

Victoria Police Manual

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Crime and event reporting and recording

Context

Police have a responsibility to investigate all reports of crime. Standards for recording reports of crime and taking crime reports are required to ensure that police carry out this responsibility effectively and consistently. More specifically, this policy ensures:

- police respond to incidents of crime in an appropriate and timely manner
- that a high level of consistency in crime reporting standards is maintained
- compliance with the objectives outlined in the **Crime Recording Policy Statement** and the Victoria Police Crime Recording Standards.

This policy is intended to provide direction and support to members taking crime reports and is supported by the **Crime Scene Services Practice Guide**.

- All incidents reported to police must be recorded as an offence unless there is credible evidence available at the time of reporting to suggest that a crime has not occurred.
- Reports of crime must be taken by:
 - an investigating member attending a scene
 - a member at a station
 - a Protective Services Officer (PSO) on duty at a designated place
 - the Police Assistance Line (PAL).
- Non-crime events reported by members of the public can be recorded by PAL or a member at a station. See section 14 of this policy for more information.
- The completion of crime reports is the responsibility of the member (or in the case of PAL, the Contact Centre Operator) to whom the incident is reported, regardless of the response zone in which the offence occurred.
- General duties members, Investigation and Response members, Supervisors and Crime Scene Officers (CSOs) must be familiar with the Crime Recording Standards and commit to ensuring data quality standards are upheld prior to submitting and/or approving a report.

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Responsibilities and procedures

1. Reporting a crime

A member of the public may report a crime by:

- reporting in person at a police station
- telephoning:
 - a police station directly
 - 000
 - PAL.
- reporting online, through Online Reporting (OLR) functionality.

The process for recording the crime is dependent on the method of reporting; see section 2 of this policy.

2. Responding to a report of crime

2.1 *Report made in person or by telephone to a police station*

The below table steps through the process when a person attends or calls a police station to report a crime:

Step	Action
1	Obtain details of the incident, including whether an offence has occurred
2	Determine if in scope for PAL/OLR. If in scope, the member of the public can be redirected to PAL via 131444 or www.police.vic.gov.au/police-assistance-line-and-online-reporting . See section 2.3 of this policy for in-scope crimes.
3	• Serious/urgent reports Notify Police Communications who will dispatch nearest available unit to attend OR • Less serious/not urgent reports – Enter crime report on LEDR MK2 with as much detail as possible – Advise victim to preserve the scene pending attendance of Crime Scene Services (CSS) where relevant
4	Explain to the complainant that police may not attend the scene (dependent on if the crime reported is considered serious/urgent or less serious and nature of the crime)
5	Obtain all available contact numbers and an email address for subsequent enquiries

6	Ensure the victim is provided with a copy of the Notice To The Victim [Form L1] and a copy of the Victim's Guide if a victim of crime against the person.
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2.2 Call to 000

A member of the public may call 000 in a life threatening or time critical emergency, such as when:

- someone is seriously injured or in danger
- there is serious risk to life or property
- a crime is being committed and/or a further crime may be committed
- someone you suspect has committed a crime is close by or their location is known, and there is an opportunity to arrest the suspect
- witnesses may leave the scene of a crime or evidence might be lost if police do not get there quickly
- a victim is seriously distressed.

The below table steps through the process for when Police Communications take a report of a crime:

Step	Action
1	Obtain details of the incident
2	Obtain a contact number for subsequent enquiries
3	Prioritise seriousness/urgency of report
4	• Serious/urgent reports Dispatch to nearest available unit for attendance OR • Less serious/not urgent reports Dispatch to relevant police station – section 2.1 of this policy then applies

2.3 Report made via PAL or OLR

- Where none of the criteria in section 2.2 of this policy apply, to report certain types of crime, a member of the public may:
 - contact PAL
 - submit a report through OLR.
- Members of the public may also make reports in person or via telephone to a police station. In these circumstances members may take the report or redirect to PAL/OLR in accordance with section 2.1 of this policy.
- The table below outlines which non-urgent crimes are suitable for reporting through PAL/OLR.

