



Functional governance

Better Practice Guide on Mobile Responder – National

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Disclosure and classification

This document is classified **OFFICIAL** and is intended for internal AFP use. Disclosing any content must comply with Commonwealth law and the [AFP National Guideline on information management](#).

Compliance

This instrument is part of the AFP's professional standards framework. The [AFP Commissioner's Order on professional standards \(CO2\)](#) outlines the conduct expected of AFP appointees. Inappropriate departures from the provisions of this instrument may constitute a breach of AFP professional standards and be dealt with under Part V of the [Australian Federal Police Act 1979](#) (Cth).

This document is a functional governance instrument as defined in the [AFP Commissioner's Order on Governance \(CO1\)](#).

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Definitions

AFP appointee	Deputy Commissioner, an AFP employee, special member or special protective service officer and includes a person: <ul style="list-style-type: none">engaged overseas under s. 69A of the <i>Australian Federal Police Act 1979</i> (Cth) (the Act) to perform duties as an AFP employeeseconded to the AFP under s. 69D of the Actengaged under s. 35 of the Act as a consultant or contractor to perform services for the AFP and determined under s. 35(2) of the Act to be an AFP appointee. (See s. 4 of the Act.)
Agency (CAD and Mobile Responder)	A broad representation of a Function or Job Family Model/s within the CAD and Mobile Responder applications
CAD	Computer Aided Dispatch system
Dispatch Group (CAD and Mobile Responder)	Represents a geographical area or AFP station within the CAD/Mobile Responder applications.
Mobile application	Means a software application that runs on a Mobile device that may access the internet.
Mobile device	Means a mobile communications device that is considered ICT equipment as it is a data storage device and if lost or damaged a Security Incident Report will need to be completed.
NOSSC	National Operations State Service Centre
Official Use	Means used for the purpose of addressing an AFP operational or business need.
Smartphone (operational)	Means a device designed specifically for operational use (e.g. ruggedised with extended battery life). They have the ability to access a range of AFP corporate systems (including email & calendar) and provide inbuilt Push-to-Talk and duress capabilities. These devices have access to use a variety of accessories that enable convenient or covert use.
Tablet (operational)	Means a device designed specifically for operational mobile use so they are generally smaller than a corporate tablet device but bigger than a smartphone for easier data entry and capture. The device can be ruggedised and designed for niche use (e.g. in-car computing).
Using	Means logging into the Mobile Responder application and viewing and/or creating CAD data in accordance with the appointee's duties at the time.

Introduction

This Better Practice Guide provides guidance for AFP appointees in the use and management of the Mobile Responder mobile application.

It should be read in conjunction with the:

- [AFP Commissioner's Order on Professional Standards \(CO2\)](#)

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- [AFP National Guideline on information security](#)
- [AFP National Guideline on information management](#)
- [AFP National Guideline on mobile devices](#)
- [Better Practice Guide on PROMIS and CAD case finalisation \(Outcome 1\)](#)

Mobile Responder is a mobile application that provides operational AFP appointees with the ability to access details of CAD events. It allows operational staff, via a mobile device, to:

- create CAD events
- view event details in selected Agency/ Dispatch Group/s
- update patrol status/events
- view other unit's status and location in selected Agency/ Dispatch Group/s
- issue duress alert
- receive and acknowledge messages sent from other units/ Operations Centre
- clear/close an event that a member has been dispatched to

Using Mobile Responder

Operational appointees should utilise Mobile Responder to:

- log on/off with their respective Operations Centre (NOSSC)
- update patrol status/availability
- dispatch to event/incident
- arrive to event/incident
- update event/incident
- clear from an event/incident
- create a field event
- create/view messages/alert notifications
- issue a duress alert

Officer safety is the primary consideration when using Mobile Responder. Voice communications (such as radio and/or telephone) should still be utilised when responding to all urgent/life threatening incidents, especially where Urgent Duty Driving pursuant to the [AFP Policy on pursuits and urgent duty driving \(UDD\) for Outcome 1](#) is undertaken.

All information recorded via Mobile Responder must be for official use only to record operational activities undertaken.

Misuse

Any identified willful misuse of the Mobile Responder application will be reported in accordance with the [AFP Commissioner's Order on Professional Standards \(CO2\)](#) and the [AFP National Guideline on complaint management](#).

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Notwithstanding an exception provided by State/Territory road transport legislation, appointees are not to use the smartphone nor associated Mobile Responder application when driving a vehicle unless the device is stored in a commercially available holder not requiring the operator to touch the body of the device.

Appointees are not to use the Mobile Responder application to review CAD events that are outside their designated Agency/Dispatch Group unless there is an operational requirement to do so. All use of the Mobile Responder application is recorded and auditable.

Access

To obtain access to Mobile Responder, appointees should complete and submit the [Application for Mobile Responder-iNetviewer Access](#)

Mobile Responder can only be accessed via an approved AFP smartphone or tablet.

Support

The [Mobile Responder v5 User Manual](#) provides an overview of Mobile Responder functionality and processes.

The supporting [iAspire course](#)/ face to face training is **mandatory** for requiring access to the Mobile Responder application.

Outcome 1 appointees can contact NOSSC Communications 24/7 for Mobile Responder password reset requests and general enquiries (ph: [REDACTED] s47E(d))

For additional support, appointees can contact the [Mobile Responder team](#) during business hours Monday – Friday (ph: [REDACTED] s47E(d))

Further Advice

Queries about the content of this document should be referred to Superintendent National Operations State Service Centre.

Resources

Legislation

- [Australian Federal Police Act 1979](#) (Cth).

AFP governance instruments

- [AFP Commissioner's Order on Professional Standards \(CO2\)](#)
- [AFP National Guideline on information management](#)
- [AFP National Guideline on mobile devices](#)
- [AFP National Guideline on information security](#)
- [AFP Policy on pursuits and urgent duty driving \(UDD\) for Outcome 1](#)
- [Better Practice Guide on PROMIS and CAD case finalisation \(Outcome 1\)](#)

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Other sources

- [Mobile Responder v5 User Manual](#)[Mobile Responder v5 Set Up Guide](#)[Mobile Responder v5 iAspire Training Course \(Outcome 1 and 2\)](#)
- [Mobile Responder Troubleshooting/ Frequently Asked Questions](#)
- [Mobile Responder v5 how to videos](#)

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