

Victoria Police Manual

The Victoria Police Manual is issued under the authority of the Chief Commissioner 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 the VPM Professional and ethical standards to inform the decisions they make to support compliance.

Attendance and Custody modules

Context

The Attendance and Custody Modules are web-based applications available to all Victoria Police members and Police Custody Officers (PCOs).

These Modules are used to record information, such as observations and welfare checks for people in police care or custody. This assists Victoria Police to manage the safety, security, health and wellbeing of people in police care or custody.

This policy supports and should be read in conjunction with **VPM Management of people in police care or custody**.

Policy at a glance

This policy includes:

- instructions on use of the Attendance Module and the Custody Module
- details of observations to be entered into the Custody Module
- guidance regarding incidents, including unreported incidents and recording these as observations
- business continuity measures for the Attendance Module and the Custody Module.

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Definitions

Attendance and custody area – the section of a police facility where a person is taken for processing, an interview or to be detained. Includes the sally port, interview rooms, cells, exercise yard, fingerprint area and charge counter.

Corrections Victoria (CV) prisoner – a person that has been remanded or sentenced by a magistrate or judge and held in a CV facility. A CV prisoner can be temporarily held in the custody of

the Chief Commissioner of Police.

Custodial Health Advice Line (CHAL) – CHAL is a phone service staffed by custodial nurses 24 hours a day and managed by the Custodial Health Service (CHS). The advice line provides health advice and assistance to members and PCOs managing people in police care or custody.

Custodial Health Service (CHS) – CHS is responsible for providing health care to people in police care or custody across Victoria. This includes nursing and medical consultations both in-person and remotely, and the provision of medications.

Custody Hub – a centralised source of information, resources, templates, advice, and contact information relating to the management of people in police care or custody hosted on the Victoria Police intranet.

Custody Operations and Logistics – a unit within the Custody Operations Branch of the State Event Planning and Custody Management Division (SEPCMD) responsible for providing advice on custody matters as well as the placement and movement of detainees, including CV prisoners.

Custody staff – members and PCOs responsible for undertaking the day-to-day tasks required to ensure the safety, security, health, wellbeing and transport of people in police care or custody.

Custody supervisor – a police officer at the rank of sergeant or above, who has overall responsibility for ensuring the appropriate management of people in police care or custody for their shift, including people present for interview and those lodged in detention facilities.

Detainee Risk Assessment (DRA) – a formal risk assessment completed on people in police care or custody which considers a range of factors including the person's custody risks, Person Warning Flags (PWF), LEAP information, physical health, mental health, medical issues and an assessment against the Coma Scale Assessment Tool. See **VPM Management of people in police care or custody** for further information.

Detainee – a person in police custody that has been formally lodged in a detention facility.

Detention facility – a location listed on the Register of Detention Facilities and approved by the Assistant Commissioner, SESC. They are the secure areas within certain police facilities where a person in police custody is detained which includes cells, showers, indoor and outdoor exercise yards. Victoria Police detention facilities have been categorised as:

- category A detention facilities (previously police cells) – facilities that are designated by Victoria Police as meeting relevant standards to support the overnight and multi-day detention of people in police custody
- category B detention facilities (previously holding rooms) – facilities that are designated by Victoria Police as suitable for the short-term detention of people in police custody (generally no more than 12 hours).

Lodging in detention facilities – the placement of a person in police custody in a detention facility, including the creation of a Custody Module record. This generally occurs when a person in police custody has been charged and is to be presented before a bail decision maker or magistrate, has been remanded by a magistrate and is awaiting transport to CV, or has been sentenced.

Person in police custody – a person in police custody who is yet to be formally lodged in a detention facility and they are either:

- under lawful arrest by warrant
- under lawful arrest under s.458 or s.459, *Crimes Act 1958*
- apprehended

- in the company of a member and being questioned or otherwise investigated for an offence, as defined by s.464(1), *Crimes Act*
- on remand or serving a sentence of imprisonment.