Crime type	PAL	OLR
Theft (excluding shop steal and firearms)	✓	✓
Theft (petrol theft)	✗	✓
Burglary	✓	✓
Theft of motor vehicle	✓	✓
Theft from motor vehicle	✓	✓

Property damage	✓	✓
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- The completed online reports are reviewed by PAL/OLR and where appropriate, submitted into LEDR MK2.
- Crimes reported through PAL/OLR must be allocated, managed and investigated in line with **VPM Crime attendance – initial action** and **VPM Crime investigation – case management**.

3. Police attendance at the scene

3.1 Overview

How and when police respond to a report of a crime depends on the seriousness, urgency and type of crime reported.

The evaluation of the seriousness/urgency of the crime will help to determine:

- if attendance is required
- when attendance is required (immediately or at a later/suitable time)
- who attends.

3.2 Attendance requirements

- Depending on the circumstances, police attendance at the scene of a reported crime may be either a primary response (e.g. the nearest available unit) or secondary response e.g. CSS, CIU (Crime Investigation Unit), or a combination of both.
- Although police must attend the scene and take a report in any of the following instances, the type and timing of response is informed/dependent upon the seriousness/urgency of the crime:
 - the circumstances require urgent police attendance
 - the seriousness of the crime warrants immediate police attendance
 - the scene may reveal forensic evidence (e.g. blood/article left at the scene)
 - there is evidence at the scene that needs to be collected
 - the victim is distressed or requests that police attend the scene
 - there is another reason for police to attend the scene (e.g. the incident appears to be part of a pattern of events, there is doubt over the authenticity of the report).
- It is not mandatory for members to attend the scene for the following incidents:
 - property damage
 - theft from a motor vehicle
 - theft of a motor vehicle
 - theft of a bicycle
 - theft – other.

4. Requirement to record a crime and event

4.1 General requirements

- LEDR MK2 must be used to record all Crime and Event Reports, including:
 - crimes against person, property and statute

- events such as family violence, fire, lost property and missing persons.
- There is no requirement to take a Crime and Event Report for the following offences:
 - drunkenness and drunk and disorderly offences committed by adults where these are the only offences alleged and an infringement notice has not been issued in accordance with **VPM Infringement notices and official warnings**
 - traffic offences (except for child cautioning incidents and the following *Road Safety Act 1986* offences: s.64A(1) and fraud offences)
 - any offence where the only action taken is the issue of an infringement notice, except for unpaid liquor offence infringement notices
 - any offence that has occurred outside of Victoria (except offences against s.80A, *Crimes Act 1958*).

