

Amendments to the AFP Act and other legislation reform

The *Australian Federal Police Legislation Amendment Act 2000* provides the vehicle by which the AFP reform program may now be fully implemented.

The outcome is a unique employment regime, which provides a platform for the AFP to meet the challenges of a rapidly changing environment, while ensuring that community confidence in the organisation is maintained.

There is now a clear distinction between the Commissioner's command and employment powers. This will enable the development of a more flexible management culture and support the implementation of employment reforms within the AFP, whilst preserving the distinct nature of the AFP as a disciplined force.

There is a growing need to review what the AFP can investigate under the provisions of existing legislation and the kinds of crime that criminals can carry out using technology.

In consultation with other agencies and the Attorney-General's Department, the AFP is responding by identifying key issues for legislative action.

Legislative changes which impacted on the AFP's business during 1999–2000 included the following:

- Schedule 2 to the *Telecommunications (Interception) Amendment Act 2000* was passed by Parliament and amends the *Telecommunications (Interception) Act 1979*. The amendments will obviate the need for separate warrants when a particular suspect utilises multiple telecommunications services.
- The *Migration Legislation Amendment Act 1999* made reference to the people trafficking offences in the *Telecommunications (Interception) Act 1979* to provide a legal basis for the use of interception devices in relation to those offences, in certain circumstances.

External scrutiny

The AFP is subject to scrutiny via reports by the Auditor-General, Estimates Hearings and other Parliamentary Committees of Inquiry. Details of these can be found in Appendix 4.

A mechanism has been established to ensure all Auditor-General Reports are reviewed for relevance to the AFP and detailed attention as may be necessary.

The ANAO has indicated that it no longer intends to undertake a major performance audit of human resource management in the AFP. Instead it is possible that the AFP will become a member of the steering committee for the development of a 'Better Practice Guide re Workforce Planning'.

Service charter

The *Australian Federal Police Service Charter for the Australian Community* was implemented in June 1998.

During the development of the service charter, performance measurement in the AFP was in its early stages. Consequently, the standards listed in the charter are somewhat 'generic' and are difficult to measure effectively.

Opportunities to improve service delivery to client agencies have been identified through such means as the annual cycle of stakeholder consultations and the first national AFP client satisfaction survey.

Information from the client satisfaction survey is currently being fed into business planning and re-engineering processes, and will refine standards for future service delivery.

The findings of the survey have provided baseline data to measure performance improvements over time, as well as a means of prioritising and implementing changes based on the clients' perspective, rather than the AFP's own judgment.

A range of strategies designed to improve the quality of AFP service delivery have been developed.

Improvements in business practices are being implemented, especially in regard to providing better and more responsive communications with clients.

The AFP has negotiated a number of service agreements with client agencies and has been careful to ensure that the targets and performance standards set, are both realistic and achievable.

The AFP has responded to the criticisms identified in the client satisfaction survey and has set performance targets in line with agency expectations.

In some instances, the AFP has set more stringent performance targets than required.

Procedures are now in place so that agencies will be informed of the acceptance or rejection of their referral within 21 days rather than the 28 day period as specified by the *Fraud control policy of the Commonwealth*.

The AFP has not received any complaints directly as a result of the service charter. However, there are a range of mechanisms in place which allow clients to make a complaint.



Clients can complain directly to the AFP or the Commonwealth Ombudsman, either by letter, telephone or in person.

The Commonwealth Ombudsman and the AFP have joint responsibility for the investigation and management of complaints.

Information on 'what to do if you have a complaint' is now available on the AFP Internet site.

Financial performance

The 1999–2000 audited statements are at page 94. The AFP finished the year with a small operating deficit of \$0.8 million. This included an abnormal AFPAS expense of some \$34 million (across all outcomes) that was not anticipated at Budget 1999–2000. The Government also injected \$50 million in equity to meet the cost of the AFPAS liability.

The 1999–2000 financial year was the first accrual budget under the outcomes and outputs framework, which also included the introduction of agency banking. As such, it is the first year upon which we can benchmark financial performance in terms of cost-effectiveness. In view of these unique issues, 1999–2000 is not a reliable year to use to benchmark future financial performance.

The AFP 1999–2000 outcome structure did not reflect best practice when compared to other Commonwealth agencies. It also had little historical data for comparisons. This resulted in several teething problems, largely in two areas: outcome and output structure, and attributing expenses to the appropriate codes.

The AFP was one of the first agencies to adopt an outcome and output structure. Under the former cash appropriation arrangements in 1998, the AFP was essentially a one line, running cost agency with three operational programs.

