

Victoria Police Manual

The Victoria Police Manual is issued under the authority of the Chief Commissioner of Police in s.60, Victoria Police Act 2013. Non-compliance with or a departure from the Victoria Police Manual may be subject to management or disciplinary action. Employees must use VPM Professional and ethical standards to inform the decisions they make to support compliance.

Operational supervision and incident attendance

Context

The supervision and management of operational policing resources and responses to incidents is critical for achieving Victoria Police's operational objectives and providing quality professional and ethical policing services to the community.

This policy outlines Victoria Police's patrol supervision requirements and responsibilities for regional managers and supervisors, and provides guidance on attending, leading and supervising incident responses.

Policy at a glance

This policy includes:

- the patrol supervision responsibilities of members in the regions and
- the Incident Leadership and Attendance Model (ILAM) matrix to determine when and which members are to attend and make notifications for specific operational incidents.

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Responsibilities and procedures

1. Operational principles

This policy is supported by the following principles, which are critical to achieving Victoria Police's operational objectives and providing quality professional and ethical policing services to the community:

- effective, timely and appropriate supervision and leadership will be provided to frontline members at all levels
- effective, timely and appropriate notifications of operational incidents or events will be made within the organisation through the chain of command
- effective control structures will be established in a timely manner in response to operational incidents or events.

Regional assistant commissioners have overarching responsibility for ensuring that patrol supervision resources are appropriately allocated and that incidents are attended in accordance with the requirements of this policy.

It is acknowledged that some of the requirements in this policy may not be practical in rural locations. The policy provides flexibility to address these circumstances as far as possible, but where a situation is not covered, the rostered duty supervisors or managers should engage with local managers to make appropriate supervision arrangements.

2. Patrol Supervisor (251)

2.1 *Rostering*

- A sergeant must be rostered in each police service area (PSA) for each shift to perform Patrol Supervisor (251) duties.
- In rural PSAs the 251 may be part of a patrol unit (divisional van); a dedicated 251 patrol unit is not mandatory.

2.2 *Patrol responsibilities*

The 251 must:

- supervise and provide leadership to all patrol units within the PSAs and conduct a safety briefing at the start of the shift or as soon as practicable
- contact stations at the commencement of each shift to check on any issues with resourcing, custody, security or service delivery
- contact the Divisional Patrol Supervisor (265) at the start of each shift and carry out any additional duties as directed
- oversee the allocation and coordination of tasks from Police Communications for the PSA
- ensure that calls for urgent police assistance are promptly attended to and
- respond to incidents requiring attendance of a 251 in line with the ILAM; see Appendix A.

2.3 *Incident management*

The 251 has the following incident management responsibilities:

- Unless it is impractical or another sergeant is attending, attend planned or unplanned incidents where people are in, or may be taken into custody, or if there is potential for confrontation between the person(s) and police
- If assuming the Police Commander or Police Forward Commander role, maintain command responsibility to manage all resources at incidents, including resources that contain another sergeant

- If they cannot meet the needs of the incident or it is not feasible for them to attend (e.g., competing supervision priorities, geographical distance), they must arrange for another sergeant to take charge of the incident in consultation with the Divisional Patrol Supervisor (265)
- Advise Police Communications and make an entry on the electronic Patrol Duty Return whenever incident management is handed over
- Seek guidance from the Divisional Patrol Supervisor (265) regarding any confusion over incident management.

3. Sergeants at police stations

3.1 *Section Sergeants*

The station Section Sergeant must:

- supervise the station and employees, including employees from other units co-located at the station where no sergeant is on duty
- allocate tasks and conduct a safety briefing at the start of the shift
- supervise custody management in locations where a dedicated custody supervisor is not required; refer to section 3.2 of this policy
- keep abreast of incidents occurring in their PSA and remain available to respond to any significant incident requiring supervision in accordance with the ILAM; see Appendix A. Responsibility for attendance in the first instance remains with the Patrol Supervisor (251). The station section sergeant may attend and assume the role of Police Commander only after engagement and consultation with the Divisional Patrol Supervisor (265).

