not mean that special services must necessarily be divided equally among all staff. Factors which may affect the allocation of special services could include, for example, the availability of staff, the tasks required to be performed and any specialist skills necessary;
- (iv) there is an entitlement to travelling, accommodation and meal allowances, where appropriate, in accordance with the award and relevant certified agreement;
- (v) officers may perform special service duties on their rest days or programmed days off and during off-duty periods outside their rostered shifts. Officers will not perform special service duty while on leave of any kind, including leave without pay. This restriction applies to rest days falling within a period of leave as an employee is on leave for the whole of the period in question;
- (vi) officers employed either at one or two officer stations or detailed for duties at Queensland Police Citizens Youth Club Welfare Associations are not generally entitled to overtime where such officers are in receipt of the overtime consideration prescribed in the relevant certified agreement. However, in recognition of the particular circumstances of the officers, such officers performing special services outside their ordinary hours will be paid overtime;
- (vii) part-time members are permitted to perform special services but only in line with their availability as outlined in their part time agreement; and
- (viii) officers who perform special services in a recall to duty situation will be entitled to 3 hours minimum pay at overtime rates. See clause 18.7.

The circumstances in which the recall to duty provisions apply to the performance of special services is where an officer is requested to perform a special service whilst not at work on duty. Where an officer is at work on duty, the recall to duty provisions do not apply (see Industrial Court of Queensland decision QPUE v QPS – C74 of 2003).

OIC should avoid offering special service duties to officers that would constitute a recall to duty. In particular, officers should not be recalled to perform special service duties which are less than 3 hours in duration, unless the client has been made aware of the minimum 3 hour charge.

10.3.7 Administration for the charging of special services

The following information outlines the financial process to be followed when the services provided to an organisation or person (the customer) are deemed to be special services.

Performing special services for an existing customer

Before the special service is performed, an OIC should ensure that the existing customer has not been listed as a bad debtor or slow payer with the Service. In addition, the OIC is to access their regional finance website to view the list of special service customers that have been approved credit, if available.

Performing special services for a new customer

Special services are not to be provided to a new customer before a QP 0612: 'Application for credit' (available from Forms webpage of the QPS internet) is completed by the customer and credit approved by the regional finance officer (RFO). The QP 0612 includes the address and facsimile for all RFO's.

Customer requesting special services

A QP 0023A: 'Application for special services' (available from Forms webpage of the QPS internet) is required to be completed by the customer and given to an OIC before the special service is performed. The QP 0023A includes a schedule of fees and charges in relation to the provision of special services.

Applications are to be lodged with the station where the special service will commence.

For further information relating to the fees and charges concerning special services, see s. 4.1.3: 'Accounting for Special Services Revenue Practice' of the Financial Management Practice Manual.

Payment by customer requesting special services

Charges shall be calculated to the nearest quarter hour (rounded up to the nearest five cents or 10 cents, as the case may be) unless in circumstances of a recall to duty where a minimum of three hours shall be charged or otherwise advised by the OIC.

An officer performing special service duty is not to accept payment for special services in cash.

Customers paying cash in advance for a special service are to be issued with a Service receipt and the money banked into the station collections account.

If an amount in advance other than cash is received and no prior arrangement for payment of the special service exists between the customer and the Service, a Queensland Shared Service (QSS) or Service receipt is to be issued as soon as practicable.

Refunds to a customer relating to an overpayment of a special service can be drawn from the Service's collections account if the payment was deposited into the police station collections account. Alternatively, the necessary documentation can be forwarded to the QSS for the refund to the customer.

If the customer is required to pay an additional amount, the QSS is to be advised when the Create Customer Transaction (whole-of-Government form) is prepared by the OIC.

Where, during the performance of a special service, officers are required to perform their sworn duty (e.g. arrests, attendance at serious traffic accidents), thus preventing the special service from continuing, no charge shall be levied against the customer for such period of the performance of their sworn duty. If advance payment has been made a refund of the costs for the period of time in question should be made.