The five outcomes and 19 output groups initiative adopted has proved to be too complicated for effective internal management or external accountability. The complexity of the initial outcome and output structure and an initial lack of appreciation of its significance for system requirements led to unreliable attribution of costs. The quality of coding costs was initially quite poor but improved markedly during the year.

However, initial lack of compliance and the impact of the \$34 million abnormal AFPAS item has led to costs being attributed to inappropriate areas. Care however needs to be taken when considering the cost of an outcome. Decisions in relation to the level of cost-effectiveness are also difficult.

To avoid a recurrence of this anomaly, the AFP (after consultation with several other bodies) has set in place a more appropriate outcome and output structure together with appropriate monitoring and controls to ensure consistency and accuracy of data for 2000–01.

Risk management

The AFP's fraud prevention methodology is based on recognition of the value of risk management.

The 1999–2001 *AFP Fraud Control and Anti-Corruption Plan* was developed after a thorough analysis of threats and consequences of fraudulent and corrupt practices. Consequently the plan reflects the risks identified in the risk assessment process and aims to both rectify shortcomings and reinforce existing controls found in that process.

The Commissioner's *Health and Safety Plan 1998–2001* also provides a link to risk management when it says:

“We recognise, however, that much can be achieved by systematically applying risk management principles to our work and continuously improving the way we do business, and by monitoring and reviewing our processes and practices to ensure the health and safety of our people wherever possible”.

Work has started on a plan that will show how all the agency's detailed strategies – including the Fraud Control Plan, Business Continuity Plan, OH&S guidelines and Contract Management – work together to reduce the impact of risk to the operations of the AFP.

Human resources

Despite the AFP's improved funding levels and new IT infrastructure, it is recognised that it is the organisation's people and their levels of motivation, skills and productivity that determine the AFP's success. A clear commitment was given during the reporting period to continue to improve the organisation's people and work practices to achieve a culture of high performance.

The development of the certified agreement identified a range of inefficient work practices, some of which have been resolved by the agreement itself, but all of which will require improvements in people management practices.

To achieve these improvements, in 1999–2000 the AFP finalised a number of integrated strategic people management reforms, including:

- A re-engineered structure that is flexible and teams-based. Principal functional streams are now defined and requirements for particular roles can be clearly articulated due to the introduction of a work value tool.
- A revised remuneration strategy, with a 22 grade salary spine in lieu of broad banding, the introduction of composites that subsumed the majority of allowances and overtime/penalties, and salary packaging options. Employee recognition and reward strategies were also improved through the introduction of a bonus system and more flexible advancement options, while a deployment assistance allowance was introduced to off-set the costs of deployment to high-cost locations.
- Improved workforce management and deployment practices to maximise operational responsiveness and support AFP initiatives.
- Development and implementation of a national policing competency framework that realistically reflects requirements for policing functions and facilitates recognition of employees and their credentials.

An overview of staffing levels is contained in Appendix 5.

Review of service delivery

In January 2000, a major review of human resources service delivery was undertaken. This included a benchmarking exercise that spanned private and public sector organisations both here and overseas. The outcome sought was more professional, integrated, cost-effective and contemporary services that directly contribute to the achievement of AFP business outcomes.

The review findings were implemented from May 2000. Subsequent action has included a number of service delivery reforms, such as:

- A more strategic, business-aligned and timely approach to human resources.
- Procedural changes to reduce levels of central monitoring or control, including devolution of principal accountability and responsibility for day-to-day people management to line managers.
- Greater emphasis on customer service and satisfaction.
- Streamlining and segregation of personnel and pay services, through shared service centre delivery, or outsourcing where identified as appropriate through market testing and within the agreed risk management construct.

The focus in 2000–01 will be on the establishment of local business services groups in each of the AFP's area offices to deliver integrated people strategy, finance, business planning, health and safety and work-life diversity services.

Performance management

The employment management plan (EMP) system was introduced during the reporting period, with the Brisbane office being the first to pilot the new system.

The EMP is a unique electronic performance management system that simplifies the process of setting objectives and providing feedback. It links the individual's objectives with the area business plan, their role profile and the requirements for the role. Development activities are also planned, monitored and prioritised through the EMP system.

A quality assurance mechanism has also been implemented with the introduction of an EMP audit process that will monitor quality and compliance levels by all staff and report outcomes to general managers.

At the time of reporting, 1987 people had been trained in the use of the EMP system, with training sessions occurring in each area office, Coffs Harbour, Newcastle and Hobart, as well as for outposted staff in the NCA and AIPM. Reaction by staff was favourable.

A two-day module was delivered in conjunction with EMP systems training to ensure that team leaders had the requisite skills to manage the EMP process.

