



SOUTHERN REGION POLICY & STANDING OPERATIONAL PROCEDURE

SPECIAL SERVICES ARRANGEMENTS (INCLUDING WIDE LOADS)

Issue Date: 15 June 2010
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1. PURPOSE

- 1.1 The purpose of this Standing Operating Procedure (SOP) is to ensure that, in utilising police officers to perform Special Services duties, correct operational procedures and financial responsibilities are adhered to in the Region.

2. GENERAL INFORMATION

- 2.1 This SOP is to be read in conjunction with Financial Management Practices Manual - Section 10.2.4 and Administration Manual Chapter 24: 'Special Services'.
- 2.2 This SOP replaces Assistant Commissioner's Policy Circular 04/2005 dated 11 March 2005.

3. PROCEDURES

3.1 General Conditions

- 3.1.1 Applicants for Special Services will be required to complete and sign a written application as per form QP0023A (refer attached) prior to the Special Service being undertaken. The Schedule of Charges form part of the QP0023A for their information.
- 3.1.2 To avoid the potential problem of non-payment, Regional Policy in place since 1992 shall apply. The Southern Region's policy is that the Officer in Charge shall obtain payment in advance from the customer. This only occurs if the customer is not on the SR Approved Debtors Listing. The amount to be prepaid by the customer will be an estimated amount sufficient to cover the full anticipated cost of providing the Special Service (including GST). In the instance where the prepaid amount exceeds the actual cost of the Special Service a prompt refund of the surplus amount should be repaid to the customer. Conversely, where the prepaid amount is insufficient to cover the final cost of the Special Service, the customer is then contacted by the Special Services Coordinator requesting payment within 7 days, at which time an official receipt is issued through the CARS system.
- 3.1.3 It should be noted that prepayment for Special Services relates primarily to customers with whom we have not dealt with previously or existing customers with a poor payment history. Monies for Specials Services are to be collected up front unless the organisation has an approved customer account or has had a long association with the Queensland Police Service, e.g. Local Authorities, other government departments and banks.

- 3.1.4 In the case of credit approved customers, an invoice will be issued to the applicant, immediately following the provision of the Special Services, calculated in accordance with the schedule of rates supplied at the time of application. Charges shall be calculated to the nearest quarter hour unless in circumstances of a recall where a minimum of three hours shall be charged. Recall should only occur in emergent circumstances and the customer is made aware of the charge out minimum prior to completing and signing the application.

Clarification of the 3 hour minimum and recall provision of the award.

- 3.1.5 *When does the 3 hour minimum and recall provision of the award apply?*
A police officer is contacted on a rest day or a PDO or outside rostered hours and is asked and agrees to perform a special at a time which is on either a rest day or a PDO or outside rostered hours. In such situations the minimum payment of 3 hours (at overtime rates) pursuant to the recall clause of the award (clause 6.9) applies to the working of the special.
- 3.1.6 *When does the 3 hour minimum and recall provision of the award NOT apply?*
When an officer is on duty and agrees to perform a special while still on duty and continuous with that shift- in such a situation the officer would not receive additional payment for the working of the special as it is undertaken during the officer's ordinary rostered hours.
- 3.1.7 Further, when an officer, whilst on duty, is asked and agrees to perform a special which, in terms of the individual officer's roster, may be any of the following: outside rostered hours; or on a rest day or PDO – payment for the working of the special is not subject to a 3 hour minimum payment; however it would be subject to overtime payment. It is considered the working of the special is actually planned overtime and recall provisions do not apply.
- 3.1.8 It is important to note that the customer is charged the same Special Service rates irrespective of the fact that the Police Officer has worked on ordinary time or overtime. The special services charge out rate for labour is made up of an average overtime hour plus on costs which covers items such as workers' compensation, recreation leave, sick leave and administrative costs. Special Services performed on a public holiday are subject to a higher charge in accordance with the Schedule of Fees and Charges.
- 3.1.9 When Special Services are performed, the Officer in Charge of the member's station shall ensure that full details are recorded on a Form QP0023 - "Statement of Special Services" (see attached), and that a Create Customer Transaction Form is completed (in relation to credit customers) and forwarded to Shared Services Agency for an invoice to be issued immediately to the customer with a request for payment within 30 days if applicable. The form QP0023 should include reference to official Job number issued in relation to the Special Service.
- 3.1.10 Payment to members for specials services will be at applicable award rates, i.e. Overtime or Ordinary Time. Any claim for payment of overtime in relation to performance of Special Service duty should be on a QP0040A. - "Claim for Overtime, Travelling Time and Penalty Payments".
- 3.1.11 The Southern Region Policy in this regard is:
- (a) (i) Where Specials Services have been worked on overtime the following documents are to be batched together:
1. Form QP0023A "Application for Special Services";
 2. Form QP0023 "Statement of Special Services"; and
 3. Form QP0040A "Claim for Overtime, Travelling Time and Penalty Payments".
- (ii) The AURION payroll system does not allow a second entry for the fortnight. Where officers work overtime in relation to special services, speed camera operations, special operations and normal overtime during the one period, these claims are to be included on **one form only** (QP0040A.).

