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NSW Police Force

**NSW POLICE FORCE
COST RECOVERY AND USER CHARGES POLICY
FINANCE AND BUSINESS SERVICES**

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Summary

- A user charge is defined as “a payment to an agency for a particular good or service that benefits the payee directly”.
- The NSW Police Force has a general responsibility to provide policing services for all people of NSW. User charges cover a wide variety of services provided by the NSW Police Force under cost recovery principles. User charges services go beyond the NSW Police Force general responsibility to the community to promote public safety and protect community interests.
- This policy outlines NSW Police Force user charges services and aims to achieve an efficient, effective and equitable use of scarce public resources by ensuring that the cost of providing these services is passed on to those who derive commercial or other benefits from these services.
- This policy is provided for the information and guidance of all NSW Police Force officers in relation to the provision of user charges services.
- The process of requesting user charges services by NSW Police Force is outlined for the awareness of all NSW Police Force staff and any prospective clients. Information is provided regarding how police numbers and resources required for an event are determined, the terms and conditions of police deployment for an event, and what the process is for dispute resolution.

For NSW Police Force staff involved in user charges events, this document should be read in conjunction with the *‘NSW Police Force Cost Recovery and User Charges Standard Operating Procedures’*, located on the intranet.

This document complements the *‘NSW Police Force User Charges Guide for Clients’*, located on the intranet and internet.

Document Control Sheet

Document Properties

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2.0	2016	CBM	Rural/regional exemptions (Section 5.6)
2.1	02/2019	FABS	Reviewed and updated Commissioner's Foreword and Section 5.1 (to include music festivals)
2.2	10/2019	FABS	Word "LAC" replaced with "PAC/PD", Clause 134 of the <i>Police Regulation 2008</i> updated to clause 144 of the <i>Police Regulation 2015</i> , Section 2 updated with protective services to government agencies, Section 5.4 includes officer safety, Section 5.5 Terms & Conditions are detailed in "User Charges Short Form Agreement", Section 9 attachments/links included
3.0	10/2024	FABS	Review and update of policy, including to reflect Procedures for Corporate Policy Documents and Corporate Procedures template Inserted new section on responsibilities of clients and new section on record-keeping. Additional information regarding dispute resolution added. Additional information regarding risk assessment processes added Removal of references to "Commissioner's Executive Team" and "local football matches in section 'Application for exemption/reduction of user charges for special events' Minor grammatical and formatting amendments

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Commissioner's Foreword

The NSW Police Force administers 'user charges' policing services in accordance with government policy.

There are times when the NSW Police Force are required to provide public policing services that go beyond their general responsibilities to the community, and which help our clients meet both their business needs and their responsibilities to the community.

Recovering this cost from clients ensures that normal policing services to the community can be maintained.

I encourage all of our clients to consider how their activities may impact on public safety and to cooperate fully with police so that their particular interests, and the interests of the wider community, can both be addressed.

Karen Webb APM

Commissioner of Police

Purpose

This policy is in accordance with the NSW Premier's Department '[NSW Government User Charges Policy](#)¹', which references a user charge as "a payment to an agency for a particular good or service that benefits the payee directly".

Event organisers, promoters and select members of the community – not the general community – directly benefit from the public services supplied under user charges arrangements.

The NSW Government has conducted a review of agencies' user charges policies for major and special events and developed whole-of-government guidelines. The '*NSW Government User Charges Policy*' outlines whole-of-government guidelines for the application of user charges for major and special events, ensuring the adoption of a consistent user charges policy across NSW Government.

The scope of the '*NSW Government User Charges Policy*' is for a number of agencies that manage major and special events have user charges policies where event organisers are charged for venue access and various services to stage major special events. The '*NSW Government User Charges Policy*' is primarily concerned with the services provided to major and special events by:

- NSW Police Force,
- Transport for NSW (traffic services only), and
- NSW Ambulance.

The policy provides government with discretion to waive or reduce user charges in recognition of an event's economic, social, cultural, or sporting benefits to the state. It also addresses industry concerns in relation to consistency, transparency, and pricing.

