

Performance measures: Prosecution and court services

Table 18: Restraining orders received and served

	1998-1999	1999-2000
Interim restraining orders received	N/A	1562
Restraining orders received	N/A	390
Interim protection orders received	N/A	1385
Protection orders received	N/A	405
Interim restraining orders served	N/A	1210
Restraining orders served	N/A	337
Interim protection orders served	N/A	1069
Protection orders served	N/A	311

Source: Services - ACT Region

Table 19: Number of completed charges

	1998-99	1999-2000
Magistrates Court	8939	8065
Children's Court	1573	1303

SOURCE: ACT Director of Public Prosecutions

Table 20: Costs awarded against police

	1998-99	1999-2000
Costs awarded against police	\$124,940	\$177,008

As a history of quarterly data becomes available our performance in relation to this measure can be analysed. At present there is no frame of reference to interpret whether the amount awarded in costs against police is within acceptable parameters or not.

SOURCE: AFP Legal

Outcome 4

Table 21: Financial result

Budget Allocation ¹	Expenses	Variance
\$m 34.6	\$m 32.9	\$m 1.7
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: The results of international investigations

Table 22: International law enforcement, number of cases referred

Category/Type of cases	1998-99 Number ^a	1999-2000 Number ^a
International services		
<i>External Agency Support</i>	1194	872
<i>Interpol Services^b</i>	1623	1263
<i>United Nations and peacekeeping services</i>	14	5
TOTAL	2831	2140

(a) Merged cases are excluded

(b) Cases relating to Interpol have been reclassified to Outcome 4, hence this data has changed from that published in the 1998-99 Annual Report

SOURCE: PROMIS as at 3 July 2000

Performance measure: Seizures of drugs and other property; recovery of proceeds of crime.

Refer Outcome 1 for details

Performance measure: Client 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. The survey did not individually identify International Services. However, the overall results are consistent with formal and informal feedback from International Services clients and stakeholders indicating very high levels of satisfaction with the service provided.

OUTCOME 5

Table 23: Financial Result

Budget Allocation ¹	Expenses	Variance
\$m 6.8	\$m 17.1	\$m -10.3
<p>Note</p> <p>¹ Budget allocations were notional and 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. In addition, over the year, due to the requirements for those internal AFP services in East Timor, Bougainville and the Olympics, additional services were required as identified below.</p>		

Performance measure: Number of illicit drug tests

Table 24: Illicit drug testing

	1998-99	1999-2000
Voluntary targeted tests	160	150
Applicant tests – sworn positions	287	207
Applicant tests – unsworn positions	199	262
Reasonable suspicion tests	4	1
Contractor tests	-	21

Policy and guidelines provide for rehabilitation where cannabis is identified; with such rehabilitation being assessed on a case-by-case basis. Appointees who come to notice during workplace voluntary drug testing have their suitability for continued employment reviewed.

Performance measure: Number of referrals

Table 25: Number of referrals received

	1998-99	1999-2000
Professional Reporting Program ^a	47	73
Integrity Program Coordination Centre	891	853

(a) The referrals made to Professional Reporting seem to be consistent over the financial year, with the exception of two short periods. These periods of reduced referrals coincided with the CA negotiations and the AFPAS/Cessation pay out period. These anomalies have been noted and further evaluation will be conducted.

Other measures

Table 26: Number of other security tasks performed by type

Site Security Plans	1998-99	1999-2000
New	na	23
Ongoing	na	9
Finalised	na	13

No records available for last financial year

Performance measure: Number of security clearances by category

Table 27: Number of security clearances completed by category

	1998-99	1999-2000
Position of Trust	149	166
Protected	249	265
Highly Protected	251	434
Confidential	4	1
Secret	45	47
Top Secret	96	149
TOTAL	794	1062

The increase in security clearances for Position of Trust is mainly the result of change in contractors/cleaners or ownership of buildings occupied by the AFP. The increase in the number of Highly Protected clearances is the result of the federal agent recruitment campaign. There has been an increase in temporary/contract recruitment due partly to the Commercial Support Program and a number of functions being outsourced. The increase in Top Secret clearances is due to an increase in the recruitment of specialists and analysts, and the requirement for some liaison officers (ie Bougainville and Timor) to be Intelligence officers and members/staff members involved in Olympic activities.