Recording, processing and monitoring special service charges

At the completion of the special service each officer involved in performing the special service must immediately complete a QP 0023: 'Statement of Special Services' accurately recording the time and mileage to be charged to the client.

The completed QP 0023 is to be given to the relevant OIC for processing in accordance with local instructions.

Officer in charge's, manager's and supervisor's responsibilities

At the completion of the special service the OIC is responsible for the collation of details, completion and forwarding of the 'Create Customer Transaction' (whole-of-Government form) to the relevant QSS in accordance with the local instructions. Documentation can be attached to this form if the customer requests additional information that cannot be described on the Tax Invoice to the customer. It is the QSS's responsibility to issue all tax invoices to special service customers.

Instructions for the completion of the 'Create Customer Transaction' are provided in QP 0023C: 'Special services completion guide create customer transaction'.

Officer in charge of a region, command or division's responsibilities

Assistant commissioners and RFO must exercise their responsibilities in relation to debt management, budget monitoring and performance to ensure that the provision of special services does not adversely affect financial management within that region.

Tax Invoice disputes arising between the Service and the customer must be referred to the RFO.

Special services commencing in one region and terminating in another

The OIC of the commencing station will be responsible for the process associated with special services of this nature. For example, credit management, application for special services, recording and processing of the special service.

Officers performing special services on behalf of another region or command

Where an officer performs a special service on behalf of another region, that officer must advise their region that a special service has been completed on behalf of another region. This is to enable cost recovery to occur.

The officer is also required to complete their regional 'Cost recovery' form and forward to their RFO or as detailed in their local instructions.

Cancellation fee

A cancellation fee may apply if the special service is not cancelled within a reasonable time prior to the commencement of the special service. Notification must be given to the OIC from where the special service is due to commence.

If a cancellation fee applies, the customer is to be charged for the equivalent number of hours claimed by the officer on the Employee Self Service system for overtime, travelling time and penalty payments. Any mileage incurred will also be passed on to the customer.

10.3.8 Police performing special services remain employees of the Crown

Under s. 5.15: 'Officer as employee of the Crown' of the PSAA an officer is taken to be an employee of the Crown.

At all times officers are subject to the direction of the Commissioner. Officers never become the employees of the person or organisation paying for special service duties.

When engaged on special service duties, officers are not to do any act or perform any service outside the scope of their duties as police officers.

In accordance with the PSAA and the QPS Code of Conduct, an officer engaged on special service duties is regarded as performing 'duty' and the provisions of the said Act and Code of Conduct apply.

Officers performing special service duty are required to observe the same standards of dress, appearance and discipline as when they are performing other rostered duty.

Officers are to perform all special service duties in uniform, unless otherwise advised by the OIC of the station or establishment responsible for the special service.

OIC of divisions where special service duties are being performed are responsible for the work performed by officers engaged on duty, whether special service duties or otherwise, within their divisions.

10.3.9 Wide load escorts

OIC of stations or establishments are to maintain a suitable register for recording particulars of wide load escorts performed by all relevant personnel. The number of special services performed should be monitored in relation to wide loads and where undesirable trends appear, e.g., increased sick leave, which may be attributable to the effect of performing wide load escort duty, appropriate action should be taken.

Police escorts of wide load vehicles are to be performed using Service vehicles or motor cycles.

Particulars of vehicles used for wide load escorts are to be entered in the QPB 20: 'Motor vehicle register'. The notation 'Wide Load Escort' is to be entered under the heading 'Purpose of Trip'.

Wide load escorts are to be conducted in accordance with the provisions of s. 12.14: 'Conduct of excess dimension vehicle escorts' of the TM.

When determining the minimum number of police, pilot or escort vehicles required for excess dimension/mass vehicle escort, the 'Minimum Guide for Over Dimensional Load Vehicle Escorts' matrix, located under 'Manuals' on the Road Policing and Regional Support Command webpage on the Service Intranet is to be referred to and complied with.