Police Custody Officer (PCO) – a VPS employee authorised under s. 200D of the *Victoria Police Act 2013* who can exercise their powers pursuant to s. 9A of the *Corrections Act 1986* at nominated police gaols. A reference to PCO includes Supervising PCO (SPCO).

Police facilities – property owned or occupied by Victoria Police. For example, a police station or alcohol and drug testing vehicle (Booze Bus). This excludes railway station PSO pods and spaces occupied by Victoria Police on a temporary or ad hoc basis.

Police gaol – an area within a police facility where an Order from Governor in Council has been published in the Government Gazette pursuant to s.11 of the *Corrections Act*. This will generally be accompanied with a floor plan, a maximum duration a detainee can be held at the facility and the maximum number of people who can be held in the facility. Not all locations on the Register of Detention Facilities are police gaols; advice on police gaol status can be obtained from Custody Operations and Logistics.

Register of Detention Facilities – a register of category A, category B, and 'other' police detention facilities located on the Custody Hub. The Register of Detention Facilities is maintained by Custody Operations and Logistics, and endorsed by the Assistant Commissioner, SESC.

Scope and application

This policy applies to all police and PCOs.

Responsibilities and procedures

1. Attendance Module requirements

1.1 Categories of people to be entered on Attendance Module

In accordance with **VPM Management of people in police care or custody**, all people in police care or custody must be entered in the Attendance Module as soon as practicable after arriving at a police facility.

The main categories of people that are required to be entered on the Attendance Module include, but are not limited to:

- a person in police custody or in the company of a member who is to be interviewed at a police facility regarding the commission or suspected commission of an offence (including a drug or alcohol related offence under s.49, *Road Safety Act 1986*)
- a person who is brought to a police facility and is to be charged with any offence, whether on summons or otherwise
- a person who is brought to, or otherwise attends a police facility due to an outstanding warrant and is to be discharged without being lodged in a detention facility
- a person who attends a police facility for the purposes of providing a forensic sample according to the *Crimes Act*
- a child brought to a police facility, including under police care or an Emergency Care Warrant
- a person directed or detained under the *Family Violence Protection Act 2008*.

1.2 *Initial Attendance Module record*

Custody staff must create an Attendance Module record upon arrival at a police facility and before any interview or related procedures take place. The attendance entry must include:

- details of the person attending the police facility
- an arrival check and initial supervisor check (refer to sections 1.3 and 1.4 of this policy)
- where the person is identified as a parolee, the Parole Notification tab and the Notification to Adult Parole Board (APB) of Detention of Parolee [VP Form 1435] must be completed in accordance with **VPM Parole**
- if the person is substance affected, complete the relevant details in the ADRIFT tab
- photographs of people, including any scars, marks, or tattoos. If applicable, ask the person to remove items that obstruct the face (e.g. religious face coverings or face masks). A person is not required to remove religious headwear (e.g. headscarf) for a photo unless it obstructs the face. Refer to **Religious or cultural practice by people in police care or custody Practice Guide** for further information. There is no power to compel a person to be photographed unless they are a registered sex offender. In circumstances where a person is not a registered sex offender, force must not be used to take photographs or remove items for the purpose of taking photographs
- details of any other people present, including but not limited to, an independent third person, legal practitioner, interpreter, or family member.

To maintain the accuracy of the information on the Attendance Module when creating a new person or updating existing details, members and PCOs must:

- only create a new person when all previous LEAP checks reveal that the person has not previously been recorded
- enter as much accurate information as possible
- where the person's identity is unknown, click the link provided on the Attendance Module and follow the prompts (an MNI will not be created until the identity of the person has been confirmed)
- upon contact, arrest, or detention, where there is a reasonable suspicion that the person is an unlawful non-Australian citizen, contact the Australian Border Force (ABF) Immigration Status Service (ISS) via email or their 24-hour contact number. Refer to **VPM Management of non-Australian citizens** for further information
- update any existing details where they have changed (e.g. address, new scars, marks, tattoos, alias/nicknames or description)
- submit a completed Scars/Marks/Tattoos – Alias/Nickname – Relationship [VP Form L11] to report new scars, marks, tattoos, alias/nicknames and associates where the Attendance Module does not accept new information.

