

Introduction

The Management Support Manual is issued pursuant to the provisions of s. 4.9: 'Commissioner's directions' of the *Police Service Administration Act*.

The aim of this Manual is to provide members with guidance and instruction for the management support aspects of policing. It provides links to associated Service policies, Manuals, instructions and resources and requires local procedures to be developed at regional, district and station or establishment level.

Members are to comply with the contents of this Manual so that their duties are discharged lawfully, ethically and efficiently and failure to comply with the contents may constitute grounds for disciplinary action.

However, it is recognised in policing, many decisions must be made quickly having regard to diverse circumstances and it is not possible to instruct members on every possible scenario. Therefore, in accordance with the section titled 'Use of Manual' of this Manual, the general policies and procedures may, where justified, be adapted to circumstances as they arise.

The contents of this Manual will be continually reviewed and updated to ensure currency and consistency with the law and community expectations.

Members are to make themselves familiar with the contents of this Manual in order to carry out the Service's functions and deliver an effective level of policing to the community.

STEVE GOLLSCHEWSKI APM
COMMISSIONER

Use of Manual

The Management Support Manual (MSM) became effective on 26 June 2015 and contains Service policies in relation to the management matters of the Service and unless otherwise stated, the words and terms defined within the SMD apply to the contents this Manual.

Policy in this Manual that uses the terms:

- (i) **are to, are not, is to and is not**, requires compliance with and **is not** to be departed from; and
- (ii) **should**, is a term which outlines the Service attitude regarding a specific subject and **should** be complied with under ordinary circumstances but may be departed from if there is sufficient reason(s) for doing so. Members may be required to justify their decision to depart from the policy.

Where the term **ORDER** appears as a heading in this Manual, it is used to bring to a member's attention a specific **ORDER** requirement within that section.

The heading **ORDER** and the terms **are to, are not, is to and is not** require compliance with. Orders **are not** to be departed from, unless exceptional circumstances exist. Members will be required to explain and justify their decision to depart from such policy in subsequent investigations and/or court proceedings.

The MSM has been designed as a Service wide document and as such does not generally prescribe instructions unless applicable in all areas of the Service. In order to recognise the needs of local communities and policing requirements, it will be necessary for officers in charge of regions, districts, and stations/establishments to develop regional, district and station/establishment Instructions to give effect to the MSM at a local level.

Regional, district and station/establishment instructions are ancillary to and are not to conflict with this Manual which will have precedence over any instructions developed at the local level.

Each chapter in this Manual has an individual table of contents. The contents of this Manual are to be read in conjunction with other Service Manuals and relevant legislation.

ORDER

All members are to be familiar with the contents of this Manual and any amendments made to it.

Common abbreviations

Common abbreviations that may be used in this Manual:

Legislation

CC means the Criminal Code

CP(OR) means the *Child Protection (Offender Reporting and Offender Prohibition Order) Act*

DFVPA means the *Domestic and Family Violence Protection Act*

PPRA means the *Police Powers and Responsibilities Act*

PSAA means the *Police Service Administration Act*

TO(RUM)A means the *Transport Operations (Road Use Management) Act*

YJA means *Youth Justice Act*

Manuals

DERIE means the Digital Electronic Recording of Interviews and Evidence Manual

MSM means the Management Support Manual

OPM means the Operational Procedures Manual

SMCD means Service Manuals Contact Directory

SMD means Service Manual Definitions

TM means the Traffic Manual

Appointments

DDO means District Duty Officer

OIC means Officer in Charge

RDO means Regional Duty Officer

Command/Division names

CCE means Communications, Culture and Engagement Division

CIC means Crime and Intelligence Command

DFVVPD means Domestic, Family Violence and Vulnerable Persons Command

ESC means Ethical Standards Command

OCC means Organisational Capability Command

OSC means Operations Support Command

OSD means State Discipline

PCAP means People Capability Command

SCTC means Security and Counter-Terrorism Command

RPRSC means Road Policing and Regional Support Command

Unit names

CIB means Criminal Investigation Branch

CPIU means Child Protection and Investigation Unit

DJAG means Department of Justice and Attorney General

FCU means Forensic Crash Unit

ODPP means Office of the Director of Public Prosecutions

PSRT means Public Safety Response Team

SERT means Special Emergency Response Team

Requesting changes to this Manual

The Service strongly values and recognises its members and actively seeks input relevant to any problems or suggested changes within this Manual's content. The Inspector, Operational Policy and Improvement (OPI), Organisational Capability Command is responsible for the development and publication of Service Manuals. Advice relevant to its contents, perceived problems or suggested changes should be forwarded to the Inspector, OPI.

On receipt of a proposal to develop or amend a policy, the OPI will research the proposal and, if viable, develop Service policy. In researching the matter, all major stakeholders are consulted to ensure the proposal is congruent with present Government and Service policy and relevant legislation.

The Manual is subject to regular update by OPI and the latest amendments will be highlighted throughout. It remains the responsibility of the member of the Service accessing the Manual via other means (e.g. local copies) to ensure currency when viewing.

Interpretation information for this Manual

New or amended content in this amendment issue is highlighted in grey.

When reading this Manual, members should be aware that some content is located in other Service holdings:

Contact Directory: Contact details for:

- (i) external organisations and agencies are contained within the SMCD.
- (ii) units within the Service are contained within the Staff and Work Unit Contact System on the Service intranet.

Definitions: Definitions are contained within the SMD.

Delegations and Authorities: Service delegations and authorities are published in the Delegations and Authorities Library on the Service intranet.

Forms: Unless otherwise specified within this Manual, Service forms are available on QPS Forms Select. Where a form is available in QPRIME, a back-up version of the form is available in QPS Forms Select.

QPRIME: Assistance and further information in relation to QPRIME is available from the QPRIME User Guide.

QPS internet: Reference to QPS internet means the Queensland Police Service Corporate Internet.

Service intranet: Reference to Service intranet means the QPS Corporate Intranet (Bulletin Board).