

RESPONDING TO POLICE PRESENCE AND POLICE ENQUIRIES PROCEDURE



CONTENTS

1	PURPOSE.....	1
2	SCOPE.....	1
3	PROCEDURE	1
4	RESPONSIBILITIES	2
	Compliance, monitoring and review.....	2
	Reporting.....	2
	Records management.....	2
5	DEFINITIONS	2
6	RELATED LEGISLATION AND DOCUMENTS.....	2
7	FEEDBACK.....	2
8	APPROVAL AND REVIEW DETAILS.....	2

1 PURPOSE

- 1.1 CQUniversity wishes to provide reasonable assistance to police and other investigating authorities and meet its legal obligation to comply with formal requests for assistance from State and Federal Police and the Courts.
- 1.2 However, requests for assistance may include requests for information and copies of University records. This information may include staff or student information of a personal nature ordinarily prohibited from disclosure under the [Information Privacy Act 2009](#) (Qld) or the [Privacy Act 1988](#) (Cwlth).
- 1.3 The University must balance its obligation to provide reasonable assistance to the Police and other authorities with its obligation to not interfere with the privacy of its staff and students except where expressly authorised to do so by law.
- 1.4 To help balance these two competing obligations the University requires staff wherever possible to adopt the following procedure when responding to requests for assistance from police or other investigating authorities including requests for information or documents from the Courts.
- 1.5 This procedure does not intend to circumvent the existing operational procedure in place whereby the University Security Office contacts the police in the case of reporting a crime or any other serious incident on any campus of the University.

2 SCOPE

- 2.1 This procedure applies to all areas, staff and other officers of the University and its wholly owned subsidiaries.

3 PROCEDURE

- 3.1 In all instances where police or other investigating officers enter a University campus to make enquiries, seek records or information, or request assistance in an investigation, they will be directed to the Associate Vice-Chancellor of that campus before any assistance is provided.
- 3.2 In addition, staff will immediately contact the Associate Vice-Chancellor to give notice of the police or other investigating officers . Where possible, the names and contact details for the police officers should be passed to the Associate Vice-Chancellor.

- 3.3 In all other instances where the request for assistance is made either in writing or by telephone, the police officer or other investigator should be directed to contact the Associate Vice-Chancellor before any assistance is provided.
- 3.4 When receiving a request from police or investigating officers, the Associate Vice-Chancellor will refer to the [Information Privacy Policy and Procedure](#) Appendix 4: Requests from law enforcement agencies.
- 3.5 This procedure relates to non-urgent requests for assistance. Staff should provide immediate assistance to the police when responding to an urgent call from the University, staff member, student or member of the public regarding the commission of a crime or in response to a report of an emergency situation where there is danger of injury to any person.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 The Deputy Vice-Chancellor (Student Experience and Governance) is responsible for monitoring, reviewing and ensuring compliance with this procedure.

Reporting

- 4.2 The Associate Vice-Chancellor is to provide a report on all instances of assistance provided to police or other investigating officers to the Deputy Vice-Chancellor (Student Experience and Governance).

Records management

- 4.3 Staff must maintain all records relevant to administering this procedure in a recognised University recordkeeping system.

5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the University [glossary](#).

6 RELATED LEGISLATION AND DOCUMENTS

[Information Privacy Act 2009](#) (Qld)

[Information Privacy Policy and Procedure](#)

[Privacy Act 1988](#) (Cwlth)

7 FEEDBACK

- 7.1 University staff and students may provide feedback about this document by emailing policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Vice-Chancellor's Advisory Committee
Administrator	Deputy Vice-Chancellor (Student Experience and Governance)
Next Review Date	3/07/2021

Approval and Amendment History	Details
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Notes	