Other measures

Table 28: Number of tasks conducted by Employment Standards by type

	1998-99	1999-2000
Section 26E/F assessments	10	15
FTA non renewal	3	24
Discipline	6	4
Annulment	0	3
Other (eg Comcare, Counselling, Human Rights Complaints etc)	5	12
Special Tasking (Senate Inquiry)	0	2
TOTAL	24	60

Figures are based on outcome/direction of assessment. However, it should be noted that unless the circumstances dictate (e.g. concerns are raised in a probationary period or in conjunction with the ending of an FTA term), no such distinction is initially made when Employment Standards conducts an assessment. This will be the last annual report in which these statistics are relevant. The legislation amendments of 2 July 2000 have repealed S26E/F and FTA provisions.

Performance measure: Number of internal audits

Table 29: Audits and projects

	1999-2000
Performance audits	4
Controlled Operations Certificates	
AFPNET Phase 2 - Logical Security	
Olympic Preparedness – Close Personal Protection Operations	
Olympic Preparedness – Financial Management	
Regulatory Audits	4
CATF Grant Acquittal - Secure Communications for Overseas Posts	
Western Region Drug Holdings	
Commonwealth Superannuation Authorisations	
1998-1999 Advance Account Financial Statements	
Other projects	13
Revision of Audit Models / Test Programs for Drug / Exhibit Holdings to facilitate CSP market testing	
Report on Regional Self Assessment re Compliance with Exhibits / Drugs Guidelines	
AFP response to Comcover Risk Management Survey	
IA Performance Reports for 1998-99	
IA Performance Reports for 1999-2000	
QA of 1998-99 AFP Financial Statements	
AFP Response to Ombudsman Report re property	
Input to ANAO Sponsored GAIN Benchmark Survey of Internal Audit	
AFP Response to Comcover Survey re Risk Management Software	
Provide feedback to CSP on "Regional Audit" Request for Tender	
Set up of Integrity Program instance of PROMIS	
ANAO Reports (Jul 98-Feb2000) reviewed for relevance – seven self-assessments within the AFP initiated	
Results of Second Self-Assessment re Compliance with Exhibits/Drugs Guidelines	

Appendix 2: COMPLAINTS (AFP) ACT 1981

For the period 1999-2000 there were no representations to the AFP Disciplinary Tribunal recorded.

Table 25: Complaints received in 1999-2000 by source

Public to police	361	49.6%
Ombudsman referred to Internal Investigations	332	45.6%
Government Department or Authority	23	3.2%
Other	6	0.8%
Ministerial or MP	4	0.5%
State Police	2	0.3%
TOTAL COMPLAINANTS	728	

Table 26: Complaints received in 1999-2000 by category and status

Category	Investigation completed	With Ombudsman for review	Still under investigation
A. Incivility	125	1	30
B. Assault	30	4	8
C. Use of force/person	40	8	12
D. Entry and search	31	5	12
E. Property	38	8	19
F. Harassment	72	8	6
G. Neglect of duty	213	29	56
H. Traffic	20	3	-
I. Misuse of authority	55	7	13
J. Criminal offence	17	-	8
K. Practices and procedures	81	10	30
L. Miscellaneous	20	-	7
M. Non-complaints	1	-	-
N. Arrest	23	6	9
O. Conduct	27	4	12
P. Advice	12	1	1
Q. Fraud against the Commonwealth	3	2	5
TOTAL	811	106	228
TOTAL COMPLAINTS	554	73	101

Initially, the number of complaints outstanding has increased largely due to reduced staffing resources in Internal Investigations (II). At times, a satisfactory resolution of minor complaints can be as time consuming as a matter that requires a full investigation. Additionally, most of the minor complaints are directed at ACT Community Policing members, and examination of some matters were held in abeyance because of the members' commitments to East Timor.

It is the objective of II to complete investigations in a timely manner. Conciliations undertaken this financial year numbered 40 per cent of the total complaints received. The increased use of the conciliation process facilitates this objective and strategies are currently being developed to ensure definitive time frames are complied with to further enhance this initiative.