1.3 *Arrival check*

A member or PCO must complete an arrival check entry on the Attendance Module as soon as practicable after a person arrives at a police facility and should include:

- details of a welfare check and any assessment of risks

- details of any search conducted and recorded in accordance with **VPM Searches of a person**, including details in relation to the authorisation and factors considered to justify the search
- whether the person is injured or has an illness, including a description of the injury or illness and details on the origin of the injury
- where a child is brought into a police facility, completion of the Child Attendance Oversight tab is required in accordance with **VPM Management of people in police care or custody**
- whether the person has a disability, mental health condition or a cognitive impairment
- whether an Independent Third Person (ITP) or an interpreter is needed
- whether the person needs medical attention or medications
- whether the person is agitated, depressed or suicidal
- the person's score on the Coma Scale Assessment Tool
- whether the person is alcohol and/or substance affected
- whether the person is a risk to the safety, security, health or wellbeing of any other person, including members and PCOs
- if relevant, details of any damage to the person's clothing or property and an explanation for the damage.

1.4 *Initial supervisor check*

- The custody supervisor must complete an initial supervisor check entry on the Attendance Module as soon as practicable. This means conducting a welfare check and risk assessment that includes the following:
 - whether the person is injured or has an illness, including a description of the injury or illness and details on the origin of the injury
 - whether the person has a disability, mental health condition or a cognitive impairment
 - whether the person needs medical attention or medications
 - whether the person is alcohol and/or substance affected
 - whether the person is agitated, depressed or suicidal
 - the person's score on the Coma Scale Assessment Tool
 - whether the person is a risk to the safety, security, health or wellbeing of any other person, including members and PCOs.
- Where a child is brought into a police facility, additional oversight is required by the custody supervisor in accordance with **VPM Management of people in police care or custody**. Decisions and justifications must be documented in the Child Attendance Oversight and Finish tabs on the Attendance Module.
- Where a custody supervisor is unable to attend the police facility, their responsibilities can be performed via phone or other virtual alternatives (e.g. Audio Visual Link (AVL) or Microsoft Teams). The custody supervisor must record their justification for not attending the police facility on the Attendance Module.
- If a custody supervisor is unable to attend for an initial supervisor check, the relevant member or PCO must record this as an observation on the Welfare Checks tab of the Attendance Module and notify the divisional patrol supervisor who

should attend instead, where possible. If the divisional patrol supervisor is also unable to attend, this must also be recorded.

1.5 *Entering welfare checks*

Welfare checks regarding any information relevant to the safety, security, health and wellbeing of a person in police custody must be entered on the Welfare Checks tab of the Attendance Module. The Attendance Module requires that the following fields are completed:

- Arrival Check
- Initial Supervisor Check
- Disposal Interview.

In addition, members and PCOs must record details of the following on the Welfare Checks tab:

- justification where the human rights of a person in police care or custody have been limited, but not when considered lawful, proportionate, and necessary to do so. Refer to **VPM Management of people in police care or custody** for further information
- meals and refreshments provided
- medical attention and treatment provided
- medication provided to the person
- any change to the person's needs regarding medical attention, treatment or medications
- where a person has been refused access to, or communication with, visitors
- details of any visitors, consultations or communication including phone calls
- where a third party including a parent/guardian or legal practitioner has been refused access to the person in police custody, or has been asked to leave or ejected from an interview
- where the media has been refused access to be present during a bail application
- any search conducted in accordance with **VPM Searches of a person**, including details in relation to the authorisation and factors considered to justify the search
- removal of a religious, cultural or appearance related item. Refer to the **Religious or cultural practice for people in police care or custody Practice Guide** and **Transgender and gender diverse people in custody Practice Guide** for further information
- removal of support items or mobility aids. Refer to **Managing people with a disability in custody Practice Guide** for further information
- any use of force used to obtain fingerprints, a forensic sample or a DNA profile sample
- the person's Coma Scale Assessment Tool score. If the person appears to be alcohol and/or substance affected, the best verbal response must be assessed and recorded at least every 30 minutes
- when a person is not providing a verbal response for the purpose of the Coma Scale Assessment Tool due to uncooperative behaviour, rather than being in a

reduced conscious state. Refer to **VPM Management of people in police care or custody** for further information