The NSW Police Force has a general responsibility to provide policing services for all people of NSW. User charges cover a wide variety of services provided by the NSW Police Force under cost recovery principles. User charges services go beyond the NSW Police Force general responsibility to the community to promote public safety and protect community interests.

Legislative framework outlines the terms under which NSW Police Force can demand payment for user charges services. The NSW Police Force user charges is a statutory scheme pursuant to:

- Part 11 of the *Police Act 1990*,
- Section 211C of the *Police Act 1990*,
- Section 8 of the *Police Act 1990*, and
- Clauses 144 and 144A of the *Police Regulation 2015*.

The aim of the '*NSW Police Force Cost Recovery and User Charges Policy*' (this policy) is to achieve an efficient, effective and equitable use of scarce public resources by ensuring that the cost of providing these services is passed on to those who derive commercial or other benefits from these services. Section 8 of the *Police Act 1990* describes the Commissioner's ability to enter into commercial arrangements:

(4A) The Commissioner (on behalf of the Crown) may make or enter into contracts or arrangements with any person for the carrying out of works or the performance of services or the supply of goods or materials in connection with the exercise of the functions of the NSW Police Force.

Scope

This policy is provided for the information and guidance of all NSW Police Force officers in relation to the provision of user charges services.

Roles & responsibilities

Commissioner’s Executive Team and Chief Financial Officer	Document approval
Chief Financial Officer	Document sponsor and document owner
Finance and Business Services	<ul style="list-style-type: none"> Review these procedures prior to the scheduled review date and ensure content remains up to date Support sworn staff by answering queries relating to these procedures as they arise
All staff	<ul style="list-style-type: none"> Must comply with this policy alongside the ‘<i>NSW Police Force Cost Recovery and User Charges Standard Operating Procedures</i>’, when arranging and providing user charges services

Definitions

- User charges** - [NSW Treasury](#) defines ‘user charges and service costings’ as a charge for the use of a product or service as per the ‘[Guidelines for Pricing of User Charges](#)²’.
- Open events** - are events that are held in an open environment such as on-road cycling events, fun runs, outdoor concerts, fairs, music festivals, cultural festivals, and agricultural shows.
- Closed events** - are events that are held in a closed environment such as a stadium or within a building such as film and stage premieres.
- Special events** – NSW Police Force provides most policing services free of charge to the general community but there are times when some services go beyond these responsibilities, and clients are charged fees for the benefit of the goods or services provided by the NSW Police Force. A ‘special event’ is an event that requires NSW Police Force attendance to maintain order and safety while a lawful commercial activity is conducted, for example concerts, music festivals, exhibitions, parades and pageants, festivals and fairs, agricultural shows, film and stage premieres.
- Cost Recovery and User Charges Fees Schedule** – is a list of user charge services and fees that apply for the different types of services provided by the NSW Police Force. Guided by NSW Treasury, NSW Police Force sets the price for user charges fees and charges. The schedule is revised annually and published on the [NSW Police Force internet page](#) (public website).

Principles for cost recovery

Fees for user charges services are generally set to recover full cost, in accordance with the NSW Treasury '*Guidelines for Pricing of User Charges*'.

Charges for special events are set to recover only avoidable cost in accordance with the ['NSW Government User Charges Policy'](#). Avoidable costs are those costs that would be avoided by the NSW Police Force if the good or service were not provided. The event organiser is not being charged for overhead costs that would have been incurred in running the non-commercial activities of the NSW Police Force.