- (iii) The member who performs the Special Service will complete the Statement of Special Services and forward a copy to the Special Services Coordinator immediately upon completion of the Special Service.
- (iv) The Special Services Coordinator will, upon receipt of QP0023 prepare A Create Customer Transaction Form (in relation to credit approved customers) and fax a copy to Shared Services Agency for an invoice to be generated and sent to the customer.
- (b) Overtime worked on Special Services is not to be included in calculation on Form C and E as this would distort projections of the Revised Estimate for District Overtime Budgets.
- (c) Debt collection is overseen by Regional Finance staff or Officers responsible for the relevant budget, in accordance with the Practice Standards within Section 10.1 "Debtor Management" of the Financial Management Practice Manual. The Shared Service Agency are responsible for debt follow-up via written and verbal means, along with the generation of reminder and overdue notices, and debtor reporting.
- (d) Where an officer performs Special Service duty away from that officer's normal cost centre, it will be required of the Officer in Charge of that station who raised the create customer transaction and collected the receipt to ensure that the cost centre, to which the officer who worked the special is attached, is credited with the appropriate amount. Officers responsible for overtime budgets should also ensure that this process takes place through monitoring and review. Details of the appropriate cost centre and amount must be included on the QP0022 "Return of Monies Collected and Banked".
- (g) Under **no circumstances** is an officer performing the Special Service duty to accept payment for those services in cash. Where the applicant does not have the facilities for payment by cheque, any cash payment must be made to the Officer in Charge, at the Police Station during business hours with a CARS receipt issued at the time of payment.

3.1.12 Officers will perform Special Services as part of rostered duty (either normal time or overtime) and will receive payment for such service in accordance with provision Clause 6.11 of the Police Service Award-State, which states:

"Clause 6.11 - Special Services

- (1) *This Clause shall not apply to Commissioned Officers.*
- (2) *Where the Commissioner charges for police services, an employee performing such service shall be entitled to the provisions of this Award for the performing of such work.*
- (3) *An employee performing services as prescribed by this Clause outside ordinary rostered hours shall do so voluntarily.*
- (4) *Such employee may be instructed to perform services prescribed by this Clause during ordinary rostered hours.*
- (5) *Except where the provisions of Clause 6.9 (Recall to Duty) apply, where work performed is of one day or less duration, the time to be counted is from the time of departure from the station to the time of return to the station to which the employee is ordinarily attached.*
- (6) *Notwithstanding the provisions of Clause 6.11, the rights of the Commissioner to require any employee to perform duty at any time as prescribed in Clause 6.1(5) and (6.16) shall remain unfettered."*

WIDE LOAD ESCORTS

13. Wide load escorts that are expected to exceed 650 kilometres in distance are to be referred to the Regional Traffic Coordinator or in his absence the Chief Superintendent, who will determine the application of the term '*where practicable*' and either approve or reject the application. Prior to the issue of a permit, such approval must be first obtained.
- (a) Prior to the request for approval being made to the Regional Traffic Coordinator initial agreement must be sought from the relevant District Officer.
 - (b) The policy of escorts not exceeding a total of 3 days absence is to be strictly adhered to.
 - (c) Where escorts exceed 650 kilometres, greater use is to be made of overnight stays. The cost of the overnight stay and any relevant meal allowance payments is to borne by the customer.
 - (d) All requests to the Regional Traffic Coordinator for escorts to exceed the 650 kilometre distance are to be made direct by Email or in emergencies by telephone. Each request is to contain the following details:
 - (i) Type of load, dimensions and configuration
 - (ii) Expectations of permit conditions
 - (iii) Time and distance expected for escort and return - estimated speed of travel of escort.
 - (iv) Number of vehicles on escort
 - (v) Number of staff on escort
 - (vi) Wide load qualifications of staff and experience
 - (vii) Any predicted disruption to establishment operational capability during extended absence. This is determined by prior approval through the OIC & District Officer.

Summary of New Procedures Associated with Special Services

The following steps briefly describe the requirements for processing Special Services as from 1 May 2008:

1. Form QP0023A "Application for Special Service" to be completed by the customer.
2. Obtain prepayment for Special Services only from customers not on the SR Approved Debtors Listing according to Regional Policy.
3. Form QP0023 "Statement of Special Services" to be completed subsequent to performing the Special Service.
4. Refund any excess prepaid monies to customer
5. Completion of "Create Customer Transaction Form" within 7 days (if applicable) and fax to Shared Service Agency (07 4615 3540) for raising of an Tax Invoice to customer.
6. Remit finalised Special Service monies direct to Shared Service Agency if banked through the Station Collections Account.
7. Shared Service Agency pursue outstanding debtors in conjunction with the Regional Finance Manager.
8. Where a Create Customer Transaction form has been forwarded to the Shared Services Agency (SSA), it is the responsibility of the Special Services Coordinator to ensure that confirmation is received from SSA advising the corresponding official invoice number generated from the SAP accounts receivable system.

Schedule of Charges

Service

Labour, Motor vehicle and Motorcycle - Refer to Bulletin Board for current rates.
Location: Bulletin Board - Organisational Units - Finance Division/Fees & Charges.

Travelling Allowances, Accommodation and Meal Allowances at the rate payable, time to time under Clause 5.2 (12) of the *Police Service Award -State*.

4. ORDER

- 4.1 All District Officers, Regional and District Commissioned Officers and Officers in Charge are to ensure that the contents of this SOP are brought to the attention of all members under their control for strict compliance therewith.
- 4.2 All Officers in Charge of Stations where Special Service duties have been conducted are to ensure that the following instructions are strictly complied with.

**D A (TONY) WRIGHT
ACTING ASSISTANT COMMISSIONER
SOUTHERN REGION**