Table 27: Results of investigations completed and reviewed by the Ombudsman in 1999-2000

	A	B	C	D	E	F	G
Advice	-	2	1	-	3	7	-
Arrest	-	17	-	-	1	25	6
Assault	-	23	4	-	1	21	3
Conduct	4	9	4	1	7	18	2
Criminal offence	-	17	3	-	2	10	3
Entry and search	2	18	4	-	10	19	-
Fraud against the Commonwealth	-	1	-	-	1	1	-
Harassment	3	38	8	1	26	35	4
Incivility	2	21	13	6	80	55	7
Miscellaneous	1	13	1	-	5	15	1
Misuse of authority	8	45	6	1	12	29	2
Neglect of duty	7	108	4	6	101	96	6
Practices and procedures	2	40	-	3	36	36	3
Property	5	21	5	1	17	17	5
Traffic	-	4	-	2	8	15	-
Use of force/person	1	36	3	-	3	29	7
SUBTOTAL	43	413	56	21	423	428	49
TOTAL							1323

KEY

A Substantiated
 B Unsubstantiated
 C Incapable of determination
 D Minor complaint reconciled - S6B

E Conciliated - S6B

F Ombudsman exercised discretion not to investigate/further investigate

G Withdrawn by complainant

Table 28: Allegations (General Order 6) reported to Internal Investigation in 1999-2000

Categories	Number of allegations	Investigations completed	Outstanding
Being late for duty	1	1	-
Negligent or careless in the discharge of duty	3	1	2
Absence from duty without permission	2	1	1
Act in a disorderly manner - act in a manner unbecoming of an AFP appointee	3	4	1
Act in a manner prejudicial to the good order and discipline of the AFP	4	3	1
Alter, add to or erase many entry in an official book, document or record	1	1	-
Bring discredit to the reputation of the AFP	18	12	6
Communicate or obtain access to information without authorization	24	11	13
Destroy or mutilate any official book, document or record	1	1	-
Disgraceful or improper conduct	25	18	7
Drink liquor, take drugs (render oneself unfit to perform duties)	1	-	1
Drink liquor, take drugs during the hours of duty	2	-	2
Engage in a business without Commissioner's written permission	1	1	-
Engage in a profession, occupation or trade without Commissioner's written permission	1	-	1
Engage in remunerative employment without Commissioner's written permission	1	-	1
Fail to carry out lawful instructions or order	1	1	-
Fail to comply with the provision of any laws that apply to the appointee	3	3	-
Failure to account for money or property received in the course of duty	3	4	1
Failure to comply with General Orders and/or instructions	10	6	4
Failure to give prompt attention to his/her duties	3	1	2
Failure to report loss or damage to property	1	1	-
Fraud - abuse of Commonwealth facilities	1	-	1
Fraud - obtaining property by deception and obtaining financial advantage by deception	1	-	1
Fraud - obtaining, by deceit, benefits or documents to which the recipient is not entitled	1	1	-
Fraud - theft and making off without payment with the collusion of, or by a police officer	1	-	1
Fraud - theft of information for financial or other advantage	3	-	3
Fraud - theft or unlawful removal of Commonwealth property	1	-	1
Improper/unauthorised use of Commonwealth property	6	2	4
Improper/unauthorised use of firearms	3	1	2
Involvement in any criminal activity	22	9	13
Make a written or oral statement that is false or misleading	3	3	-
Make false or misleading entry in official book, document or record	1	-	1
Miscellaneous	15	11	4
Non-Allegation	1	1	-
Obtaining personal advantage	3	2	1
Sobriety or accept gift or gratuity	3	3	-
Willfully or negligently waste, cause any loss or damage to property	1	-	1
TOTAL	179	103	76

Table 29: Allegations (General Order 6) results of investigations completed in 1999-2000

Categories	Number of allegations	Findings on completion of investigation									
		A	B	C	D	E	F	G	H	I	J
Being late for duty	1										
Absence from duty without permission	2										
Act in a disorderly manner – act in a manner unbecoming of an APP appointee	5	1	1	1							2
Act in a manner prejudicial to the good order and discipline of the APP	5	2	3								
Alter, add to or erase any entry in an official book, document or record	2		2								
Bring discredit to the reputation of the APP	13	10	2	1							
Communicate or obtain access to information without authorisation	14	6	4	1		1					
Destroy or mutilate any official book, document or record	1		1								
Disgraceful or improper conduct	20	9	3	2							3
Engage in a business without Commissioner's written permission	1		1								
Fail to carry out lawful instructions or order	1		1								
Fail to comply with the provision of any laws that apply to the appointee	3		1	1							
Failure to account for money or property received in the course of duty	4	1	1								
Failure to comply with General Orders and/or instructions	6	3	2								
Failure to give prompt attention to his/her duties	1	1									
Failure to report loss or damage to property	1										
Fraud – obtaining, by deceit, benefits or documents to which the recipient is not entitled	1	1									
Improper/unauthorised use of Commonwealth property	3	3	2								
Improper/unauthorised use of firearm	1										
Involvement in any criminal activity	17	4	10	2		2	1				
Make a written or oral statement that is false or misleading	7		1	1		1					
Make false or misleading entry in official book, document or record	7	4	3								
Miscellaneous	18	5	6	2		1					2
Non-Allegation	1							1			
Obtaining personal advantage	4		3								
Solicit or accept gift or gratuity	3	1	2								
Unauthorised disclosure of information relating to a complaint or allegation	1										
TOTAL	142	50	48	13	-	3	3	-	1	-	7