Types of police services provided by a cost recovery agreement

NSW Police Force provides the following goods and services under cost recovery arrangements:

- **Special events** - police services for the purpose of maintaining order may be provided for events such as sporting and entertainment events, including fairs, film and stage premieres, exhibitions, music festivals and agricultural shows, whether at closed venues or stadiums, or open events such as on road cycling events and fun runs, or outdoor concerts, and may include services for example crowd and traffic control.
- **National police checks** - provided to check the background of employees, contractors and volunteers and in respect of a visa application.
- **Vehicle and pedestrian traffic management services for escort** - vehicle and pedestrian traffic management services includes activities such as film shoots, escorting a vehicle or trailer carrying a long or wide load, crane operations, traffic signal maintenance, road closures, and building sites. Under Section 208(1)(b) of the *Police Act 1990*, the Commissioner may demand payment for providing an escort for a vehicle or trailer carrying a long or wide load at the request of a person.
- **Supplementary policing services** - "supplementary policing service" is broadly defined in Clause 144(3) of the *Police Regulation 2015*. This service arrangement involves a client requesting additional policing services in designated locations, such as markets or commercial shopping centres, and contributing to the cost of these services. The services are provided by police officers who would not otherwise be rostered for duty and should not involve static guard duty.
- **Information and reports for insurance and other commercial purposes** - police provide information and reports for insurance investigations and assessments.
- **Provision of police officers and props services to the film, television, advertising and media industries** - police resources can be provided to this industry for traffic management duties and for major productions including television shows and commercials.
- **Intellectual property, training, and consultancy** - where there is a specific need for police expertise, NSW Police Force may enter into commercial contracts for the provision of educational or consultancy services. NSW Police Force would need to be satisfied that any such arrangements were appropriate and would not impact NSW Police Force's obligations to provide services to the public and would need to be considered on a case-by-case basis.
- **Attendance for false alarms** – under Section 209 of the *Police Act 1990*, police may charge the owner or occupier of a building \$1,600 for attending false security alarms at non-residential

premises, where there has been more than one false alarm within a 28-day period (provided Section 209 of the *Police Act 1990* has been satisfied).

- **Other services** – NSW Police Force provides a number of other services on a cost recovery basis including:
 - Mounted police
 - Water police
 - Aviation services
 - Dog units
 - Police band
 - Other services include protective security services to the NSW Government such as Parliament House, NSW Independent Commission Against Corruption, the Director of Public Prosecutions, and the Premier’s Department.
- **Other miscellaneous services** - this policy also covers any other services provided by the NSW Police Force where it is appropriate to apply the cost recovery principles as set out in the provisions above.

Major events of state and/or national significance

NSW host a number of events that can be of state and/or national significance or be a community engagement. The NSW Government defines events into five broad event categories, as follows:

1. **Category A - mega events** - one-off events with an international audience that provide substantial economic and social benefits to the state. These events are logistically complex and have significant impact on surrounding areas and the strategic road and transport networks. Extensive government coordination is required. Examples include Olympic Games, Commonwealth Games, Rugby World Cup, and Soccer World Cup.
2. **Category B - hallmark events** - one-off or recurring events that enhance awareness, appeal, and profitability of a destination at a particular time. These events typically have an international and /or national audience and provide significant economic and social benefits. They involve complex logistics and have a high impact of a medium to short term duration on surrounding areas and the strategic road and transport networks. Government coordination involving a number of agencies is required. Examples include New Year’s Eve, and Gay and Lesbian Mardi Gras.
3. **Category C - commemorative or ceremonial events** - one-off or recurring events that celebrate or commemorate significant events/achievements in the nation’s/state’s history. Minimal economic benefits, however significant social and cultural benefits. Impact on the surrounding area and strategic road and transport networks is of a moderate to high level, event logistics are complex and require the involvement of a number of government agencies. Examples include ANZAC Day, Australia Day, ticker tape parades, and state funerals.
4. **Category D - major cultural or sporting events** - one-off or recurring events that generally attract more than 20,000 people and/or have a major impact on the traffic and transport network.

5. **Category E - minor cultural or sporting events** - one-off or recurring events that generally attract less than 20,000 people and/or have an impact on the traffic and transport network. Examples include street fairs, local festivals, and regular season sporting fixtures.

The '[NSW Government User Charges Policy](#)' provides for a classification of user charges into the five event categories, determined by criteria that include economic and business benefits, social and cultural benefits, event impact, event logistics and coordination, event commerce, and relevance to government policy.