The minimum number of police, pilot and escort vehicles may be increased from those contained in the matrix should the permit issuing officer be of the opinion such an increase is justified. See also s. 12.13: 'Minimum guide for over dimensional vehicle escorts' of the TM.

10.3.10 Special services involving the escort of money or valuables

Special services involving the escort of money or valuables are to be conducted in accordance with the provisions of s. 10.5: 'Escort of valuables' of the OPM.

10.3.11 Special services conducted at licensed premises

Police may perform special service duty at licensed premises and at functions where permits have been issued under the *Liquor Act* during licensed drinking hours.

Special service duties may include the maintenance of good order and the security of money, etc., but should not extend to the removal of patrons considered undesirable by the licensee or the permit holder, except where officers are rendering assistance to the licensee, or the permit holder, or their employees in this regard, as provided for under the provisions of the *Liquor Act*.

However, the responsibility always rests with the licensee, or the permit holder, or their staff, to control the behaviour and conduct of patrons at the licensed premises or function.

10.3.12 Approval to perform special service and fatigue management

The Service recognises potential risks associated with the management of fatigue and the organisation's obligations and responsibilities under the *Work Health and Safety Act* (WHS Act). This policy provides a framework for the management of risks associated with officers undertaking special services and acknowledges the Service's and officers' legislative obligations having regard to contemporary industry standards and the provision of effective client service.

Managing fatigue

ORDER

Members organising, performing, approving or reviewing special services are to be aware of their respective obligations concerning health and safety and managing fatigue. Fatigue management is a shared responsibility between managers, supervisors and members as it involves factors both inside and outside of work. The Service via managers and

supervisors are responsible for using a risk management approach to manage fatigue as outlined in the WHSA. Research suggests that fatigue can include loss of concentration, decreased performance and productivity, and increased potential for incidents and injuries. Without sufficient time to rest and recover, prolonged exertion caused by the performance of special services, in addition to an officer's ordinary shifts, can cause fatigue.

Approval to be sought to perform special services

ORDER

Members seeking to perform a particular special service must first obtain approval from the OIC or delegate of their station or establishment before applying for a particular special service by informing the OIC or delegate in writing (i.e. email) they have:

(i) at least eight continuous hours free from work in any 24-hour cycle (the cycle starts at the commencement of work following a continuous break of at least eight hours);

(ii) a minimum 24 continuous hours free from all forms of work including but not limited to:

- (a) rostered shifts;
- (b) overtime;
- (c) special duty; or
- (d) secondary employment,

in any 14-day period, by detailing all work (as list above) that has been and will be performed; and

(iii) if the special service relates to a wide load escort, the member:

(a) will not be working more than 14 hours in any one continuous period including any combination of:

- standard duty;
- RSIP;
- speed camera;
- special services; or
- secondary employment; and

(b) if traveling more than 350 km from their home station, that they will have a rest period of at least 12 hours from completion of the special service until starting the shift (rostered, secondary employment or further special services).

OIC are to ensure records are maintained of all approvals to perform special services in accordance with Chapter 5: 'Information Management and Privacy' of this Manual.

Approval for special services may be delegated as necessary however responsibility remains with the officer in charge. The member must also consider their own obligations with regard to fatigue under ss. 28: 'Duties of workers' and 29: 'Duties of other persons at the workplace' of the WHSA.

If the applicant to perform a special service is an OIC of a station, establishment or unit, approval to perform the special service should be obtained from the officer's immediate supervisor.

Approval notification must be provided to the station/establishment requesting the special services at the time the application to perform the special service is made.

Advice via e-mail of approval is sufficient however it must include all necessary particulars to enable the OIC or their delegate to make an informed decision on the suitability of the applicant to perform the particular special services safely. There is a requirement of an approved special service allocated to an officer to be recorded on ITAS (see s. 2.2.16: 'Special services' of this Manual).

