



Minister for Police; Tourism;
Road Safety; Women's Interests

Our Ref: 45-10525

Ms Ros Fogliani
State Coroner
Level 10, Central Law Courts
501 Hay Street
PERTH WA 6000

PERTH CORONERS COURT

- 4 NOV 2014

RECEIVED

Dear Ms Fogliani

Thank you for the correspondence of 17 September 2014, from Ms Dawn Wright, Manager Listings, Office of the State Coroner, concerning the Deputy State Coroner's recommendations contained in the findings from the inquest into the circumstances surrounding the death of Shionah Violet Teneille Carter.

Western Australia Police has reviewed and considered the Deputy State Coroner's report and corresponding recommendations in relation to this matter.

Recommendation 1:

The WA Police Communications Centre include the voice call from 3.21am on 15 August 2010, as a practical case study for 000 call takers to use in their initial training to become 000 call takers. Consideration should also be given to using the call as a refresher case study for call takers in certain circumstances.

This recommendation has been implemented by WA Police Communications Training Unit.

Recommendation 2:

In furthering the development of Computer Aided Dispatch (CAD), WA Police asses it for its capability to include an automated system of electronic alerts, where information relevant to possible dangers at an address, or posed by a caller, can be automatically fed between the CAD job created by a 000 Call Taker, and the 000 Call Taker's screen, via the WA Police Incident Management System (IMS). Alerts should be linked to the confirmed Caller Line Identification (CLI) data (name, address and number) and may include such things as previous domestic violence incidents at the address, or those involving the caller; previous calls from the number to 000 within the last 15-24 hours; violent offences attracting imprisonment (linked to the caller, subscriber, any other names entered into CAD by the Call Taker).

[This system would supplement the current ad hoc reporting of matters of concern by officers external to the Police Communications Centre]. This should be done with a view to the function being implemented to the extent possible within the core functionality of the future system.

This recommendation is currently being explored by WA Police Communications Program Support Unit, Communications Division and the new CAD Project Team.

CAD currently has an address flagged in relation to domestic violence if previously known by Police. Domestic violence alerts are available in IMS, which is currently used by the Call Takers in making inquiries on information supplied by callers and available to frontline officers through Tasking and Data Information System (TADIS).

Registered high risk domestic violence victims are now managed by the 1800 Duress System initiated in September 2014, which relies on CLI information.

I trust this information is of assistance.

Yours sincerely



**JOHN DAY
ACTING MINISTER FOR POLICE; TOURISM;
ROAD SAFETY; WOMEN'S INTERESTS**

31 OCT 2014