An event organiser may apply to the Premier's Department for assessment of an event. Adequate notice should be given to NSW Police Force to prepare its resources for the event to minimise/avoid any delays once a decision is made. Events classified as category A, B or C may be eligible for exemption from all government user charges (see below). Each event will be assessed on its own merit, alongside noting the fact that just because an event falls within category A, B or C, does not automatically mean the NSW Government would sanction the waiving or reduction of user charges.

Most events are major or minor cultural or sporting events and will not be assessed on a whole of government basis. Applications under event categories A, B, or C are to be submitted to the Premier's Department at least six months prior to the event. Applications under category D and E should be submitted to the relevant commander.

Some events of state or national significance may be eligible for whole of government exemption or a reduction of government user charges.

Further details about the NSW Government user charges policy can be obtained from the [Premier's Department and community engagement](#) internet page.

Police services at special events

'Special events' include sporting and entertainment events, and other events where spectators, participants or general members of the public assemble. These events may require NSW Police Force attendance to maintain public order and safety while a lawful commercial activity is conducted.

Special events include, but are not limited to:

- Concerts
- Music festivals
- Exhibitions
- Parades and pageants
- Festivals and fairs
- Agricultural shows
- Film and stage premieres
- 'Fun runs'
- Sporting events (football, cricket, basketball, boxing, tennis, triathlons, golf, etc.)
- Bicycle rides and races
- Motor rallies and races

Section 208(1)(a) of the *Police Act 1990* provides that if a member of the NSW Police Force attends a sporting or entertainment event at the request of the person conducting or organising the event for

the purposes of “maintaining order”, then the Commissioner of Police can demand payment, either as to such amount as prescribed by the regulations or if no amount is prescribed, any such amount as the Commissioner of Police “thinks fit”. Importantly, the key points are:

- There must be a request from the person conducting or organising the event for police to attend the event; and
- Police attendance must be for the purpose of maintaining order.

NSW Police Force cannot demand an amount, under the statutory scheme, in the absence of a request for the police to attend the event or if the purpose of police attendance is not for the maintenance of order. Accordingly, user charges services for special events are:

- Provided on request from a person or organisation conducting or organising the event.
- Provided for events held for a commercial or other benefit.
- Provided to maintain public order.
- Additional to usual local policing services to the community.
- Provided by police employees who would not otherwise be on duty.

Requesting user charges police services

The Police Area Command (PAC) or Police District (PD) providing the service will generally administer user charges and will charge the client for the service as per the [‘User Fees and Charges Schedule’](#).

Advance notice and full details about the service are needed to plan the provision of policing services. NSW Police Force relies on the client to provide timely and accurate details enabling an assessment of policing needs.

When requesting user charges services, the client must provide NSW Police Force with a completed *‘Notice and Request for Services’* form in accordance with the prescribed notice period set out below:

- **For a minor cultural/sporting event - at least 60 days** prior to the event.
- **For a major cultural/sporting event - at least 90 days** prior notice to the event. A major event is one lasting for more than one day, requiring more than ten police, and/or an event that crosses the boundaries of the PAC/PD or which poses unusual risk or logistical challenges.
- **For a major event** as defined in the section on ‘Major events of state and/or national significance’ – **six-monthly or annual planning** cycles required.

NSW Police Force must receive adequate notice period of the event/service. However, the relevant commander can impose a short notice labour rate, which may impact the request on normal core policing duties. Clients should therefore provide a minimum of 72 hours’ notice to police to avoid the short notice rate being applied. This will facilitate providing police with adequate time to plan and roster for the event/service.

The *‘Notice and Request for Services’* form must be completed by the client, including the type of event, description of activity involved, where the event is to be held, and the details police need to assess the implications of the event. In many cases it will be necessary to discuss and assess the need for police services and estimate of number of police officers required at the event. Clients are expected to take likely user charge costs into account in planning and budgeting for their event, such as the setting of ticket prices.

NSW Police Force will provide the client with a 'User Charges Short Form Agreement', which details the terms and conditions under which the policing services will be provided. The client then signs the agreement, and this results in the formation of a binding agreement for the provision of user charges services.