At the close of 1999–2000, 280 team leaders had been trained. Further training will occur in Melbourne and Brisbane.

Performance standards

The performance standards group (PSG) was an initiative developed by the AFP to assist in monitoring the EMP processes and ratifying the recipients of the performance bonus. It provides all employees with a consistent and enhanced performance review mechanism.

The establishment of the PSG was endorsed by the national management team and is supported by all general managers and the AFP Association.

During the 1999 calendar year, \$1.2 million was allocated for performance bonuses intended for 1146 personnel. The PSG will conduct 139 bonus reviews that may or may not ratify the ratings given to those personnel.

Remuneration of senior executives

Responsibility for determining terms of appointment, salaries and special conditions for senior executives of the AFP is vested in the Commissioner of Police.

These matters are considered annually by the Commissioner in consultation with each senior executive having regard to the particular senior executive's role, responsibilities and performance in meeting the AFP's corporate objectives.

Where, as a result of those discussions, any adjustment to a senior executive's remuneration package is considered appropriate the Commissioner will formally enter into an agreement with the senior executive.

All senior executives of the AFP are in agreement arrangements with the Commissioner.

Industrial democracy

Following an extensive negotiation period, AFP employees endorsed a new certified agreement, with results of the poll announced in November 1999.

More than eight in every 10 staff eligible to vote participated in the ballot, with 2249 votes cast. Of those, 1410, or 63 per cent, were in favour of the conditions as set out in the new agreement.

Key health and safety principles that underpin all areas of work practice were promulgated in the agreement. A disputes avoidance mechanism was established, and a Board of Reference created under the *Workplace Relations Act 1998*, with dispute resolution powers.

Termination of AFPAS

In anticipation of proclamation of the *Australian Federal Police Legislative Act 2000* and implementation of measures contained in that legislation to abolish compulsory fixed term appointments and remove the requirement for sworn members to retire on reaching age 60 and unsworn members on reaching 65, employees of the AFP agreed to terminate the associated Adjustment Payment (AFPAS) and Cessation Payment schemes.

As a result of this agreement all entitlements under these schemes ceased to accrue from January 6, 2000 and all employees were provided with a number of choices regarding the manner in which they accessed their entitlement. The cost of implementing this aspect of the certified agreement is estimated at \$105 million over those years.

Health and safety

The AFP is bound by the provisions of the *Occupational Health and Safety (Commonwealth Employment) Act 1991* (OH&S Act) and the *Safety, Rehabilitation and Compensation Act 1988* (SRC Act).

The National Occupational Health and Safety (OH&S) Committee, flagged in last year's annual report, was reconstituted during the reporting period with new terms of reference and membership.

The committee has been established to assist the AFP to focus on the strategic importance of Health, Safety and Rehabilitation, to monitor the AFP's performance and to facilitate communication on OH&S issues.

During the reporting period, selected areas throughout the AFP were subjected to an audit by Comcare Australia, as part of their planned investigation program.

While the audit revealed the AFP exhibited a high degree of commitment to OH&S, it indicated that more work was needed on the implementation of policy and procedures within the organisation. To this end, OH&S work and action plans have been developed for 2000-2001 in an effort to more fully meet legislative requirements.

Thirty-three incidents were notified to Comcare Australia under Section 68 of the OH&S Act.

There were no provisional improvement notices issued by health and safety representatives and the AFP was not subjected to any notices issued by Comcare Australia during the reporting period. One reactive investigation was conducted by Comcare, however.

Members of AFP contingents serving in East Timor have been given entitlements to certain benefits under the *Veterans' Entitlements Act 1986* (VE Act).

Discussions have been held between the Department of Veterans' Affairs and Comcare Australia to clarify the relationship between entitlements to compensation and rehabilitation under the SRC Act and entitlements under the VE Act.

Recruitment

During 1999-2000, the AFP faced a potential loss of up to 1200 personnel as their fixed term appointments came up for renewal. The certified agreement and the Government agreement to end AFPAS were major strategies to avoid that result in the Olympics year. However, the AFP also brought forward its 2000-01 recruiting strategy as a hedge against a higher than normal attrition rate.

A total of 368 new recruits were accepted in the AFP in the 1999–2000, an 18 per cent increase over the previous year.

The major emphasis in recruitment was targeted to assist the AFP in delivery of priority operational outcomes, including the continuing work of the Avian strike teams and special events obligations including the Olympics.

In addition, there were 125 employee appointments, and continued work to civilianise roles within the AFP to enable federal agents to occupy roles that utilise their sworn powers.

