

# ACT Policing Operations Standard Operating Procedures

# Response to Nuisance or Hoax Calls on 000 or 131444

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### 1. Security classification of Instrument

This document is classified **UNCLASSIFIED** and is intended for internal AFP use. Wider dissemination should be approved by the document owner or authorised by Commonwealth law.

#### 2. Definitions

**Priority Response Model -** the model used by the Computer Aided Dispatch system to prioritise incidents for dispatch of patrols.

### 3. Acronyms

ACT	Australian Capital Territory
PRM	Priority Response Model
SOP	Standard Operating Procedure

#### 4. Introduction

ACT Policing Operations is the primary conduit for the ACT Community to make requests for police assistance providing "supportive first contact" and coordinates response to requests according to the Priority Response Model (PRM) as defined in the ACT Purchase Agreement.

Provision of first contact with the ACT community results in a significant number of 'nuisance' or 'hoax' calls received by members within ACT Policing Operations.

The purpose of this SOP is to provide an appropriate response protocol to assist members when responding to 'nuisance' or 'hoax' call incidents.

# 5. Activation of Communication Template

Section 6 and 7 of this SOP contains a communication template to be utilised by members of ACT Policing operations in response to nuisance or hoax calls to 000, 131444 or other ACT Policing operations contact numbers.

Activation of these templates will be based on each call taker's judgement with key considerations prior to use including, but not limited to matters such as the welfare of the caller, our responsibilities to protect life and property and the delivery of supportive and professional customer service.

Once a member has determined that:

- a call is a nuisance or hoax call; and
- it does not appear there is an emergency or other requirement for police assistance;

the member will proceed to utilise the appropriate templates as defined in Sections 6 and 7.

Members will respond to all callers, including nuisance or hoax callers, in a calm, professional and reasonable manner ensuring they read through the template (refer Sections 6 and 7) and provide an opportunity for the caller to respond. Members will not engage nuisance or hoax callers in unnecessary conversation.

## 6. Protocol template for 'nuisance' or 'hoax' calls to 000

Members are to provide the caller with an opportunity to respond to each question contained within the template used.

- 1. "Do you have a life threatening or time critical emergency to report?"
- 2. "Do you require urgent Police assistance?"
- 3. "Is there any person there with you requiring emergency assistance?"
- 4. "Are you aware it is an offence under ACT and Commonwealth legislation to make a false report to Police, to cause Police resources to be wasted or to use a telephone service to harass a person?"
- 5. "I have not been able to identify why emergency assistance is required. This conversation has been recorded and may be reported for subsequent Police or legal action."
- 6. "I am now going to terminate this call."

#### Terminate call.

# 7. Protocol template for 'nuisance' or 'hoax' calls to 131444 or other calls

Members are to provide the caller with an opportunity to respond to each question contained within the template used.

- 1. "Do you genuinely require Police attendance or assistance?"
- 2. "Is there any person there with you genuinely requiring Police assistance?"
- 3. "Are you aware it is an offence under ACT and Commonwealth legislation to make a false report to Police, to cause Police resources to be wasted or to use a telephone service to harass a person?"
- 4. "I have not been able to identify why Police attendance or assistance is required. This conversation has been recorded and may be reported for subsequent Police or legal action."
- 5. "I am now going to terminate this call."

Terminate call.