Different charges apply to different types of policing services. A full list of user charge services and fees are contained in the ['User Fees and Charges Schedule'](#).

Recoupment of user charges for special events

The Commissioner of Police is entitled to demand payment under Section 208 of the *Police Act 1990* for services to maintain order where the attendance is at the request of the person conducting or organising the event.

Charges levied by police include the cost of police resources at the event, planning, supervision, transport, and provision of equipment or other resources for the event.

Closed events - in the case of events held in an enclosed stadium or other venue, the charges will include the costs of police deployed for controlling and directing patrons and traffic near venue entrances and exits and at nearby roads, car parks and public facilities and maintaining order:

- Inside the venue, and
- Outside the venue.

Open events - in the case of events not held in an enclosed area, the charges will include the costs of police deployed to:

- Isolate event participants from general public
- Isolate general public traffic from the routes of the event, and
- Maintaining order.

Determining police resourcing for special events

The NSW Police Force will determine the number of police officers required to be deployed to maintain order. The number of police deployed to an event is the **minimum number** to maintain order as required by Section 208 of the *Police Act 1990*, and should be determined from a starting point of the **least** policing resources and number of officers required to achieve this.

Policing levels and resourcing requirements **must be determined on a risk-based approach and always be proportionate to the risk**. The previous experience and/or the previous policing resources and number of officers deployed to an event must not be the sole factors for determining police resources required for user charges services at an upcoming event. Any increase, decrease, or maintenance of resourcing needs to be based on factual evidence and recorded as detailed below³.

The policing requirements including the impact on potential officer safety will be assessed against risk factors associated with the event including, but not limited to³:

- The existing national threat level and environment,
- The size and type of venue and event, and size of the event footprint,
- The type and age group of spectators,
- Facilities available at the venue,
- Availability of alcohol,

- The history of the event and similar events, including any previous issues,
- Emergency management requirements,
- Number of police officers required to ensure effective supervision,
- Private security arrangements and numbers,
- Other risks impacting on the event, including the likelihood of the sale of drugs
- Presence of dignitaries, VIPs, and/or internationally protected persons,
- Time and place of the event (e.g., no single police units are available for some work after dark, some areas may require work in teams, etc),
- Local policing knowledge,
- The need for police resources outside the immediate footprint of the event to manage ingress and egress of pedestrians and traffic.

The Commissioner of Police maintains powers to deploy police to maintain order at events and to demand payment to recover the cost of police deployed. In setting police resource requirements clients shall accept police advice on planning the event and the number of police required. The Commissioner of Police has absolute discretion to set the police resources requirements for an event. Where differences in resourcing requirements cannot be resolved, then either party may terminate the arrangement.

Records and record-keeping

Whilst planning for an event that requires user charges police resources, documents including operational orders and a risk assessment should be created with a view to determine an appropriate number of police required.

Following an event, a SITREP and an after-action report needs to be created, detailing all police interactions and any issues.

These records should be used to assist in the determination of policing levels for subsequent and similar user charges events.

These records are required to be saved and maintained by the PAC/PD responsible for the event on RMS.

Responsibilities of event organisers

The event organiser is responsible for the delivery of an appropriate level of services at an event, including the hiring of appropriately skilled staff to ensure the safety of the community attending the event⁴.

The event organiser is to be advised of the responsibility to work closely with local and state government agencies to ensure the safe arrival and departure of patrons from the event, not just responsibility for the management or control of activities during the event itself. In this regard government agencies, including police, will assess the risks associated with an event and provide advice to organisers as to a sufficient number of staff and resources for the event.

Event organisers are to provide a business case to police outlining the policing resources they are requesting under user charges conditions with a clear justification as to why these resources have been proposed. The event organiser must articulate in writing how risks will be mitigated, both through the use of user charges policing services and with resources beyond the NSW Police Force.

Police must ensure records pertaining to the requested user charges policing resources by event organisers are kept and stored on RMS.