As part of the wider human resources reforms, a review was conducted of the AFP's recruitment and selection practices for filling above-base vacancies. The review took into account the AFP's new certified agreement and the provisions of the *AFP Legislation Amendment Act 2000*. The aim of the review was to introduce more efficient, contemporary, streamlined and devolved recruitment practices.

Attrition

As at 30 June 2000 the AFP workforce numbered 2890, with the gross attrition rate running at 10.25 per cent (8.59% for sworn and 15.24% for unsworn).

There are a number of factors that contributed to increased attrition in the reporting year.

Firstly, the previous years' attrition rates around seven per cent were artificially low because of the AFPAS limitations on early exits.

Also, separations from the AFP are a result of commercialisation of some areas, the abolition of compulsory fixed term appointments, removal of age retirement limits; the abolition and pay out of AFPAS, and targeted workforce reprofiling.

The ability to attract, satisfy and retain high-performing people

A revitalised recruitment strategy is an important complement to the AFP's more flexible employment framework, in enhancing opportunities for lateral and vertical mobility and hence facilitating the attraction and retention of skilled employees.

A good indicator of the efficacy of this strategy is the 55 per cent increase in vacancies advertised for transfer or promotion (310 for 1999–2000, as opposed to 200 in 1998–99).

Attraction and retention will also be assisted by the introduction of recognition and reward schemes, including the bonus system.

However, the number of federal agents leaving the AFP is much less than would have been expected under the previous fixed term appointment and AFPAS arrangements.

Learning and development

The AFP has implemented a faculty-based, university-style education system to support delivery of a wide range of programs.

The faculties currently in place include Corporate, Intelligence, International, Investigations, Leadership and Management, Legal, Tactical, Research and Development, and Surveillance. A Forensic Faculty is soon to be established.

Learning and development activities throughout Australia are coordinated and supported by regional training teams.

The establishment of the Student Administration Centre (SAC) at the AFP College has streamlined the process of enrolment, maintenance of academic records and scheduling and coordination of programs. The SAC works closely with regional training teams, operations coordination centres and human resource managers throughout the AFP to determine organisational and individual priorities for training and development.

There are currently over 40 nationally and internally accredited programs available. An additional 11 leadership and management units of study were offered to AFP participants through Open Learning Australia. New programs in financial investigations, leadership and management, intelligence, computer crime, electronic and Internet crime and others are also under development.

During 1999–2000, there were 4300 enrolments in AFP training programs. These included:

- 2003 AFP participants on internally accredited programs
- 143 AFP participants on nationally accredited programs (excluding new agents)
- 311 external participants on nationally accredited programs
- 370 new agents enrolled in the Diploma of Policing
- 18 participants enrolled in the New Agent Placement Program
- 1517 AFP participants who attended a variety of non-accredited workshops.

The flexible approach now being utilised by the Faculties to deliver learning packages ensures that participation in programs does not unduly impact on the workplace. The delivery mechanisms available include formal classroom, workplace, distance and on-line learning. Participation has been offered to AFP international liaison officers serving overseas and other Commonwealth and State agency personnel.

Requests for the AFP to develop and deliver training to international agencies throughout the Asia-Pacific region have increased significantly in the past twelve months. In order to meet the demands from these agencies to deliver training across a broad range of areas, an International Faculty was established to coordinate the requests, oversight delivery and maintain quality of the programs.

In May 2000, the AFP College successfully underwent a review of its Registered Training Organisation status by the ACT Accreditation and Registration Council. This review confirmed the status of the AFP College to deliver nationally accredited training programs to the level of Diploma for a further two years.

Advertising and market research

In 1999–2000, the AFP spent \$360,111 on advertising, which included new agent positions, general vacancies and market testing. The client satisfaction survey was conducted at a cost of \$18,650.

Commercial support

The AFP's Commercial Support Program (CSP) has resulted in significant monetary savings, increased service levels and the re-deployment of staff to higher priority functions due to its market testing activities.

In recognition of these achievements, the Department of Finance and Administration recently described the AFP as a 'strong performer' in the area of competitive tendering and contracting.

Specific achievements include:

- Savings of \$4.4 million over five years as a result of the records management contract.
- Savings of \$450,000 per annum through the facilities management contract.
- Savings of \$860,000 over five years as a result of the catering and accommodation contract.
- Savings of \$50,000 per year through the employee assistance and welfare services contract.
- The progressive release of 29 police positions to ACT Policing following the civilianisation of the Communications area.
- The establishment of an audit panel, comprising two each of the 'Big 5' and 'Small-Medium Enterprise' firms.
- Savings of \$300,000 through re-engineering of accounts processing arrangements.

Consistent with the Ministerial Direction, the CSP is continuing to explore options for greater efficiencies in the delivery of corporate support services through increased cooperation and resource sharing with portfolio agencies.