- any health advice provided by CHAL
- issuing or removing a suicide-resistant gown from a person. Refer to **VPM Management of people in police care or custody** for further information
- findings from any assessment of risk on where to place a person awaiting interview. Refer to **VPM Management of people in police care or custody** for further information
- any welfare checks conducted by the custody supervisor
- handovers conducted between incoming and outgoing custody supervisors and custody staff
- any incidents in accordance with section 4 of this policy.

Observations made on the Welfare Checks tab should include detailed and meaningful information about the person in police care or custody's condition, including the person in police care or custody's behaviour and how the wellbeing of the person in police custody was determined. For example, rather than 'all correct' or 'no issues' this may include 'person was awake, reading, spoken to, offered drink, drink refused'.

1.6 *Disposal interview*

- All people recorded on the Attendance Module must be asked the disposal interview questions before:
 - departure or release from a police facility
 - being transported to another police facility
 - being transferred to CV.
- The police officer conducting the disposal interview should be independent; that is, a member who has not been involved with the arrest or interviewing of the person. Where practicable, the interview should be conducted by a police officer at the rank of sergeant or above.
- Where an independent police officer is not present at the police facility, the disposal interview may be performed via phone or other virtual alternatives (e.g. AVL or Microsoft Teams). Justification for not attending the police facility must be recorded on the Attendance Module by the member conducting the disposal interview.
- The member conducting the disposal interview should question the person in police care or custody and any parent/guardian, independent third person or independent person present regarding whether they:
 - are satisfied with their treatment by members during the investigation
 - have received documents or recordings relating to the interview
 - have any injuries or illness, and the origins of those injuries.
- The member conducting the disposal interview should record additional details including observations, responses, and explanations on the Attendance Module. This should include:
 - observation of any unusual behaviour by the person
 - details of any concerns regarding the person's treatment by members or PCOs
 - details of any injuries on the person, or damage to their clothing or property and an explanation for the injuries or damage

- action taken if a complaint is made about members or PCOs.
- For people interviewed for any offence, consideration must be given to their post-interview wellbeing. Members or PCOs should provide appropriate referral information and support.
- For people interviewed for family violence or child sex offences, further consideration must be given to their post-interview welfare. Refer to **VPM Family violence** or **VPM Sexual offence investigations** for further information.

1.7 *Entering Risks on Attendance Module*

- If new information comes to light about a person in police custody, or the person is involved in an incident, members and PCOs should consider whether a risk rating needs to be added or changed.
- Risks may be recorded across the following categories:
 - suicide or self-harm (S)
 - violence (V)
 - placement (T)
 - security (E)
 - medical (M)
 - psychiatric (P).
- A risk may be added or changed under the 'Risks' section on the Attendee Details tab of the Attendance Module following consultation with the custody supervisor and CHS (for S, M, P only). Custody Operations and Logistics should be contacted for advice when required.
- For each risk that is added or changed, the following information must be recorded:
 - the severity of the risk
 - at least one recommended action
 - applicable comments, including the justification for the change, who was consulted, who conducted the assessment of the risk and any details relevant to the recommended action/s.

Refer to **Custody risks and recommended actions Practice Guide** for further information.