All operators should be requested to provide a document adequately describing what actions have been taken by them to address specific issues (at a minimum) involving:

- Public safety,
- Liquor,
- Parking and traffic management (if applicable),
- Communication and signage,
- Crowd control and evacuation planning, and
- Media planning related to parking and traffic control.

Terms and conditions for police deployment for special events

Terms and conditions for special events are detailed in the '*User Charges Short Form Agreement*', which will be provided along with the quotation, for acceptance by the client.

Commands can enter into period agreements for clients who regularly request user charges police for special events. For longer term or ongoing agreements, the '*User Charges Short Form Agreement*' may not be suitable, and commands should seek advice and/or assistance from the Office of the General Counsel in drafting a suitable agreement to cover this scenario.

Further conditions in relation to use of specialist resources at special events are detailed below:

- A police dog and handler are engaged for services as a team. The fee for a motor vehicle also applies as it is required to transport and contain the dog. Only a certified NSW Police Force handler may work with the dog.
- Mounted police services require the engagement of a horse and an officer as a team. Further, float charges to transport the horses will also be recovered from the client.

User charges invoicing and payment

NSW Police Force can vary terms of payments and request upfront, full, or partial payments. Variations in terms may be applicable to the clients who are new to the NSW Police Force or who have an unfavourable payment history, demonstrate inability to finance the event, or forecast a considerable financial loss for the event.

Within seven working days of completion of services, the client shall receive a tax invoice along with a '*Final Statement for Services*' from NSW Police Force.

Payment for police services shall be settled within 30 days after the receipt of a tax invoice. This term may be varied at the discretion of the Commissioner by providing reasonable notice before the event in writing to the client. If any part of the charges is not paid, the balance owing may be recovered by the Commissioner in any Court of competent jurisdiction as a liquidated debt together with interest calculated in accordance with relevant legislation.

Application for exemption/reduction of user charges for special events

Applications for exemptions or reductions of user charges shall be made to the PAC/PD at the same time as the coordinator is given notice of the event and consideration for request for services.

The applications for exemptions or reduction of user charges can be made through the '*Application for Exemption or Reduction of User Charges*' form, which is available on the NSW Police Force internet site, along with the '*Notice and Request for Services*' form.

An exemption could be applied for agricultural shows, rural field days and local community events in the Western Region, Southern Region, and Northern Region. This concession is provided to give support to rural and regional communities.

A general exemption applies for any event that can be easily policed using personnel ordinarily on duty at or about the location of the event. The PAC/PD commander will usually make this determination. When the general exemption does not apply, the organisation and the event must meet the following criteria to qualify for an exemption or reduction in charges.

Full exemption of user charges

A 100% exemption for user charges applies where an event meets **both** the organisation and event criteria as follows:

Organisation criteria

- The body organising the event is authorised to collect donations under the *Charitable Fundraising Act 1991*, or it is an incorporated non-profit community organisation, and
- Has insufficient reserves or resources to meet the costs.

Event Criteria

- The event is free of charge to spectators; and
- The event is conducted solely for the benefit of a charitable or community organisation and not conducted in whole or in part for the commercial gain of the organiser or commercial sponsor.

Reduction in user charges

A 50% reduction for user charges is applicable when:

- The client meets the organisation criteria but not the event criteria; or
- The client meets the event criteria but not the organisation criteria: or
- The event is sponsored (cash and/or in-kind support) by a NSW Government agency and the event may not be economically viable if full user charges are levied.

An organisation may be required to prove its charitable or not-for-profit status by means such as presenting certified copies of a certificates issued under the *Charitable Fundraising Act 1991* and the articles of association (constitution) of the organisation.

In order to prove an organisation's inability to pay and claim the reduction, client needs to present copies of audited accounts for all the previous financial year's operations of the organisation and the financial plan for the event being organised, including details of all cash reserves, administration costs, income streams and funds to be raised in conducting the event, including sponsorship (cash and/or in kind), ticket revenue, royalties, sale of rights or any other sources.