In November 1999, the AFP entered into a contract for the provision of a travel business expense card. The benefits of this arrangement include consolidation of all travel expenditure, accurate and timely reporting of transactions, transparent and auditable expenditure, and reduced administrative costs.

The AFP has also entered into a new contract for the provision of domestic and international air travel. This contract is expected to save the AFP in excess of \$420,000 per annum.

Achievements in building and accommodation during the year included:

- The co-location of the ABCI with the AFP at its Canberra head office.
- A major construction and refurbishment project to upgrade the AFP forensic facilities at the Weston Services complex and the refurbishment and extension of the firing range, also at Weston (both projects completed within budget).
- Space planning evaluations of accommodation holdings in Perth, Melbourne and Sydney to determine the viability of co-location opportunities.

Consultants

The total number of consultants engaged by the AFP in 1999–2000 was 29, at a total expenditure of \$525,383. The consultants were retained for the purposes of corporate support, science and technology and human resources, a lack of available in-house resources, a requirement for specialist skills, the need for access to latest technology, or an independent study or facilitator.

In accordance with the Commissioner's financial instructions, opportunities to do business with the AFP are published in the *Commonwealth (Purchasing and Disposals) Gazette*, except for those instances where the commercial benefit being offered is so small as to not warrant the time and procedures involved.

Each consultancy task is defined in a specification or brief, and bid comparisons are assessed against identical, pre-determined evaluation criteria outlined to consultants at the time bids are sought.

Detailed information on consultancy services provided to the AFP can be found at www.afp.gov.au/corp/foi.htm.

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Appendix 1: Performance measures

Outcome 1

Table 1: Financial result

Budget Allocation ¹	Expenses	Variance
\$m 184.4	\$m 183.9	\$m 0.5
Note ¹ Budget allocations excluded the accounting abnormal effect of moving from an AFPAS discounted amount to the full value of the liability that is to be paid out on closure of the scheme.		

Performance measures: Seizure of drugs

Table 2: Drug seizures, federal agencies^{*}

Type of drug	1999-2000		1998-99	
	Number of Drugs Seized	Weight ¹ (g)	Number of Drugs Seized	Weight ¹ (g)
MDMA (Ecstasy)	134	177,008	127	98,209
Other Amphetamines	109	57,511	106	19,147
Total Amphetamines	243	234,519	233	117,356
Cannabis	612	18,663	622	63,465
Cannabis Resin	409	14,209	420	18,548
Cocaine	130	813,881	77	302,003
Hallucinogens	48	6,629	49	6,502
Heroin	75	500,633	71	541,840
NPSD	55	61,816	47	9,398
Other	49	11,320	55	12,416

¹ The figures are correct to 18 September 2000 and include seizures awaiting analysis to confirm both weights and presence of the illegal substance. Recorded weights and drug types may vary from those previously reported. Seizures by 'federal agencies' include those made by the AFP, Customs and the Joint Asian Crime Group where the drugs have been held in AFP custody. Seizures made by the NCA are reported by that agency separately.

² Net weight 'confirmed' has been used where available, followed by net weight 'estimated' followed by gross weight 'estimated' followed by gross weight 'confirmed', with figures rounded to the nearest whole number.

Source: PROMIS as at 18 September 2000

Performance measure: Recovery of proceeds of crime**Table 3: Value of criminal assets identified, restrained or recovered (000s)***

	1999-2000
Identified ^b	\$46,161
Restrained ^c	\$13,140
Recovered ^d	\$17,297

Global restraining orders 21e

(a) A large percentage of these figures are recoveries by external agencies that have varying degrees of involvement by the AFP. For example \$10,000,000 was recovered by the ATO in two separate matters in which the AFP assisted. (b) Assets identified during the course of an investigation belonging to a subject (person or organization) of the investigation that may be used to recoup some of the proceeds of crime. (c) The court issues an order to prevent the person or organisation disposing of the asset. (d) Assets later seized via an asset recovery order issued by a court in relation to an offence. (e) Orders against individuals restraining all assets, including bank accounts and cash, unknown and known to police of which values are not included in the above figures. SOURCE: These data have been taken from the Financial Investigation Teams of each business unit, with the exception of some of the data for the National business unit, which have been obtained from PROMIS.