1.8 *Aboriginal and Torres Strait Islander people in police care or custody*

- When a person who is of Aboriginal or Torres Strait Islander descent has been taken into police custody, members and PCOs must notify VALS within 60 minutes as per s.464FA, *Crimes Act*.
- Recording on the Attendance Module that an Aboriginal or Torres Strait Islander person has been taken into police custody will trigger an automatic VALS notification. This ensures Aboriginal and Torres Strait Islander People are offered culturally safe assistance in accordance with s.19(2), *Charter of Human Rights and Responsibilities 2006* (the Charter).
- If the person is not conveyed back to the police station or cannot be entered onto the Attendance Module within 60 minutes of being taken into police custody, refer to **VPM Management of people in police care or custody** for further information.
- Members and PCOs making the VALS notification must record in the Welfare Check tab on the Attendance Module:

- when a VALS notification has been made by a method other than the Attendance Module
 - if a notification has been made to VALS where a person has not self-identified due to being unable to respond (e.g. due to intoxication or illness) or unwilling to respond (e.g. due to distrust of police), although records or previous interactions with police indicate that they are of Aboriginal or Torres Strait Islander descent
 - the details of any communication with VALS.
- Members and PCOs must record in the Attendance or Custody Module whether the Aboriginal or Torres Strait Islander person wishes to engage with the Aboriginal Community Justice Panel (ACJP), and if so, details of the ACJP notification. This should include when the ACJP was notified, their response, and the response of the person in police custody.

Refer to **Aboriginal and Torres Strait Islander people in police care or custody Practice Guide** for further information.

1.9 *People interviewed by non-Victoria Police investigating officials*

- The Attendance Module must be completed regardless of whether the investigating official is a Victoria Police member or not.
- The Attendance Module will only accept a Victoria Police member as the informant. For recording purposes, VP00000 must be recorded as the informant for anyone other than a non-Victoria Police investigating official. The 'reason for attendance' section of the Attendance Details tab must include the name of the agency and details of the investigating official.
- If a member is assisting the non-Victoria police investigating official, the member must be entered as an interested party on the Police Details tab.

2. Custody Module requirements

2.1 *Categories of people that must be entered in the Custody Module*

Custody staff must create and properly manage a separate Custody Module record for each detainee who:

- has been formally lodged in a cell at a detention facility listed on the Register of Detention Facilities. This includes where a person is placed in a cell either:
 - at the completion of investigation pending a hearing by a bail justice or magistrate
 - due to being held over by a bail decision maker
 - due to being remanded.
- is held at a police facility for more than four hours
- is taken directly to hospital after arrest or interview and the person is likely to remain in police custody following treatment (refer to **VPM Management of people in police care or custody** for further information).

Where a Custody Module record has been created, it replaces the Attendance Module record as the primary record required to be updated in relation to the management of that detainee. The Attendance Module should only then be updated when a disposal interview is completed. Refer to section 1.6 of this policy for further information.

2.2 *Initial Custody Module record*

- When creating a Custody Module record, custody staff must:
 - conduct a DRA in accordance with **VPM Management of people in police care or custody**
 - ensure the Person summary on the Prisoner tab is accurate
 - where necessary, update the risks and recommended actions under the 'risks' section on the Prisoner tab (refer to the **Custody risks and recommended actions Practice Guide** for further information)
 - assign the detainee to a cell or interview room and record this information on the Cell Assignments tab.
 - record property in accordance with **VPM Management of people in police care or custody**
 - update the Medications tab to include details of all medication (if any) provided to the detainee following advice from CHAL (refer to **VPM Management of people in police care or custody** for further information).
- If a risk is identified or there is a change in risk severity, including following any incident outlined in section 4 of this policy, custody staff must ensure that:
 - a custody supervisor is notified
 - the risks and recommended actions are updated in accordance with the **Custody risks and recommended actions Practice Guide**
 - all information is recorded in relation to the matter on the Observations tab.

2.3 *Detainee Risk Assessment*

- Custody staff must complete the DRA type that is relevant to the circumstances of each person in police custody and submit a new DRA if circumstances change.
- Refer to **VPM Management of people in police care or custody** for further information.

2.4 *Corrections Victoria prisoners*

- When CV is transferring a prisoner to a police facility, the prisoner's custody record will appear on the facility list of prisoners in the Custody Module.
- On arrival of the prisoner, custody staff must accept a transfer of the custody record into the receiving detention facility on the Custody Module. This will indicate that the prisoner is now held at the receiving detention facility.