Review of exemption or reduction decision regarding amount payable for user charges

If the client is not satisfied with the decision of the NSW Police Force as to the amount payable for police attendance at a special event under Section 208(1)(a) of the *Police Act 1990*, they can apply for an internal review of this decision under Section 53(1) of the *Administrative Decisions Review Act 1997*.

An application for internal review should be in writing, addressed to the NSW Police Force PAC/PD commander or region commander, and should be made within 28 days of the decision. A member of the Corporate Services staff or the region commander responsible for the PAC/PD where the services were requested will review the original user charges decision in accordance with legislation and this policy and communicate the decision. The internal reviewer must be a person who was not substantially involved in the original decision as to the amount to charge.

If the client is not satisfied with the outcome of the internal review, they can make an application for administrative review of the decision in the NSW Civil and Administrative Tribunal.

Resolution of disputes

Where the expectations of the requesting event organiser or the NSW Police Force are not being met in regard to the proposed number of officers supplied or policing resources required, the matter should be resolved by referring the matter as follows⁵:

1. **First to the PAC/PD commander** within the PAC/PD where the user charges coordinator operates or where the event is being held.
2. All parties are required to articulate their position and make best efforts to reach an agreement that ultimately is in the best interests of community safety and the safe conduct of the event.
3. If agreement cannot be reached on the officer numbers or policing resources, the matter is to be referred to **the region commander** for the event area.
4. If agreement cannot be reached on the officer numbers or policing resources at this point, the matter is to be referred to the **Commander, Police Transport and Public Safety Command**, who will provide a final decision on the advice of the Major Events Group.

If an event is being coordinated by a region office rather than at a PAC/PD level and a dispute resolution is required, the escalation in the first instance would be to the **region operations manager**.

Dispute resolution correspondence must be provided in writing by all parties and must be based upon provision of resources according to the fundamental principles of risk mitigation. If the event organiser is seeking a reduction in proposed officer numbers or policing resources, **they must articulate in writing how risks will otherwise be mitigated**.

Records in relation to this correspondence should be retained in accordance with the section of this document entitled 'Records and record-keeping'.

Other occasions requiring user charges (excluding special events)

Section 208 of the *Police Act 1990* also entitles the Commissioner to levy a charge in respect of the following services:

- Where, at the request of a person, NSW Police Force provides an escort for a vehicle or trailer carrying a long or wide load, or
- Where a member of NSW Police Force provides any information to a person, at the person's request, in respect of a visa application.

Terms and conditions of police deployment

Terms and conditions for vehicle and wide load escorts are detailed in the '*User Charges Short Form Agreement*', which will be provided along with the quotation for acceptance by the client. Commands can enter into period agreements for clients who regularly request user charges police for wide load escorts. For longer term or ongoing agreements, the '*User Charges Short Form Agreement*' may not be suitable, and commands should seek advice and/or assistance from the Office of the General Counsel in drafting a suitable agreement to cover this scenario.

The client may be liable to pay for travelling and accommodation expenses for wide load and other transport escorts at current award entitlements and rates.

Supplementary police services

Terms and conditions for supplementary policing services are outlined in the '*User Charges Short Form Agreement*,' which will be provided along with the quotation for client acceptance. Periodic agreements can be made for clients who regularly request supplementary policing services.

Supplementary policing services may include:

- Crane operations,
- Interviews with police,
- Film shoots/policing at film locations,
- Road closures/traffic management not related to special events,
- Traffic signal maintenance,
- Public safety at building sites and managing public access to operations and equipment,
- Miscellaneous commercial arrangements requiring police services,
- Intellectual property, training, and consultancy.

These services may involve:

- Mounted police
- General duties officers
- Water police
- Aviation services
- Dog Unit
- Police Band

Note on supplementary policing

Supplementary policing, as defined by Clause 144 of the *Police Regulation 2015*, refers to services provided by a police officer who is not otherwise rostered for duty. The Commissioner of Police can charge for such services when:

- the services are provided at the request of the person, and
- the services are provided in accordance with conditions agreed between the Commissioner and the person.

Termination - either party may terminate a supplementary policing arrangement with 14 days' written notice or an earlier agreed date. No compensation is payable by either party upon termination, but the client must pay for any services already provided.