Performance measure: Value of economic crime cases investigated**Table 4: Value of economic crime cases referred**

Category/Type of cases *	1998-99 Value \$'000^b	1999-2000 Value \$'000^b
Economic Crime Investigations^c		
Economic – Fraud	116,092	207,269
Economic – Corporate, Bankruptcy, Intellectual Property	11,332	14,298
Economic – Computer and Telecommunications Crime	3,295	1,101
Economic – Money Laundering and FTFA Economic – Counterfeit Currency	73,978	60,358
Economic – Environmental Crime	903	2,373
TOTAL	206,101	285,399

(a) The outputs (incident categories/types) have been aligned with the outcome/outputs framework.

(b) The most recent quantifiable monetary value of the crime recorded on a case. Values may differ from those previously reported. Values are rounded to the nearest \$1,000.

(c) Merged cases are excluded. SOURCE: PROMIS as at 3 July 2000.

Performance measure: Client satisfaction

97% of clients believe that it is important or very important that the AFP exist as an agency.

91% of AFP clients are satisfied with the services provided.

Investigations/use of police powers	91%
Advice/training	94%
Information sharing	94%
Secondments/attachments	89%
Security	100%

70% of clients believe the AFP successfully addresses criminal activity.

Performance measure: Alleged offenders proceeded against

Table 5: Offences confirmed^a, attached offenders and offence value 1999-2000

Offence type ^b	Confirmed counts	Number of offenders ^c			Offence value ^d \$'000
		Male	Female	Total	
Offences against the person	22	13	7	20	-
Robbery and extortion	12	3	-	3	33
Burglary, fraud and other offences of theft					
Burglary	2	2	-	2	-
Fraud and misappropriation					
Fraud	1 733	387	125	512	109,665
Misappropriation	86	7	2	9	48
Counterfeiting	120	39	7	46	87
<i>Total fraud and misappropriation</i>	<i>1 939</i>	<i>433</i>	<i>134</i>	<i>567</i>	<i>109,800</i>
Receiving, unlawful possession	90	21	6	27	12,985
Other theft	77	43	3	16	5,275
SUBTOTAL	2 108	459	143	612	128,093
Property damage and environmental offences	6	5	-	5	0
Offences against good order					
Government security operations	9	6	3	9	-
Justice procedures	125	79	25	104	31
Other offences against good order	27	24	1	25	-
SUBTOTAL	162	109	29	138	31
Other offences					
Company legislation	1	-	1	1	-
Banking/insurance	189	134	55	189	4,112
Taxation, stamp duties	-	-	-	-	-
Post, Telecom	24	15	3	18	-
Customs	67	2	-	2	-
Immigration	332	323	7	330	-
Electoral	4	1	1	2	-
Air navigation	48	34	8	42	-
Health	-	-	-	-	-
Bankruptcy	22	12	1	13	208
Copyright and patents	6	6	-	6	1,000
Other offences (not elsewhere classified)	132	50	12	62	-
SUBTOTAL	825	577	88	665	5,320
TOTAL	3 135	1 176	267	1 443	133,445

(a) Confirmed offences identified in this financial year may be the result of a referral from a previous year or the current financial year. A confirmed offence is an offence that has been cleared by one of the following actions: arrest, summons, warrant, voluntary attendance at court, caution, or cleared otherwise.

(b) Offence type classifications are based on the Australian Bureau of Statistics, Australian National Classification of Offences 1985 (ANCO), Catalogue No. 1234.0.

(c) Number of offenders identified for each offence type, not the number of individual persons.

(d) Values are rounded to the nearest \$1000. A dash indicates a nil value. A zero indicates a value of less than \$500.

SOURCE: PROMIS as at 1 July 2000.

Other measures

Table 6: Deterrence of criminal activity, number of cases referred

Category/Type of cases	1998-99 Number ^a	1999-2000 Number ^a
Illicit Drug Investigations		
<i>Drugs – Imported</i>	785	709
<i>Drugs – Exported</i>	12	12
<i>Drugs – Trafficked</i>	259	102
SUBTOTAL	1056	823
Economic Crime Investigations		
<i>Fraud</i>	305	312
<i>Corporate, Bankruptcy, Intellectual Property</i>	88	53
<i>Computer and Telecommunications Crime</i>	248	69
<i>Money Laundering and FTFA</i>	286	410
<i>Counterfeit Currency</i>	144	95
<i>Environmental Crime</i>	2	4
SUBTOTAL	1073	943
Corruption Investigations		
<i>Corruption</i>	127	43
SUBTOTAL	127	43
General Crime Investigations		
<i>General Crime</i>	943	775
SUBTOTAL	943	775
Special Reference Investigations		
<i>Special – Ministerial Reference</i>	-	13
<i>Special – War Crimes</i>	4	7
<i>Special – Other</i>	-	-
SUBTOTAL	4	20
External Agency Support Services		
<i>Liaison and Assistance (Australian)^b</i>	918	776
SUBTOTAL	918	776
TOTAL	4121	3380

