



Employee telephone requests for information

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Overview

Purpose

The purpose of this part of the 'Departmental security' chapter is to prevent the release of information to any person that may be in breach of:

- [Privacy Act 2020](#)
- [Official Information Act 1982](#), or
- [Code of conduct](#) (Section 20, Policing Act 2008 refers).

It covers security measures that Police employees must apply when other employees or people purporting to be Police employees make telephone requests for the release of information from Police sources including:

- Communications and Resource Deployment System (CARD)
- National Intelligence Application (NIA)
- Police Infringement Bureau Information System / Police Infringement Processing System (PIBIS / PIPS)
- MyPolice
- Police files, correspondence and other sources.

Audience

This part of the 'Departmental security' chapter applies to all [Police employees](#).

Code of conduct

The code of conduct is very clear about information that comes into an employee's possession in the course of their duties, which must be treated in confidence and used only for legitimate purposes. In particular, official and personal information must only be released in accordance with applicable legislation and Police procedures, and by employees authorised to deal with requests for information.

Police employees requesting information by telephone

Use these general principles if you are either:

- **the caller:** before considering making a telephone request for information to a Police facility, or
- **the call taker:** managing the receipt of telephone requests for information held by Police.

Exceptional circumstances

Exceptional circumstances exist, when the Police employee requesting the information:

- verifies the information relates to official Police work, **and**
- requires the information urgently, **and**
- is unable to access the information themselves, **and**
- will maintain privacy, confidentiality and integrity of the information sought due to the sensitive

nature of Police work or investigation being conducted.

Dealing with Police employee telephone requests for information

If you receive a telephone call from a person identifying themselves as a Police employee and they make a request for information:

- Exercise caution, as it may be a person falsely purporting to be a Police employee.
- Note any background noises and consider whether they are consistent with the location the caller says they are making the call from.
- Ask questions to verify the identity of the caller as a current Police employee.

If you have any doubts:

- inform your supervisor of the request or
- if your supervisor is unavailable decline the request.

If the caller is positively known to you and you recognise their voice, or you are satisfied that it is a legitimate call from a current Police employee, then consider asking:

- Do you require the information urgently?
- Why is the information needed urgently?
- What is the information to be used for?
- Can you access the information yourself?
- Why can't you access the information yourself?
- Where are you?
- Why are you not making your request for information from a Police station or via Police radio to the Communications Centre?
- What is your call sign?
- Are you 'on duty' or 'off duty'?
- What is the phone number you are calling from?

Note: If the caller is 'off-duty', then the information must not be released, unless the caller's reasons for the request and identity have been verified by your supervisor.

| If you are completely satisfied that... | then... |
|--|--|
| <ul style="list-style-type: none">- the caller is the Police employee as claimed; and- the request for information is urgent and relates to Police work; and- the caller is unable to access the information at their present location; and- the information sought is required for Police work or an investigation being conducted; and- the employee is entitled to the information, | <ul style="list-style-type: none">- for CARD/NIA checks use the caller's QID in the query field- take the caller's telephone number and advise them that you will call back with the information.- obtain the information sought from CARD, NIA, PIBIS/PIPS, MyPolice, Police files or correspondence- call the employee back on the telephone number given and if the same person answers release the information to the employee. |

Printed on : 09/06/2022