3.2 *Custody Supervisor*

- A dedicated custody supervisor (sergeant rank or above) must be rostered for all facilities listed in the Register of Detention Facilities marked with an asterisk (*). Refer to the Register of Detention Facilities located on the State Event Planning and Custody Management Division tab, State Emergencies and Support Command intranet page for more information.
- For all other detention facilities, any sergeant may be nominated to fulfill the custody supervisor role alongside other supervisory responsibilities.

3.3 *Unit sergeants*

Other sergeants, including those from Highway Patrol (HWP) Units, Crime Investigation Units (CIU), Family Violence Investigation Units (FVIUs), Sexual Offence and Child abuse Investigation Teams (SOCIT) etc., should be rostered to supervise the employees and functions of those units to ensure optimum efficiency, accountability and supervision.

They must:

- supervise the employees under their control, allocate tasks and conduct a safety briefing at the start of the shift and
- undertake other duties as required or directed to meet service delivery requirements.

4. Divisional Patrol Supervisor (265)

4.1 *Rostering*

A senior sergeant must be rostered in each division for each shift to perform Divisional Patrol Supervisor (265) duties. In some regional divisions a 265 is rostered between two divisions, as the individual divisions do not have the resources to operate a 265 roster independently.

4.2 *Patrol responsibilities*

The 265 must:

- manage and provide leadership to supervisors in the field and conduct a safety briefing with all PSA patrol supervisors at the start of the shift, or as soon as practicable
- actively supervise, provide leadership, and manage the activities of all patrol units within the division/s, including Investigation and Response units, Highway Patrol and Support Services units
- contact the Regional Duty Officer (150) at the start of each shift and carry out any additional duties as directed
- ensure that the 251 and rostered Investigation and Response units respond to and attend incidents in accordance with the ILAM; see Appendix A
- monitor police communications. If an incident occurs that appears to exceed the capacity or authority of a sergeant, coordinate responses and attend the incident
- respond to and attend incidents where required by the ILAM; see Appendix A
- brief the 150 at the earliest opportunity regarding any incident likely to create political, media or Executive Command level interest and ensure an Incident Fact Sheet is completed by the member responsible. Refer to **VPM Operational duties and responsibilities** for further information.

4.3 *Incident management*

The 265 has the following incident management responsibilities:

- When attending incidents and assuming the Police Commander or Police Forward Commander role, maintain command responsibility to manage all resources at incidents, including resources that contain another senior sergeant
- If they cannot meet the needs of the incident or it is not feasible for them to attend (e.g., competing supervision priorities, geographical distance), they must arrange for another senior sergeant to take charge of the incident in consultation with the Regional Duty Officer (150)
- Advise Police Communications whenever incident management is handed over
- Seek guidance from the 150 regarding any confusion over incident management.

5. Senior sergeants at police stations

The senior sergeant on duty at a station must:

- manage their station or other work units and the members assigned to and working from the station

- keep abreast of and assist in managing incidents occurring in respective response zones when on duty
- when on duty, remain available to respond to any significant incident requiring supervision in accordance with the ILAM; see Appendix A. Responsibility for attendance in the first instance remains with the Divisional Patrol Officer (265). The station senior sergeant may attend and assume the role of Police Commander only after engagement and consultation with the Divisional patrol Supervisor (265).

6. Regional Duty Officer (150)

6.1 *Rostering*

An Inspector must be rostered in each region each shift to perform Regional Duty Officer (150) duties.

6.2 *Incident management*

The 150 must:

- ensure there is an adequate and appropriate police response to incidents, including supervision
- provide leadership and support and conduct a safety briefing with all Divisional Patrol Supervisors (265) at the start of the shift, or as soon as practicable
- attend incidents where required by the ILAM (see Appendix A) or the incident management requirements exceed the capacity of the relevant 265
- where the incident requires inspector level management, assume the Police Commander role
- where the geographical distance of an incident or other exceptional circumstances prevents the timely attendance of the 150, the 150 should contact the:
 - Divisional Superintendent (during business hours); or
 - Duty Superintendent (after hours or when the Divisional Superintendent is unable to be contacted during business hours)

to identify a local inspector to attend and assume incident management responsibilities.