(a) Merged cases are excluded

(b) A number of cases have been reclassified from External Agency Support Services to Interpol Services in Outcome 4, hence this data has changed from that published in the 1998-99 Annual Report

Note All matters previously recorded and reported under Import/Export Investigations have been re-coded to a more appropriate Category/Type of case

SOURCE PROMIS as at 3 July 2000

Outcome 2

Table 7: Financial result

Budget Allocation ¹	Expenses	Variance
\$m 31.4	\$m 39.1	\$m -7.7
Note		
¹ Budget allocations excluded the accounting abnormal effect of moving from an AFPAS discounted amount to the full value of the liability that is to be paid out on closure of the scheme.		

Performance measure: Client and partner satisfaction

In 1999-2000, the AFP conducted its first survey of client and partner satisfaction. Overall, 91% of AFP clients expressed satisfaction with services provided by the AFP. Satisfaction with security services was 100%.

Performance measures: Number of protective security operations undertaken; number of referrals from the Family Court; number of referrals designated as special events

Table 8: Protection and security, number of cases referred

Category/Type of cases ^a	1998-99 Number ^b	1999-2000 Number ^b
Protection of individuals at risk		
Protection – Australian	145	48
Protection – Overseas	82	62
Protection – Australian Office Holder Overseas	4	20
Protection – Politically Motivated Violence	10	15
Protection – Threat Assessments	7	21
Protection – Witness	1	19
Security Intelligence – Diplomatic	129	88
Security Intelligence – Protests/Meetings	34	7
Security Intelligence – Threats/Assessments	60	68
Security Intelligence – Other - Nec	143	92
SUBTOTAL	615	440
Protection of potential security risks		
Family Law orders service	1,148	766
Family Law security service	24	22
SUBTOTAL	1172	788
Security and law enforcement for special events		
Olympic security planning and implementation	3	26
Security – Other Special Events	2	10
SUBTOTAL	5	36
TOTAL	1792^c	1264^c

(a) The outputs (incident categories/types) have been aligned with the outcome/outputs framework

(b) Merged cases are excluded (c) The majority of referrals are long term matters relating to Protection of Holders of High Office and issues relating to Diplomatic missions. As such, the majority of these matters will be active for at least 12 months (usually longer) and an apparent drop in new referrals may reflect a large number of ongoing cases. SOURCE: PROMIS as at 3 July 2000

Outcome 3

Table 9: Financial result

Budget Allocation ¹	Expenses	Variance
\$m 90.3	\$m 90.8	\$m -0.5
Note ¹ Budget allocations excluded the accounting abnormal effect of moving from an AFPAS discounted amount to the full value of the liability that is to be paid out on closure of the scheme.		

Performance measure: Client satisfaction and community confidence

82% believe police perform their job professionally

84% have confidence in police

63% believe police treat people fairly

78% satisfied with police contact

49.2% believe burglary, theft, vandalism as being a problem or somewhat of a problem in their neighbourhood

Performance measures: Community services

Table 10: Community activities

Activities attended	1998-99	1999-2000
Community Relations	624	1020
Demonstration	148	77
Juvenile Counselling	70	Nil
Major/Regional District Event	97	60
Neighbourhood Watch Meeting	48	Nil*
Other - public relations	286	Nil*
VIP tour	19	8
Total	1292	1165

Source: COPS and PROMIS

*Now included in Community Relations - hence the increased figure for 1999-2000 when compared with 1998-99

Table 11: Number of firearms licence applications processed

	1998-99	1999-2000
Successful licence applications	1303	1236

SOURCE: ACT Firearms Registry

Table 12: Response times

Priority	Total incidents	Average response time	Percentage within target time*
Priority One	666	8min 14sec	66%
Priority Two	11 034	30min 18sec	75%
Priority Three	39 113	2hr 15min	99%
Number of incidents where no patrol was dispatched	4190	n/a	n/a

*Response times refer to the time taken to receive, prioritise and dispatch a call and the time taken for a patrol to physically arrive at the scene of an incident. For priority one calls the target is eight minutes, comprising three minutes for Communications to receive and allocate a task and five minutes for a patrol to arrive at the scene of an incident. For priority two calls the target is 20 minutes and for priority three calls the target is 24 hours.