4.2 Requirements relating to civil action for a minor assault

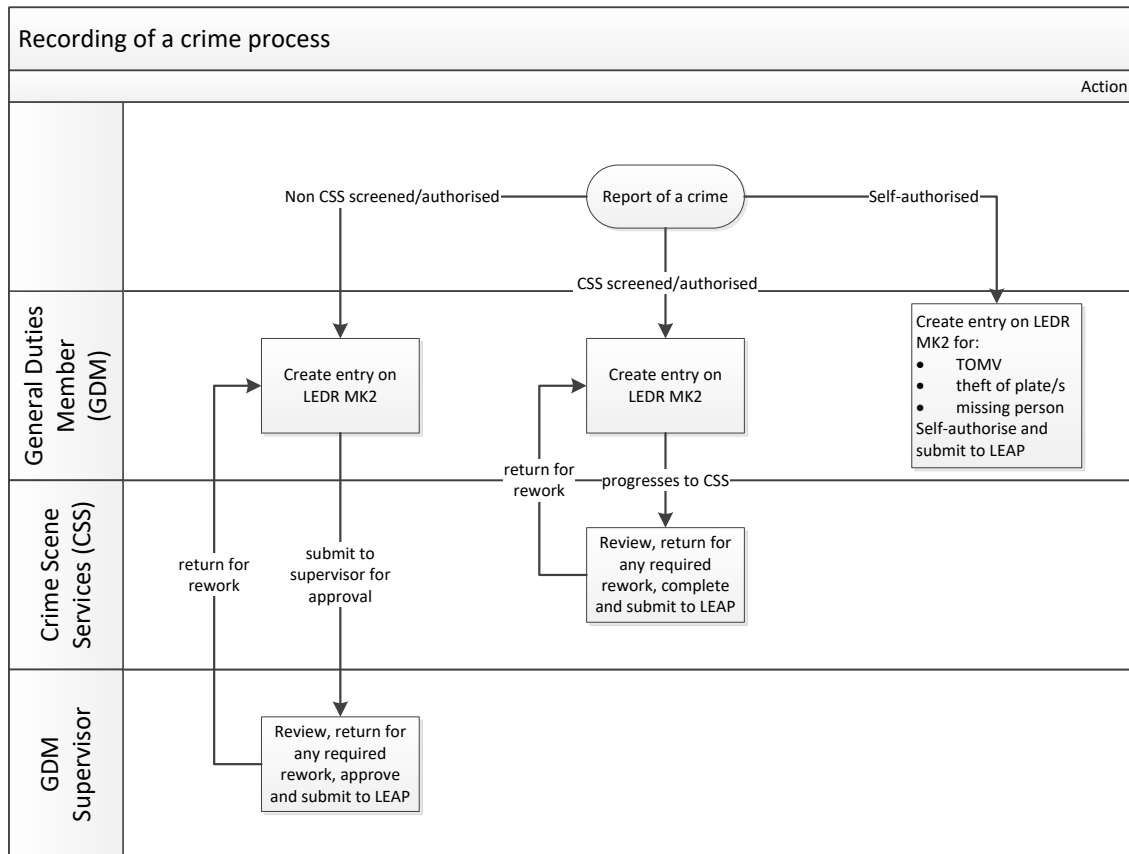
- A member may advise a person they may take civil action regarding a minor assault. A minor assault is where all the following criteria exist, and no sexual assault is alleged:
 - the parties are known to each other
 - the assault was not witnessed by any other person, including police
 - the assault did not result in visible injury
 - there is no breach of the peace
 - the assault is not the result of a family violence incident.
- If civil action is advised the member must submit a crime report on LEDR MK2 with details of the offence recorded in the 'Narrative'. The member must then submit the following to CDEB via their supervisor:
 - Incident Field Report [Form L1]
 - Offence Against Person [Form L2A] with the result as 'Other'.

CDEB will record the result and complete the incident.

5. Process for recording a crime

5.1 Overview

The below table shows who is responsible for the different stages of entering a report on LEDR MK2 and committing it to LEAP.



5.2 Taking initial report - general duties member responsibilities

The general duties member who receives the initial report is responsible for creating a record on LEDR MK2 in the first instance or if within scope, request the reporting person submit a report via PAL/OLR. When recording a crime on LEDR MK2, the member must:

- enter all crime and events into LEDR MK2 by the end of the shift
- complete all the relevant fields before submitting the report, self-authorising the report in the case of a theft of motor vehicle (including theft of number plate/s) or missing person see section 6 of this policy
- add the LEDR MK2 number to the relevant entry on the Patrol Data Return (ePDR) and/or Initial Action Pad [Form 502]
- action all emails/dashboard reminders requesting re-work or follow up of a submitted report
- provide a victim of crime against the person with a copy of the Victim's Guide in accordance with **VPM Victim support** and record this in the LEDR MK2 victim notification details screen.

5.3 Progressing the report

- Recording further details of a crime on LEDR MK2 and the process for committing the record to LEAP depends on whether the crime reported meets the criteria for notifying CSS in the first instance.
- CSS will be notified in the first instance, via LEDR MK2, of the following crimes and screen/authorise the report (see section 5.4 of this policy):
 - criminal damage

- burglary
 - aggravated burglary
 - theft from motor vehicle
 - attempted TOMV
 - theft - other
 - theft of bicycle.
- Crimes that do not meet the criteria for automatic CSS notification remain the responsibility of the reporting member and supervisor. These crimes include:
 - homicide
 - sex offences
 - robbery
 - armed robbery
 - assaults
 - deceptions
 - family violence
 - theft - shop steal
 - missing persons or TOMV/theft of number plate/s (submitted directly to LEAP without supervisor approval or CSS review).