7. Local inspector

- When on duty, the Local Area Commander (LAC) is:
 - responsible for keeping abreast of incidents occurring in respective PSAs and with respective units and resources
 - to remain available to respond to any significant incident requiring supervision in accordance with the ILAM; see Appendix A.
- Where an incident occurs in their PSA which requires inspector level attendance and management, responsibility for attendance in the first instance remains with the Regional Duty Officer (150). The LAC or another local Inspector may attend and assume the role of Police Commander only after engagement and consultation with the regional Duty officer (150).

8. Regional Superintendent / Duty Superintendent

8.1 *Rostering and response*

- A Regional Duty Superintendent (RDS) must be rostered on duty in each region to respond to and attend relevant incidents and events outside of business hours according to the ILAM; see Appendix A.
- During business hours, the relevant local Divisional Superintendent must be notified in the first instance of any incident requiring Superintendent level attendance according to the ILAM. If the local Divisional Superintendent cannot be contacted, the Duty Superintendent must be notified.
- After hours, where the geographical distance of an incident or other exceptional circumstances prevents the timely attendance of the RDS, the RDS should contact the Duty Commander/Assistant Commissioner to determine whether the Divisional Superintendent or another local superintendent should attend.

8.2 *Incident management*

- The local Divisional Superintendent or the RDS must:
 - ensure any major incidents receive the appropriate level of supervision
 - maintain regular liaison with the 150 where required during major incidents
 - engage as necessary to ensure policing priorities are maintained
- Attend incidents where required by the ILAM (see Appendix A) or the incident management requirements exceed the capacity of the relevant 150
- When responding to significant emergency events, the local Divisional Superintendent or RDS should undertake the following actions as required:
 - liaise with the Senior Police Liaison Officer (SPLO) and
 - perform the role of Police Commander
- If escalation or notification is required, the local superintendent or RDS (whichever takes primacy) must report directly to the:
 - Regional Assistant Commissioner (business hours)
 - Duty Assistant Commissioner/Duty Commander (after hours or if the Regional Assistant Commissioner is unable to be contacted)
- Brief the Regional Assistant Commissioner or Duty Assistant Commissioner or Commander regarding any incident likely to create political, media or Executive Command level interest and ensure an Incident Fact Sheet is completed by the member responsible.

9. Regional Assistant Commissioner / Duty Assistant Commissioner or Commander

9.1 *Rostering and response*

- A Duty Assistant Commissioner or Commander must be rostered for State-wide coverage to respond to relevant events and incidents outside of business hours according to the ILAM; see Appendix A.
- During business hours, the relevant Regional Assistant Commissioner must be notified in the first instance of any incident requiring Assistant Commissioner level attendance or assessment of attendance according to the ILAM. If unable to

contact the Regional Assistant Commissioner, the Duty Assistant Commissioner or Commander must be notified.

- After hours, where the geographical distance of an incident or other exceptional circumstances prevents the timely attendance of the Duty Assistant Commissioner or Commander, they should contact the Regional Assistant Commissioner to determine who should attend.
- Brief the Deputy Commissioner, Regional Operations regarding any incident likely to create political, media or Executive Command level interest and ensure an Incident Fact Sheet is completed by the member responsible.
- Provide incident updates to the Deputy Commissioner, Regional Operations as required / requested.

10. Incident Leadership and Attendance Model for operational incidents

The matrix at Appendix A determines when and which members are to attend specific operational incidents and take responsibility for ensuring that leadership and supervision are provided at the incident or alternatively notifications are made for assessments to be ongoing.

Related documents

- VPM Operational duties and responsibilities
- VPM Complaints

Further advice and information

For further advice and assistance regarding this policy, contact your supervisor.

Update history

DATE UPDATED	SUMMARY OF CHANGE	FORCE FILE NUMBER
04/09/2025	VPM Operational supervision and incident attendance replaces VPMG Resource management and patrol supervision . Updates to Incident Leadership and Attendance Model (ILAM), terminology and current practice.	FF-219784 1

Appendix A – Incident Leadership and Attendance Model (ILAM)

✓ = Must attend

Assess (A) = To be notified by highest ranking supervisor in attendance and assess if scene / location attendance, or further supervision, is required. Each level of 'Assess' notification to be considered and escalated as required based on seriousness and circumstances of the incident.