Table 13: The number of Computer Aided Dispatch Incidents by type*

Incident Type	Number
Person	4236
Property	19 427
Traffic	6829
Regulatory/legal	657
Public Order	9769
Protection	13 503
Other	1385
TOTAL	55 906

(a) Incident types are amalgamated into the six categories shown above from an extensive list of incident types inbuilt to the CAD system.
SOURCE DATA: ACT CAD Coordinator

Performance measures: Investigations

Table 14: The percentage of recorded offences cleared

Category	Percent cleared
The percentage of recorded 'offences against the person' cleared ^a	54.2%
The percentage of recorded 'offences against property' cleared ^a	13.3%
The percentage of recorded offences 'other' cleared ^a	81.7%
The percentage of crimes 'against the person' solved through apprehension ^b	45.5%
The percentage of crimes 'against property' solved through apprehension ^b	10.8%

(a) Cleared means the investigation of the offences has resulted in arrest, summons, VATAC, caution, diversionary conference, unfounded, complaint withdrawn, or cleared otherwise. Charged before the Court and warrant are also included in PROMIS data. Apparent clear up figures have been used. That is the number of offences in the period divided by the number of offences reported in the same period, as a percentage. It is not the number of offences cleared as a percentage of all offences cleared in the period. The offences cleared in the period do not necessarily relate to the offences reported in the same period. Therefore, the apparent clear up rate can be more than 100%.

(b) Apprehension includes where an investigation has lead to arrest, summons, caution, VATAC or diversionary conference. Charged before court and warrant are also included in PROMIS data. Apparent clear up figures have been used. That is the number of offences cleared (by apprehension) in the period divided by the number of offences reported in the same period, presented as a percentage. The offences cleared in the period do not necessarily relate to the offences reported in the same period. Therefore, the apparent clear up rate can be more than 100%.

SOURCE: PROMIS as at 3 July 2000

Table 15: Drug seizures in the ACT region^a

The number of drug seizures ¹	1998-99	Weight ²	1999-2000	Weight ²
Cannabis	475	423296.71g	543	282260.2 g
Cannabis Oil	-	-	-	-
Heroin	179	340467.30mg	178	282769.00mg
Amphetamines	54	260004.50mg	72	130686.00mg
Ecstasy	4	27523.10mg	11	513446.00mg
Steroids	2	not weighed	17	not weighed
Cocaine	4	175.00mg	4	814.00mg
LSD	6	19.10 µgrams	1	8.20µgrams
Other	59	124072.90mg	29	196500.00mg
Non-scheduled substance	94	391197.10g	150	845788.40g
TOTAL	878		1005	

(a)
The

figures include seizures awaiting analysis to confirm both weights and the presence of the illegal substance

(b) Recorded weights and drug types may differ from those previously recorded. Net weight confirmed as been used where available, otherwise net weight estimated has been used. The weight value indicated may also include packaging.

Source: ACT Policing Drug Registry

Performance measures: Road safety and traffic enforcement

Table 16: Road safety measures

	1998-99	1999-2000
The number of blood, breath and drug tests conducted (a)	103 936	79 599
Percentage of drivers tested that exceed the prescribed limit	0.61	0.34
The number of traffic infringement notices issued (b)	24 161	21 050
Number of collisions	11 803	12 392
Number of collisions per 10,000 registrations	550	561
Number of collisions per 100,000 population (c)	3827	3995
Number of fatalities	23	14
Number of fatalities per 10,000 registrations	1.07	0.63
Number of fatalities per 100,000 population (c)	7.5	4.5
Number of injuries	na	730
Number of injuries per 10,000 registrations	na	33.0
Number of injuries per 100,000 population	na	235.4

(a) SOURCE 1 July to 30 November 1998 - COFS database as at 1 December 1998 1 December to 30 June 1999 - PROMIS incident database as at 30 June 1999 1 July 1999 to 30 June 2000 - PROMIS incident database as at 30 June 2000
 (b) SOURCE Traffic Representations monthly data - excludes Cautions
 (c) The number of fatalities and injuries is the number of people involved not the number of collisions involving fatality or injury (d) Population as at 30 June 1998 of 308, 030 from ABS catalogue No 3235.8 Population by age and sex, Australian Capital Territory, 30 June 1998 Population as at 30 September 1999 of 310,173 from ABS Registration details obtained from ACT Motor Registry TRIPS system as at 4 July 1998 (211 086), 2 January 1999 (214 678, 3 July 1999 (216 030), 6 November 1999 (218 127), and 4 March 2000 (221,084) Data from December 1998 not available NOTE For PROMIS data (i) confirmed incident used where available otherwise reported incident used (ii) Motor Vehicle and Traffic accidents from Incident Module plus accidents in Traffic Module less any incident common to both modules

Table 17: Traffic infringement notices in the ACT

	1998-99	1999-2000
Traffic	24 161	21 050
Parking	2364	1768
Traffic cautions (recorded on AutoCITE)	4118	4515

SOURCE Traffic Representations