5.4 *Crime reports – CSS screened/authorised reports*

CSS responsibilities

The CSO must:

- ensure the LEDR MK2 report is accurate and sufficient information is supplied in the narrative
- make necessary additions and commit the amended LEDR MK2 report to LEAP, marked as 'Active'
- nominate an investigator or work unit to progress the investigation.

Supervisor responsibilities

Where the CSS has committed a LEDR MK2 report to LEAP, a station/unit supervisor must:

- assign the report to a member for investigation where the CSS or PAL has only assigned a work unit
- reassign reports that require rework to another member if the reporting member is unable to undertake the task due to rest days, leave, etc.

5.5 *Crime reports – Non-CSS screened/authorised crime reports*

Supervisors must:

- select 'Crime Desk – Offences Exclude' on the LEDR MK2 dashboard screen and review and authorise/request rework/follow-up of all recorded Crime and Event Reports, submitted by members in their work unit during each shift
- ensure all crime reports are entered in accordance with the Crime Recording Standards
- when performing duties at an alternative station, update their LEDR MK2 Dashboard to ensure they can view and are prompted to approve any submitted reports from members at those stations

- cross check patrol duty returns submitted and confirm that the LEDR MK2 ID number has been recorded by the relevant member against each incident
- review and authorise all submitted reports in LEDR MK2 within 24 hours of entry into the system. Where this is not practical, reports and authorisation must be completed in LEDR MK2 as soon as practicable
- reassign reports that require rework to another member if the reporting member is unable to undertake the task due to rest days, leave, etc.
- review all reports that have been discarded in LEDR MK2 to ensure this is in line with the Crime Recording Standards. Where a report has been discarded inappropriately, this must be followed up with the member who discarded the report to ensure it is submitted for approval and committed to LEAP as soon as possible. Contact the ICT Service Centre to convert the report back into draft, rework or pending approval status.

6. Direct entry onto LEAP

When a member takes a report of a missing person, theft of motor vehicle/caravan/trailer, or theft of number plate/s they must:

- enter the crime or event on LEDR MK2 as soon as possible
- self-authorise the LEDR MK2 entry for direct submission to LEAP.

7. Recording the investigating member

The employee completing the crime report should record themselves as the investigating member unless any of the following apply:

- they are a PSO
- they are a uniform member, and the investigation will be conducted by a detective
- the incident occurred in another police station's response zone
- they are unable to undertake the investigation as directed by a supervisor.

8. Complaint withdrawn or no offence disclosed/detected

Where a report is classified as withdrawn or 'No offence disclosed/detected' (NOD) the following relevant process should be followed:

LEDR MK2 entry yet to be submitted to supervisor		
Step	Action	Responsibility
1	Record and mark the LEDR MK2 entry as 'Complaint withdrawn' or 'NOD' and submit to supervisor for approval	Member

LEDR MK2 entry that has been submitted to supervisor		
Step	Action	Responsibility
1	Advise supervisor that the complaint is withdrawn or NOD	Member
2	Update the status of the report to 'Complaint withdrawn' or 'NOD' prior to approving	Supervisor

LEDR MK2 entry that has been approved and submitted to LEAP		
Step	Action	Responsibility
1	Update case progress narrative with sufficient detail outlining why complaint has been withdrawn or NOD. Complete Incident Field Report [Form L1] and Form L2A/L2B marked 'Complaint withdrawn' or 'NOD' and submit to a supervisor	Member
2	Review the Form L1 and Form L2A/L2B in conjunction with LEAP incident narrative prior to sending form to CDEB	Supervisor

Exemptions

- Sexual Offence reports – must remain 'active' until section 4.1, **VPM Sexual offence investigations** is complied with.
- Family Violence reports – must remain 'active' until sections 10 and 11, **VPM Family violence** are complied with.