Factors to be considered before providing approval to perform special services

The WHSA places certain obligations on employers and employees ensuring persons are free from the risk of death, injury and illness created by fatigue (see Part 2, Divisions 3 and 4).

Overtime for special services is to be allocated to members on a voluntary basis and is subject to approval by the OIC, or delegate, of the respective member.

The allocation of special services to members who are on a rostered day off should be considered to avoid fatigue issues.

An officer undertaking any form of rehabilitation or sick leave cannot perform special services until a full clearance has been provided.

Approval for the member to attend special services will be subject to compliance with this policy and the Service Award and Enterprise Bargaining provisions.

OIC, or their delegate, who receive requests from officers under their control to undertake special services, should assess the requesting officer's capacity to perform the special service having regard to the following:

(i) members requesting to undertake or perform special services should have at least 8 continuous hours free from work in any 24-hour cycle. A 24-hour cycle starts at the commencement of work following a continuous break of at least 8 hours;

(ii) members requesting to undertake or perform special services should have a minimum 24 continuous hours free from all forms of work including but not limited to:

- (a) rostered shifts;
- (b) overtime;
- (c) special duty; or
- (d) secondary employment,

in any 14-day period to reduce fatigue related injury;

(iii) in the event special services overtime relates to 'wide load escort' the member shall not be rostered to work more than 14 hours in any one continuous period including any combination of:

- (a) standard duty;
- (b) RSIP;
- (c) speed camera;
- (d) special services; or
- (e) secondary employment,

unless specifically approved by the officer in charge or their delegate, and then only where justified; and

(iv) in consideration of wide load escort special services where the officer's home station exceeds 350 kilometres, s. 23(6)(b) of the Queensland Police Service Certified Agreement 2022 applies, there must be a period of not less than 12 hours (unless justifiable), between the time the officer returns to their home station from the escort duty and the time of commencing their next rostered shift or secondary employment or further special services.

10.3.13 Maintenance of overtime/special services register

ORDER

The OIC of a station or establishment where the officer performing the special duty is attached is to maintain or cause to be maintained an 'Overtime/Special Services Register' within their area of responsibility.

The 'Overtime/Special Services Register' may be web-based (password protected) to standardise compliance reporting or hard copy depending upon regional requirements.

As a minimum standard the register should contain the following information:

- (i) name, rank and station/establishment of the member seeking to perform overtime/special services;
- (ii) name, rank and station/establishment of the OIC or delegate who authorised the member to perform the overtime/special services including the date and time approval granted;
- (iii) the dates and times that the overtime/special services commenced, were completed or were cancelled;
- (iv) the actual hours performed including details of rostered shifts, secondary employment or overtime incurred immediately prior to or programmed immediately following the conclusion of special services;
- (v) in the instance special services are unable to be performed or not approved, reasons leading to the inability of the member to attend or reasons for the refusal or rejection must be entered in the register; and
- (vi) the particulars of planned overtime (e.g. special duties) must be entered into the register by the officer authorising the overtime prior to the overtime being incurred, i.e. at the time of authorising the overtime.

Officer in charge's responsibilities

The OIC of the requesting station/establishment is to ensure the accuracy of information entered in the 'Overtime/Special Services Register' and implement appropriate management strategies to ensure strict compliance with the contents of this policy.

District officer's responsibilities

District officers are to ensure that an inspection of the 'Overtime/Special Services Register' is included as part of their district compliance audit.

10.3.14 Officers to report to stations before and after special service duty

An officer engaged on special service duty commences duty from the time the officer is rostered to depart their station/establishment and terminates upon the officer's return to their home station/establishment (see s. 19(e): 'Special services performed by non-commissioned police officers' of the *Queensland Police Service Employees Award – State 2016*).

If a special service duty is to commence in another division or district, enough travelling time should be allotted to allow the officer to travel from their home station/establishment to the location of the special duty or as otherwise directed by the OIC of the station/establishment responsible for managing the special.

An officer is to be ready to commence a special service duty prior to the rostered commencement time.

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