Minimum period - generally, a minimum of two months should be negotiated for supplementary policing services, though shorter periods may be agreed upon for specific events like special sales or promotions.

Minimum hours - a minimum of one hour per officer is charged for each supplementary policing shift.

Officer requirement - at least two police officers must be assigned per shift to ensure adequate backup in challenging situations.

Restrictions – NSW Police Force will not provide supplementary policing solely for licensed premises, registered clubs, or casinos unless these services benefit a broader community area.

Council agreements - supplementary policing arrangements with local councils are contingent upon the council's assurance that these services do not replace activities the council should provide.

Priority - if NSW Police Force cannot meet the demands of two or more organisations interested in supplementary policing, then it should provide the services that it assesses will provide the greatest benefit to the community (e.g., preference might be given to the provision of supplementary policing in higher crime areas).

Static guard duty - supplementary policing services do not include static guard duty.

Change requests - requests to change the area, timing, or number of officers for supplementary policing should be considered within 21 days, unless impractical due to operational, resourcing, or safety issues. Disagreements may result in termination of the service.

Terms and conditions for general commercial services

Cancellation/postponement - if a client cancels, postpones, or reduces services due to breakdowns or delays after police have started duties, the client will be charged for the time police spent arriving, vehicle and equipment costs, a one-hour minimum charge, and return time.

Note provision of police officers, props and locations for the film and television industries:

- **Start-up cost** - the minimum start-up cost for equipment, vehicles, aircraft, or watercraft is three hours plus the cost of recommended police officers/operators. Jobs extending beyond three hours will incur additional charges.
- **On-camera appearances** - appearances of police officers on-camera require approval from the Executive Director, Public Affairs Branch. For more details, refer to the [Media Policy](#).

- **Operation of vehicles and equipment:** - only certified NSW Police Force officers may operate vehicles and some operational equipment. Unauthorised persons are not permitted to operate or drive NSW Police Force vehicles.
- **Filming at NSW Police Force locations** - a minimum of two police officers will be required for filming at NSW Police Force locations. Their duty will span from the start of the film setup to the completion of site cleanup. NSW Police Force reserves the right to hire professional cleaners at the client's expense if the site is not cleaned within 24 hours of filming.
- **Operational disruption** - filming at operational or non-operational premises must not interfere with any police operational requirements.

Related Links

- [NSW Police Force public website](#) – including application forms referenced in this policy (also attached below) and the 'User Fees and Charges Schedule'.
- [Police Act 1990](#)
- [Police Regulation 2015](#)
- NSW Treasury – [User Charges and Service Costings](#)
- [NSW Government User Charges Policy](#)
- NSW Police Force User Charges Guide for Clients

Forms

- Form 1 – '[Notice and Request for Services](#)' form – to be used for all user charges requests, excluding transport escort services and supplementary policing
- Form 2 – '[Notice and Request for Transport Escort Services](#)' form – to be used for transport escort services only
- Form 3 – '[Notice and Request for Supplementary Policing Services](#)' form – to be used for supplementary policing services only
- Form 4 – '[Application for Exemption or Reduction of User Charges](#)' form – to be used only if considered appropriate as per criteria in this policy
- '[New Customer Credit Application](#)' form – to be completed by clients requesting user charges services for the first time

Endnote references

¹ NSW Government user charges policy - [NSW Government user charges policy | NSW Government](#)

² NSW Treasury. (2001). Guidelines for pricing of user charges. Office of Financial Management, NSW Treasury. [TPP01-02 Guidelines for Pricing of User Charges \(nsw.gov.au\)](#)

³ Additional information included regarding how the fundamental principles of risk should be relief upon to determine officer numbers and policing resources required for a user charges event. [D/2024/1085492]

⁴ New section inserted regarding responsibilities of clients for transparency and clear delineation of responsibilities for both clients and the NSW Police Force. [D/2024/1085492]

⁵ Additional information added regarding dispute resolution, including a clear and consistent escalation pathway for appeal processes. [D/2024/1085492]