9. Amendments to LEAP records

9.1 *Supplementary reports*

To add supplementary information (e.g. names or property) to a LEAP record the required LEAP form/s must be completed and submitted to CDEB for processing.

9.2 *Appending a LEAP incident*

An existing LEAP incident can be appended using LEDR MK2 to add a sub-incident. Further narrative can be added when adding a sub-incident via LEDR MK2.

10. Recording a crime that occurred outside response zone

10.1 *Another response zone*

- Take and record the crime report in accordance with the general guidelines above.
- Do all possible investigation at the time of completing the report.
- Record the results and any other relevant information in the case progress narrative.
- Notify the relevant CIU or station. Record the notification in the case narrative or the 'CIU notified' field. If notification is by telephone include the receiving employee's registered number.

10.2 *Outside of Victoria*

General

LEDR MK2 reports are not to be taken when the offence has occurred outside of Victoria. Instead, general duties members must:

- conduct initial investigations to confirm the offence took place outside of Victoria
- consult the local Sexual Offences and Child Abuse Investigation Team if a sexual offence is reported
- take a statement from:
 - the reporting person
 - the victim if available

- any available witnesses.
- obtain all available evidence including exhibits (e.g. kidnap or extortion letters, clothing, medical releases and photographs) and lodge in the property store. See **VPM Seized property and special property types**
- complete the Referral of Investigation to Interstate Law Enforcement Agency [Form 1418]. A copy of the form should be attached to the:
 - property record of any exhibits retained
 - investigation file.
- attach a copy of the property record receipt to:
 - all exhibits retained
 - the investigation file.
- forward the investigation file to the Intelligence Collection Liaison Unit (ICLU) for dissemination to the appropriate law enforcement agency.

Exceptions

- Missing person reports must be recorded on LEDR MK2 where the person has gone missing interstate or overseas in accordance with **VPM Missing persons investigations**.
- For fraud matters refer to **VPM Fraud offences**.

11. Motor vehicle theft reports - further instruction

11.1 *Recording theft of motor vehicle – additional requirement*

For the theft of a motor vehicle, the reporting/attending member should invite the owner or authorised agent to sign the 'Authority and Undertaking' on the Vehicle Theft Report (Consent to tow) [Form L005], available to print from LEDR MK2.

11.2 *Recording recovery*

For the recovery of a motor vehicle, engine and/or plate/s, in addition to recording the crime on LEDR MK2 the reporting/attending members must also:

- contact CDEB by phone or MDT email to have LEAP updated
- contact CSS for assessment and attendance as required
- submit a Vehicle Clearance or Interest Form [Form L23].

See **VPM Motor vehicle theft investigations** for further instruction.

11.3 *Reports of theft of a motor vehicle on hire or lease*

Only take a report when either:

- fraud or deception was used in hiring or leasing the vehicle
- 28 days has passed since the expiry of the lease or hire contract between the respective parties. At the time the incident is reported, submit a Vehicle Whereabouts request electronically in the Whereabouts Application (refer to **VPMG Tagging of records to locate suspects or offenders** for further details) and commence initial investigation.

11.4 *Offences incidental to the original theft of the motor vehicle*

If any offences, incidental to the original theft, have occurred, take additional reports as required:

- theft from a motor vehicle:
 - use the 'add sub-incident' function on LEDR MK2 to create a new sub-incident, referencing the existing LEAP Incident Number
 - ensure all items/parts stolen from the vehicle are listed with the best description available.
- criminal or wilful damage:
 - use the 'add sub-incident' function on LEDR MK2 to create a new sub-incident, referencing the existing LEAP Incident Number.
- stolen number plates:
 - complete LEDR MK2 report
 - where plates are later recovered, submit supplementary LEAP report Vehicle – Clearance or Interest [Form L23] for all issued plates, engine or vehicle
 - only return plates to the registered owner after conducting a VicRoads check to ensure other plates have not been issued and submitting a report to that effect to VicRoads
 - otherwise return recovered plates to a VicRoads Registration and Licensing Office, with a brief report of the circumstances.