KEY

A Substantiated	F Allegation merged with complaint
B Unsubstantiated	G Member charged with criminal offence
C Incapable of determination	H Non-Allegation
D Withdrawn	I Referred to ISA
E Member resigned	J Resolved/Reconciled

Appendix 3: Freedom of information

Section 8 of the *Freedom of Information Act 1982* (FOI Act) requires that the AFP publish information about the way it is organised, its functions and powers, and arrangements for outside participation in the AFP's work. The FOI Act also requires the provision of details relating to the categories of documents the AFP holds and how members of the public can gain access to them.

During 1999–2000, the following requests were received:

• Freedom of Information	133
• Request for documents - offences against the person	463
• Request for documents - accidents	3294
• Request for documents - offences against property	1337
• Miscellaneous information requests	35
• Subpoena or Summons	439

FOI procedures and contact points

Requests for FOI access to documents, and appeals against decisions not to grant access to documents, should be addressed to:

The Commissioner
Australian Federal Police
GPO Box 401
Canberra ACT 2601

AFP FOI forms are available at regional offices throughout Australia and at police stations within the ACT. After completion, forms can be delivered to any AFP office or forwarded directly to the AFP Commissioner. If unable to obtain a form, the applicant's full name, date of birth and address must be identified in the FOI request.

A fee of \$30 will be charged for all requests made under the FOI Act. If a decision has been made refusing access to AFP documents, an appeal may be lodged and will incur a fee of \$40. Payment may be made to the Receiver of Public Moneys.

The Freedom of Information Team in Canberra conducts the processing of FOI requests. The team leader is authorised pursuant to section 23 of the FOI Act to make decisions concerning release under that Act.

Should an applicant apply to view original documents held by the AFP, facilities will be made available, where possible, at the closest regional AFP office to the applicant's residential address.

Further information regarding any FOI matters may be obtained from the FOI coordinator or the staff of the information access team area by telephoning:

(02) 62757529, (02) 62757213 or (02) 62757530.

The AFP can be contacted by the hearing impaired via its telephone typewriter facility on (02) 6256 7700.

Alternatively, people living interstate can contact the AFP offices located in the capital cities. Addresses and telephone numbers are listed on page ii.

Documents available free of charge upon request

- Australian Federal Police (information brochure)
- Service Charter for the Australian Community 1998-2001.

Services and documents available for a fee

A list of services and documents available for a fee is available from the FOI Coordinator (see above), in the Annual Report of Policing in the Australian Capital Territory, or on the AFP home page at www.afp.gov.au.

Categories of documents

The AFP in a variety of formats maintains the categories of documents listed below. Some of these documents, along with information on the AFP's organisation, structure and activities, can be found on the Internet at www.afp.gov.au. The documents include:

- Accounting and budgetary records, including estimates, claims, payment records etc., held on files, in folders, on cards and in computer readable form.
- Annual plans for internal audit activity.
- Briefing papers and correspondence in relation to the Australasian Police Ministers' Council and the common police services, the Australasian and South-West Pacific Region Police Commissioners' Conference and South Pacific Chiefs of Police Conference.
- Briefing papers and submissions prepared for the Attorney-General and the Minister for Justice and Customs.
- Computer software and hardware product evaluations.
- Control registers concerning purchasing, official telephones, stores, assets, travel and internal services.
- Copies of computer hardware and software purchase and maintenance contracts.
- Correspondence on questions asked in Parliament, together with related replies.
- Correspondence received including Ministerials.
- Court documents and associated statements.
- Crime statistics and criminal investigation reports and associated documents.
- Forensic analysis reports (fingerprints, document examination and scientific) and associated documents.