2.5 *Multiple custody types*

- Where a person is being held in police custody for multiple reasons (e.g. criminal offences, multiple warrants to arrest, and breach of parole) each reason must be recorded on the Custody Module.
- All custody types recorded on the Custody Module (including any investigation, remand or bail process or APB notifications) must be satisfied before the person is released.

2.6 *Cell allocation*

- Cells should be individually identifiable, and a permanent record of the cell occupied by each detainee must be recorded on the Cell Assignments tab in the custody record.

- Refer to **VPM Management of people in police care or custody** for information on the requirements and principles that must be considered for the placement of people and specific types of detainees in detention facilities.
- Where the requirements and principles referred to in **VPM Management of people in police care or custody** cannot be applied, the custody supervisor must record the justification on the Custody Module.

2.7 *Prisoner Information Record*

- Custody staff must ensure that current Prisoner Information Records (PIR) are printed and available within the attendance and custody areas.
- A PIR must be created for all detainees upon their arrival and maintained for the duration of their time in police custody.
- A PIR is not required for people who have not been formally lodged in a detention facility (e.g. someone placed on hold while further actions or enquiries are undertaken prior to completion of an interview).
- The PIR must contain any documents relevant to the management of the detainee, that include, but are not limited to:
 - warrants or charges
 - custodial medical notes
 - transfer warrants
 - prisoner holding indent reports (CV).

2.8 *Entering risks on the Custody Module*

- Risks should be added or changed under the 'Risks' section on the Prisoner tab of the Custody Module.
- Refer to the **Custody risks and recommended actions Practice Guide** for further information.

2.9 *Medication*

- Custody staff must record any medication requirements for a person in police custody on the DRA.
- The administering of any medication must be recorded on the Medications tab of the Attendance or Custody Module.
- Any change in observed or reported health or medication needs of a person in police custody must be communicated to the CHAL and recorded as an observation on the Custody Module.
- Refer to **VPM Management of people in police care or custody** and the **Health advice and guidance for people in police care or custody Practice Guide** for further information regarding medical assessments and advice.

2.10 *Custody supervisor handover*

- Custody supervisors must record the time at which they assume responsibility for the attendance and custody areas on the Custody Module.
- At the completion of their shift, the outgoing custody supervisor must complete a detailed and meaningful formal supervisor handover with the incoming custody supervisor using the Custody Module. For example, instead of "detainee all correct,

nil issues”, say “detainee compliant, had meal, received visit from family, has asthma but Ventolin not requested”.

- The outgoing custody supervisor must ensure that all relevant information about a detainee is communicated to and understood by the incoming supervisor.
- The formal supervisor handover must be completed in addition to the verbal handover between incoming and outgoing supervisors.

3. Entering observations on the Custody Module

3.1 Overview

- Observations may be recorded against an individual detainee or groups of selected detainees.
- Each observation must be recorded under the appropriate category of observation (e.g. general, medical, etc).
- Observations should include detailed and meaningful information about a detainee’s condition, including their behaviour and how the observation was determined. For example, rather than ‘all correct’ or ‘no issues’ they may include ‘person awake, reading, spoken to, offered drink, drink refused’.
- Where a detainee is not granted access to a general wellbeing requirement, the justification should be recorded on the Custody Module as an observation. Refer to section 52 of **VPM Management of people in police care or custody** for further information on general wellbeing requirements.