12. Direct reporting to CDEB

12.1 *Phone in to CDEB for immediate updates to LEAP*

The following should also be reported to CDEB so that LEAP may be updated accordingly:

- recovery details of motor vehicles, engines or number plate/s
- located missing persons.

12.2 *Submission of LEAP reports to CDEB for offender processing*

LEAP reports must still be completed for offender processing, including all:

- Intent to Summons
- charge/continuation of charges
- bail
- caution
- diversion
- official warning
- infringement notice
- Notice to Appear.

12.3 *Work unit managers' responsibilities*

Where it is appropriate to submit LEAP reports directly to CDEB (see sections 12.1 and 12.2 of this policy), the work unit manager is responsible for creating station instructions

for:

- faxing of LEAP reports to CDEB
- checking of faxed reports to ensure a LEAP entry has been made, including the marking of reports with the relevant incident number
- filing of original LEAP reports according to current retention of record instructions and subject to regular inspection.

13. Ongoing management of crime investigations on LEAP

13.1 *Updating an investigation on LEAP*

- Members should directly update the LEAP case progress narrative screen.
- For major complex investigations, a summary outlining the general progress of an investigation may be provided (in the initial entry and ongoing investigation), instead of a complete record, where:
 - recording details may compromise the investigation (e.g. Professional Standards Command investigations, major drug trafficking investigations, homicide investigations)
 - comprehensive initial reporting and updating is impractical (e.g. major fraud investigations)
 - the investigation is being managed on Interpose.
- Refer to **VPM Crime investigation – case management** for further instruction on investigation management.

13.2 *LEAP case progress status*

Supervising sub-Officers are responsible for ensuring that:

- the case narrative is updated as required
- all reasonable enquiries and avenues of investigation have been recorded by the investigating member, considering the nature and seriousness of the offence.

14. Non-crime event recording and reporting

14.1 *PAL/OLR non crime events*

- The table below outlines the non-crime events which can be reported through PAL/OLR.

Non- crime event type	PAL	OLR
Lost property	✓	✓
Located property	✓	✗
Noise complaints	✓	✗
Neighbourhood disputes	✓	✗
General enquiries	✓	✗
Party Safe registration	✓	✓
Absence from residence report	✓	✓

Animal incident	✓	✗
Complaints against police	✓	✗
Contact and messaging service for police stations	✓	✗
Phone calls (prank calls)	✓	✗
Public relations tasks	✓	✗
Public event information	✓	✗
Referral and re-direction of non-urgent matters	✓	✗
Assist police members enquiring on existing reports	✓	✗

14.2 *Party Safe and Absence from Residence*

- Members of the public can complete a Party Safe or an Absence from Residence form through PAL, OLR or at a police station.
- Once completed, the form is automatically emailed to the OIC PBEA of the police station in the applicable response zone.
- Upon receipt of the Party Safe or Absence from Residence notification, the OIC is responsible for risk assessing and tasking to the location and filing the reports in a location accessible to operational members.

Related documents

- VPM Crime attendance – initial action
- VPM Crime investigation – case management
- Crime Recording Policy Statement
- Victoria Police Crime Recording Standards

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
14/08/17	Original publication as part of the VPM Review Project.	FF-103509
12/02/18	Requirement to take crime report 28 days from expiry of hire car lease (previously 14 days), submit Form L13 and commence initial investigation.	FF-099353
29/03/19	Updated to incorporate PAL & OLR	FF-129623
21/10/19	Instrument names amended to reflect updated property management policies	FF-116667
19/02/21	Policy references updated to reflect review of family violence policies and revised sex offence investigations policy	FF-189857

31/10/22	Updated to incorporate reporting of interstate sexual offences	FF-214780
20/01/2026	Updated guidance reflecting introduction of the Whereabouts Application, replacing VP Form L13	FF-277115
23/02/2026	Updated guidance for petrol station staff to report petrol theft using online reporting (OLR)	FF-277936
04/03/2026	Correction to URL to contact Victoria Police assistance line/online reporting	FF-277936