- General correspondence and files.
- Internal control records, including working statistics and monthly reports.
- Internal working papers.
- Lost property reports and associated documents.
- Manuals for computer operations standards and procedures.
- Ministerial Directions in accordance with section 13 (2) of the *Australian Federal Police Act 1979*.
- Operational records covering infringement notices, statistics and associated reports.
- Organisation and staffing records, both manual and computerised, including organisation proposals, organisation charts, duty statements, lists of staff and establishment, position occupancy records.
- Personal records for all officers for whom standard personnel services are provided.
- Policy documents, including recommendations and decisions.
- Press statements and media releases.
- Procedures, instructions and guidelines.
- Register of relevant Cabinet decisions and submissions.
- Reports and associated working papers resulting from internal audit reviews.
- Reports to the coroner (death and fire).
- Source listings of computer programs developed for the AFP's use.
- Staff recruitment campaign records.
- Subject indexes, nominal indexes and inward correspondence registers relating to departmental files.

Organisation, functions and powers

Under the Administrative Arrangements Order, the *Australian Federal Police Act 1979* (AFP Act) is the responsibility of the Attorney-General and is administered by the Attorney-General's Department. The *Complaints (Australian Federal Police) Act 1981* is the responsibility of the Prime Minister and the Attorney-General and is administered by the Department of Prime Minister and Cabinet and the Attorney-General's Department. The Minister for Justice and Customs has portfolio responsibility for the AFP.

The corporate overview of this report provides information relating to the organisation and functions of the AFP and Ministerial Directions under section 13(2) of the AFP Act.

The decision-making powers that directly affect the public are vested in the office of constable, an office held by all sworn members of the AFP, regardless of their administrative rank. The powers and duties of AFP members are prescribed in section 9 of the AFP Act.

A police officer in the exercise of his/her decision-making power may affect members of the public in the following areas:

- the protection of life and property
- the preservation of peace and good order
- the prevention and detection of offences against the common and statute law
- matters that may be incidental to the performance of law enforcement generally.

In addition, AFP members have powers applying to various other pieces of ACT and Commonwealth legislation. It is not practical to include that list in this document, but it is readily available upon request.

Outside participation

The AFP is a participant in several forums that enable representations to be made direct to the agency's decision-makers. A list of committees specific to the ACT Region can be found in the ACT Region Annual Report, which is presented each year to the Legislative Assembly of the ACT.

Australasian Police Ministers' Council (APMC)

The APMC is a consultative body of all the Australian and New Zealand police ministers that promotes a coordinated national response to law enforcement issues and the efficient use of police resources. The commissioners form the APMC senior officers group, which provides advice and reviews issues of concern before they are presented to the ministers. These forums are also responsible for overseeing the establishment, development and management of common police services in such areas as criminal intelligence, police research, exchange of police information and training facilities for the benefit of all Australasian police organisations.

Australasian and South West Pacific Region Police Commissioners' Conference

The Australasian and South West Pacific region police commissioners meet annually to discuss a wide range of policing issues and to develop cooperative operational arrangements.

National Police Ethnic Advisory Bureau

The NPEAB was established by Australian police commissioners to contribute to the development of coordinated approaches to the delivery of equitable and professional police services to a culturally diverse Australia. The bureau's advisory panel consists of a representative from each State police service and a member from the Office of Multicultural Affairs, the Australian Multicultural Foundation and the Federation of Ethnic Communities Councils.

Appendix 4: External scrutiny

Reports by the Auditor-General

No Auditor-General Audit Report tabled in the Parliament during 1999–2000 was specifically directed at the AFP.

There were passing references to the AFP in some Auditor-General Reports, specifically: ‘#3 - Electronic Travel Authority - DIMA’; ‘#4 - Fraud Control Arrangements in Employment, Training and Youth Affairs’; ‘#21 - Audits of the Financial Statements of Commonwealth Entities for the period Ended 30 June 1999 - Summary of Results’; and ‘#38 - Coastwatch - ACS’.

The very recent report ‘#47 - Survey of Fraud Control Arrangements in APS Agencies’ makes a number of references to the AFP’s role relative to other agencies in this area.

Estimates Hearings

The AFP appeared before the Senate Legal and Constitutional Legislation Committee’s:

- 1999-2000 supplementary budget estimates hearing on December 1, 1999
- 1999-2000 additional budget estimates hearing on February 9, 2000
- 1999-2000 supplementary additional budget estimates hearing on May 2, 2000
- 2000-2001 budget estimates hearings on May 29 and 30, 2000.