3.2 General observations

Custody staff can enter general observations for any matter they feel is relevant. Custody staff must record the following on the Custody Module as observations under the ‘general observations’:

- checks conducted in line with the relevant observation level (refer to section 48 of **VPM Management of people in police care or custody** for further information)
- clothing exchanges and issuing of disposable coveralls
- transfer of a detainee from the detention facility to any location inside or outside the police facility for the purpose of interviewing or required action
- matters where a custody supervisor was not present for the lodgement of the person in police custody
- details of any ACJP notification, including whether the Aboriginal or Torres Strait Islander person wishes to engage with the ACJP and, if so, when the ACJP was notified, their response, and the response of the person in police custody
- clothing or reading materials provided by family or friends to the person in police custody following an assessment of associated risks
- justification for any removal of religious, cultural or appearance related items in accordance with the **Religious or cultural practice by people in police care Practice Guide or custody** and the **Transgender and gender diverse people in police care or custody Practice Guide**.
- justification for removing support items or mobility aids (refer to the **Managing people with a disability in custody Practice Guide** for further information)

- the justification for any determination made by a member at the rank of inspector or above to hold a person in a category B detention facility for more than 12 hours
- any enquiries made with CV, including Sentence Calculation and Priority Clearance requests (refer to **VPM Management of people in police care or custody** for further information).

3.3 *Meal and drink observations*

Any meals and/or refreshments provided to a person in police custody must be recorded as an observation on the Custody Module. The meal and/or refreshment provided must be recorded under the relevant category:

- meal-breakfast
- meal-lunch
- meal-dinner
- meals
- tea/coffee.

3.4 *Medical observations*

The Medications tab in the Custody Module is used for recording any medication(s) administered to the detainee and any relevant circumstances regarding that process.

Matters that must be recorded on the Custody Module as medical observations on the Observations tab include, but are not limited to:

- any advice from CHAL on how to manage a detainee
- the time the Medical Consent Form was sent to CHAL
- the person's Coma Scale Assessment Tool score. If the person appears to be alcohol and/or substance affected, the best verbal response must be assessed and recorded as an observation at least every 30 minutes. If a person's Coma Scale Assessment Tool score changes, custody staff must complete a Revised Post Custody Incident DRA. Refer to **VPM Management of people in police care or custody** for further information
- a person not providing a verbal response for the purpose of the Coma Scale Assessment Tool due to uncooperative behaviour, rather than altered conscious state (refer to **VPM Management of people in police care or custody** for further information)
- issuing or removing a suicide-resistant gown from a person on the direction of CHAL (refer to **VPM Management of people in police care or custody** for further information)
- any visible injury or illness after the person in police custody is lodged, including details of:
 - location, description, and nature of the injury
 - explanation as to the cause of the injury
 - symptoms of the illness
 - medical treatment or advice obtained from CHAL
 - any reasons for delays in obtaining medical treatment or advice
 - details of any treatment given or refused.

- the circumstances of a transfer to hospital directly after arrest in the field, and any information in relation to the admission of a person in police custody who is likely to remain in police custody following treatment.

3.5 *Cell search observations*

Custody staff must record every time a cell search is conducted as an observation under the 'cell searches' category on the Observations tab.

3.6 *Supervisor observations*

- In accordance with **VPM Management of persons in police care or custody**, the custody supervisor must ensure the safety, security, health, and wellbeing of detainees by:
 - conducting regular welfare checks
 - responding to medical or wellbeing incidents and issues
 - escalating any issues that may impact upon the safe management of people in police care or custody.
- All welfare checks of people in police custody by the custody supervisor must be recorded as an observation in the Custody Module under the 'Supervisor' category.

3.7 *Visitors*

- In addition to keeping a physical register of visitors, custody staff must also record all visitors as an observation on the Custody Module. This includes visits by friends, family, legal practitioners, and Victoria Police employees who have contact with, or who are refused access to, a detainee.
- Custody staff must record all details of any visitor including the:
 - full name of the visitor
 - visitor's MNI
 - visitor's identification type and number
 - relationship to the person in police custody
 - LEAP check/intervention orders (IVO)/criminal history
 - goods delivered/refused (if any)
 - search conducted/refused (if any).
- Refer to **VPM Management of people in police care or custody** for further information.

