

# Key Features

**Incident Registry** provides the means for the user to create and record the details of the incident described by the complainant or person involved.

**Complaint Classification** provides the management with a means of classifying incidents into various classifications for investigation. Not all incidents are classified into Files.

**File Investigation** provides the master screens for reviewing and maintaining the File details. Users and Investigators can:

- ◆ Review the incident details and record File movements
- ◆ Maintain Investigators' details
- ◆ Create or save other objects such as letters, photo images, medical reports.
- ◆ Review and maintain the persons involved and their allegations, interview details.
- ◆ Review and maintain the members involved and the allegations against them, interview details, work status and sanctions.
- ◆ Maintain Case Management Tasks.
- ◆ Review and maintain Event Summaries.

**Case Management** provides the means to create tasks to be performed by staff for completion during the life of the file. Tasks can be grouped to form a recurring list of tasks and assigned automatically by the system for each file created, based on the classification and allegations recorded within the File.

File tasks are assigned to staff and also have the ability to automatically alert the staff member responsible for the task and supervisors if required.

**File Movements** provides a means for moving multiple Files to the same location and recording the history of movements. Files can also be tagged for movement based on a 'Diary Date'. Files can then be retrieved for presenting at court or where required based on the diary date.

**Members Sanctions** provides a means for reviewing the sanctions imposed on the members within a File, or by the history of sanctions imposed on a member, or by the person involved. Various types of sanctions can be imposed such as:

- ◆ Counselling.
- ◆ Admonishment
- ◆ Internal Discipline
- ◆ Penalties
- ◆ Criminal/Traffic Court results

**Multiple Complaints** provides a history of the Files associated to the members with multiple complaint Files substantiated against them.

**Internal Sources** provides a separate module to record and maintain the details of staff informants. These details remain strictly confidential and are limited to only users with the appropriate access. Each Internal Source is provided with an identification number. This number is the only element exposing the internal source to the ROCSID system.

**Internal Messaging** provides a facility for users to send secure internal messages to other users. It's functionality is similar to an email system. This module is also used by the system for sending

alert messages for tasks nearing their completion, alerts associated to Internal Sources and alerts to the system administrators.

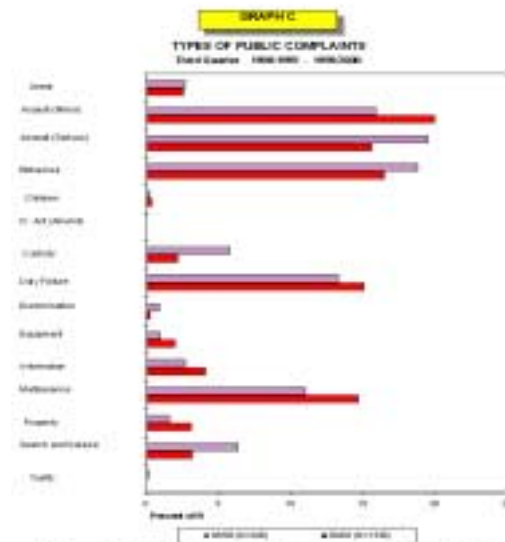
**Probity Checks** provides a means for creating a register and results file of probity checks performed on members for various reasons such as promotions, transfers, resignations and awards. Reports can be either printed or emailed to requesters.

**Housekeeping** provides the administrators with the following options for maintaining the system, users, security, defaults, archiving and other housekeeping type tasks:

- ◆ Personnel maintenance.
- ◆ HRM Transfers - system interface.
- ◆ Specific tables such as Stations, Classification and other code tables.
- ◆ General Codes includes many tables with codes and descriptions.
- ◆ System Variables – Last ID numbers used, default values and other parameters.
- ◆ Suburbs and Post Code lookup table.
- ◆ Security Maintenance for users' File Access.
- ◆ Archiving of old Files to free up disk space.

**ROCSID Reports** -includes over 125 reports for summarizing and detailing information stored within the system. The various types of reports include:

- ◆ Letters automatic merged with data
- ◆ Incident Listings
- ◆ File Details and Summary Reports
- ◆ Investigation Guides
- ◆ Department and District Notices
- ◆ Investigation Progress Reports
- ◆ File Registry and storage Reports
- ◆ Quarterly and Annual Reports/Graphs



Allegations are the number of discrete incidents or issues recorded by investigators during the assessment of the Complaint Unit's statement. They will also generally exceed the number of Completed incidents.