Other Parliamentary Committees of Inquiry

The AFP provided information to the following:

- Joint Statutory Committee of Public Accounts and Audit - Review of Coastwatch.
- Joint Statutory Committee on National Crime Authority - Inquiry into the involvement of the National Crime Authority in controlled operations.
- Joint Statutory Committee on National Crime Authority - Inquiry into the National Crime Authority’s Arrangements for Witness Protection.
- Joint Standing Committee on Foreign Affairs, Defence and Trade - Inquiry into Australia’s relations with the UN in Post Cold War Environment.
- House of Representatives Standing Committee on Legal and Constitutional Affairs - Review of the Privacy Amendment (Private Sector) Bill 2000.
- House of Representatives Standing Committee on Economics, Finance and Public Administration - Review of ANAO audit Report No. 37, 1998-99, on the Management of Tax File Numbers.

- House of Representatives Standing Committee on Family and Community Affairs - Inquiry into Substance Abuse.
- Senate Legal and Constitutional Legislation Committee - Review of Telecommunications (Interceptions) Legislation Amendment Bill 1999.
- Senate Legal and Constitutional Legislation Committee - Review of the provisions of the Australian Federal Police Legislation Amendment Bill 1999.
- Senate Standing Committee on Scrutiny of Bills - Inquiry into search and entry provisions in Commonwealth legislation. Other Parliamentary committees of inquiry.

The Law Enforcement and National Security (Assumed Identities) Act 1998 (NSW)

Section 12 of the Act requires the AFP to include in the annual report a statement of:

- the number of assumed identity approvals granted or revoked in respect of officers of the agency in the period to which the report applies
- the general nature of the duties undertaken by those officers under the assumed identities concerned
- the results of the most recent audit under section 11, as reported to the CEO of the agency, so far as they disclose any fraudulent or other criminal behaviour.

In 1999-2000 there were a total of 52 approvals for the use of assumed identities and 12 revocations. The duties undertaken by officers included:

- Surveillance
- Intelligence gathering
- Undercover
- Investigation
- Electronic surveillance
- Covert surveillance

An audit was completed on April 20, 2000 and found no discrepancies.

Summary of instances where the AFP has failed to meet service standards contained in the Interim Ministerial Direction on Fraud Control

Paragraph 106 of the Interim Ministerial Direction requires the AFP to summarise in its annual report instances where it has failed to meet certain service standards. The service standards and the AFP's comments on its performance are set out below:

Implementation of a 28 day turnaround on the acceptance/rejection of referrals from Commonwealth agencies

During the reporting period, two instances were reported where the 28-day period was not met. Although no complaints were received from the agencies involved, both matters have been addressed.

Whilst no formal complaints have been made to the AFP regarding the failure to advise acceptance or rejection of referrals within 28 days, the AFP understands, as a result of its 1999-2000 client satisfaction survey, that other instances may have occurred.

Exception reports have now been put in place to more rapidly and accurately identify any cases where an agency has not been advised within the required time frame.

Provisions of Quarterly Case Management Reports (QCMRs) to referring agencies

The preparation and dissemination of QCMRs was fully operational under the AFP's case management system.

In the past year, the AFP has devoted additional resources to monitoring and improving the quality and timeliness of QCMRs. Procedures have been implemented to supply QCMRs electronically to agencies within the secure gateway environment. Particular efforts have been made to address deficiencies identified through the 1999-2000 client satisfaction survey.

During the reporting period, one complaint was received. It was ascertained that the QCMR had been received by the agency's national office, which had neglected to forward the report to the regional office.

Regular meetings between the AFP and agencies to review progress on fraud cases

The AFP is not aware of any agency making a formal complaint, orally or in writing, that the AFP has failed to meet regularly to review progress on fraud cases. A schedule of liaison and stakeholder consultation meetings is maintained and regularly updated.

Appendix 5

Human resources

Overview of Staffing Levels

At 30 June 2000, the Australian Federal Police had a workforce of 2890 that comprised 1980 police members and 910 staff members. The entire workforce is employed under the provisions of the *Australian Federal Police Act 1979* as amended.