4. Incidents

4.1 *Recording incidents as observations in the Custody Module*

- Custody staff must record incidents as 'observations' on the Observations tab of the Custody Module. This may include any behaviour which threatens the security, good order or management of a police facility, incidents that threaten the safety of any person or may cause loss or damage to property.
- Custody staff must record the following incidents:
 - an assault on members, PCOs or the person in police custody
 - a suicide attempt
 - self-harm including threats and attempts
 - death of a person in police custody

- medical emergency and/or AV attendance
- escape or attempted escape
- incidents that have occurred during transport
- location or use of contraband
- property damage
- a fight or altercation between people in police custody
- use of handcuffs on a person in police custody.

4.2 *Unreported incidents*

Custody staff who become aware of an unreported incident are required to report the incident to the custody supervisor. As soon as possible following the report, custody staff must ensure that:

- the incident is recorded on the Custody Module on the Observations tab
- the risks against any person in police custody involved are assessed and responded to, in accordance with the **Custody risks and recommended actions Practice Guide**
- a Revised Post Custody Incident DRA is completed.

The custody supervisor must, as soon as practicable after satisfying themselves with the management of the incident:

- complete an Incident Fact Sheet (IFS) and, if required, take any necessary action and ensure all relevant notifications are made in accordance with **VPM Management of people in police care or custody**
- ensure PSC has been notified for incidents that meet the criteria under, **VPM Complaints**
- ensure any required action has been completed in line with **VPM OHS incident management**
- where relevant, submit a Person Warning Flag [VP Form 292]. Refer to **VPM Person warning flags** for further information.

5. Business continuity

5.1 *Attendance Module is unavailable*

- Where the Attendance Module is not available, details must be entered using the Attendance Module – Aide Memoire [VP Form PB 34].
- When the Attendance Module becomes available, members or PCOs should ensure the details are entered into the Attendance Module and the Attendance Module reference number is entered into the Form PB 34.
- Where a person is in police custody for parole related offences, refer to **VPM Parole** for notification requirements.
- When a person who is of Aboriginal or Torres Strait Islander descent has been taken into police custody and an automatic VALS notification is unable to be submitted through an Attendance Module record, refer to **VPM Management of people in police care or custody** for alternate ways of notifying VALS.

5.2 *Custody Module is unavailable*

- Where the Custody Module is not available, custody staff must use the Register of

Prisoners – Aide Memoire [VP Form PB 63], and Custody Property Sheet [VP Form 451].

- The Station commander should ensure that Form PB 63 and associated forms are readily accessible by custody staff.
- Hard copies of all types of DRA are available on the Custody Hub. These must be completed in accordance with **VPM Management of people in police care or custody** and emailed to CHAL.
- Where a person is in police custody for parole related offences, refer to **VPM Parole** for notification requirements.
- Where the detainee has a current record on the Custody Module, custody staff should record sufficient details on the Form PB 63 to cross-reference with the custody record.
- Where the detainee does not have a current custody record on the Custody Module, custody staff should complete the Form PB 63 in full.
- Custody staff must ensure that a PIR, printed from the person's custody record, is maintained.
- Custody staff are responsible for updating the Custody Module by transcribing all hardcopy information onto the Custody Module when it becomes available. Form PB 63 and Custody Module entries should be cross-referenced, where relevant.

Related documents

- VPM Management of people in police care or custody
- VPM Police Custody Officers
- VPM Family Violence
- VPM Parole
- VPM Person warning flags
- VPM Searches of a person
- VPM Sexual offence investigations
- Aboriginal and Torres Strait Islander people police care or custody Practice Guide
- Custody risks and recommended actions Practice Guide
- Health advice and guidance for people in police care or custody Practice Guide
- Religious or cultural practice by people in police care or custody Practice Guide

Further advice and information

For further advice and assistance regarding these Policy Rules, contact your supervisor, Custody Capability, State Emergencies and Support Command or visit the Custody Hub on the intranet.

Update history

DATE UPDATED	SUMMARY OF CHANGE	FORCE FILE NUMBER
20/01/2025	New policy issued to replace VPMG Attendance and	FF-240370 3

	Custody Modules.	
06/03/2025	Updates made to reflect integration of Form 1515 into the Attendance Module	FF-268818