* = Assess the circumstances of the incident is necessary and practical to attend i.e. For Western Region and Eastern Region and the time taken to travel to the incident.

Incident Type	I&R ^	251	265	150	Div Supt (BH) Duty Supt (AH)	Regional AC (BH) Duty AC/Cmdr (AH)
Death of a police member, Protective Services Officer (PSO) or VPS employee (on duty)	✓	✓	✓	✓	✓	✓
Death of a police member, PSO or VPS employee (off duty)	✓	✓	✓	✓	A	A
Serious injury to police member, PSO or VPS employee	✓	✓	✓	✓	A	A
Non-serious injury to a member, PSO or VPS employee		✓	A	A		
Police shooting fatal or non-fatal (other than destruction of animals)	✓	✓	✓	✓	✓	✓*
Incident with shots fired at police	✓	✓	✓	✓	✓	A
Conducted Energy Devices (CED) activation		✓	A			
Fatal or life-threatening injury vehicle collision		✓	✓	A	A	
Fatal vehicle collision involving the deaths of 3 or more people	✓^^	✓	✓	✓	✓	A
Fatal or potentially fatal - police pursuit (including evade police) - hostile vehicle incident		✓	✓	✓		A
Pursuit		✓	A	A		
Hostile vehicle incident		✓	✓	A	A	
Police vehicle collision		✓	A	A		
Person in custody – illness or injury		✓	A	A		

Incident Type	I&R ^	251	265	150	Div Supt (BH) Duty Supt (AH)	Regional AC (BH) Duty AC/Cmdr (AH)
Person in custody – serious or life-threatening illness or injury		✓	✓	A	A	
Person in custody – death	✓	✓	✓	✓	✓	A
Death or serious injury in police presence	✓	✓	✓	✓	A	
Escapees	✓	✓	✓	A		
Professional Standards Command matter; (VPM Complaints)		✓	✓	A	A	
Major incident/event likely to impact severely on the reputation or integrity of VicPol		✓	✓	✓	✓	A
Prejudice motivated incident/event likely to attract significant media attention or impact VicPol's reputation	✓	✓	✓	✓	A	A
Any media sensitive incident		✓	✓	A	A	A
Major damage caused by police action/inaction		✓	✓	✓	A	A
Missing persons	A	✓	A	A		
Kidnapping/abduction	✓	✓	✓	A	A	
Murder/ suspicious death (if family violence (FV) related 150 to provide FV history to superintendent and AC)	✓	✓	✓	✓	A	A
Workplace deaths or incidents with life-threatening injuries (non-police)	✓	✓	✓	A		
Armed robbery/attempted armed robbery with serious injury or shots fired	✓	✓	✓	A	A	
Robbery/armed robbery/attempted armed robbery	✓	✓	A	A		
Stabbing	✓	✓	A	A		
Rape – including reports of historical offences	✓	✓	A	A	A	
Sex offence (not rape)	✓	✓	A	A		
Family violence - serious/recidivist/injuries	✓	✓	A	A		
Family violence incident involving current Victoria Police employee		✓	✓	A		
Assaults – serious/life-threatening	✓	✓	✓	A	A	
Firearms incident		✓	A	A		
Blackmail/extortion	✓	✓	A	A		
Riot/affray/brawl	✓	✓	A	A		

Incident Type	I&R ^	251	265	150	Div Supt (BH) Duty Supt (AH)	Regional AC (BH) Duty AC/Cmdr (AH)
Act of terrorism whether or not persons are injured/property is damaged	✓	✓	✓	✓	✓	✓*
Credible threat key infrastructure (whether terrorist linked or not)	✓	✓	✓	✓	✓	A
Bomb/explosive incident (not terrorism related)	✓	✓	✓	A		
Siege	✓	✓	✓	A		
Fire	✓	A	A	A		
Drowning		✓	✓	A		
Demonstration/ industrial dispute		✓	✓	A		
Multi-agency emergency management incident		✓	✓	✓	A	A
Incident assessed as requiring higher level of leadership attendance		✓	A	A	A	

^ CIU/SOCIT/FVIU

^^ I&R to attend in first instance and may leave when Major Collision Investigation Unit attends