Table 30: AFP Workforce by Employment Status

Category	June 1999	June 2000	Change
Full time staff	2435	2580	4.72%
Part time staff	82	88	7.32%
Temporary staff	274	252	-8.03%
TOTAL	2791	2890	

Table 31: AFP Senior Executive
(Includes two temporary Senior Executive Level 5)*

Level	
Commissioner	1
Deputy Commissioner AFP Level 7	1
Assistant Commissioner	6
Senior Executive AFP Level 6	1
Commander	23
Senior Executive AFP Level 5 *	10
TOTAL	42

Table 32: Geographical distribution
(Does not include temporary staff of 252)

State	SWORN		UNSWORN		BOTH		TOTAL
	Female	Male	Female	Male	Female	Male	Both
Australian Capital Territory ^a	180	764	240	207	420	971	1391
New South Wales	112	263	46	45	158	308	466
Northern Territory	2	11	1	0	3	11	14
Overseas	6	68	2	2	8	70	78
Queensland	36	125	24	17	60	142	202
South Australia	7	37	7	6	14	43	57
Tasmania		4	0	0	0	4	4
Victoria	70	194	29	19	99	213	312
Western Australia	13	84	7	10	20	94	114
Grand Total	426	1550	356	306	782	1856	2638

(a) includes Jervis Bay Territory

Table 33: Workforce composition

(Does not include temporary staff of 252)

	SWORN		UNSWORN		BOTH		TOTAL
Levels	Female	Male	Female	Male	Female	Male	Both
Commissioner/		1					
Deputy Commissioner/							
Senior Executive Level 7				1			
Total of Work Level 7 and above		1		1		2	2
Gender Percentage		100%		100%		100%	
Assistant Commissioner		6					
Senior Executive Level 6				1			
Total of Work Level 6		6		1		7	7
Gender Percentage		100%		100%		100%	
Commander/	2	21					
Senior Executive Level 5*			1	7			
Total of Work Level 5	2	21	1	7	3	28	31
Gender Percentage	8.70%	91.30%	12.50%	87.50%	9.68%	90.32%	
WL-SPC	3	3	14	39	17	42	59
Gender Percentage	50.00%	50.00%	26.42%	73.58%	28.81%	71.19%	
Superintendent	12	106					
Staff Level 4			14	49			
Total of Work Level 4	12	106	14	49	26	155	181
Gender Percentage	10.17%	89.83%	22.22%	77.78%	14.36%	85.64%	
Sergeant/	93	507					
Staff Level 3			51	98			
Total of Work Level 3	93	507	51	98	144	605	749
Gender Percentage	15.50%	84.50%	34.23%	65.77%	19.23%	80.77%	
Constable/	316	906					
Staff Level 2			200	74			
Total of Work Level 2	316	906	200	74	516	980	1496
Gender Percentage	25.86%	74.14%	72.99%	27.01%	34.49%	65.51%	
WL-STF			76	37	76	37	113
Gender Percentage			67.26%	32.74%	67.26%	32.74%	
Sub Total	426	1550	356	306	782	1856	2638
Gender Percentage	21.56%	78.44%	53.78%	46.22%	29.64%	70.36%	
Totals	1976		662		2638		

* Does not include the two temporary Senior Executive level 5

Table 34: Outpostings to other agencies/police services

Agency/Police Service	Level 1	Level 2	Level 3	Level 4	Level 5	Total
National Crime Authority						
Brisbane			9			9
Melbourne			9		1	10
Perth			4			4
Sydney		7	26		1	34
Australian Securities Commission						
Canberra			2			2
Overseas						
East Timor*			28	4	1	33
United Nations - UNICIVPOL-Cyprus			14	2	1	17
Royal PNG Constabulary		1				1
War Crimes Commission		2	1			3
Territories						
Christmas Island	1	6	1			8
Norfolk Island		2	1			3
Cocos Island	1	1	1			3
Jervis Bay Territory		2	1			3
External Agencies						
Dept Prime Minister and Cabinet			1			1
Attorney-General's Dept					1	1
Ombudsman's Office			1			1
Security Coordinator Parliament House				1		1
ABC		4	6	3		13
AUSTRAC		1	1	1		3
ITSA			24			24
Field Agent - ATO			26			26
Field Agent - Austrade - Sydney			1			1
Field Agent - AustraliaPost			2			2
Field Agent - Centrelink			3			3
Family Courts - Sydney		3	1			4
Dept Science Industry and Technology			1			1
TOTALS	2	29	119	11	5	166

* does not include 47 Special Members – East Timor (ex-AFP and State Police)

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