



**Agreement between**

**the ACT Minister for Police and Emergency Services,**

**Australian Federal Police Commissioner, and the**

**Chief Police Officer for the ACT**

**for the provision of policing services to the**

**Australian Capital Territory**

**2021-2022**

The relationship between the AFP and the ACT Government for the provision of policing services to the ACT is long standing and contributes to Canberra being one of the safest places to live in Australia.

The AFP, through ACT Policing, will provide a professional, innovative and effective policing service to the people of the ACT, contributing to a safe and just community for all.

**To achieve this vision, the ACT Government and ACT Policing are committed to:**

- Whole of government collaboration
- Community engagement
- Working in partnership
- Transparency and information sharing
- Innovation

**ACT Policing reflects the values of the AFP when delivering policing services to the ACT:**

- Integrity
- Commitment
- Excellence
- Accountability
- Fairness
- Trust
- Respect

## **1. Definitions**

- 1.1 Unless stated otherwise, definitions in this Agreement are the same as in the Arrangement commenced in June 2017, between the Minister for Justice of the Commonwealth and the ACT Police Minister for the provision of policing services to the ACT.

## **2. Purpose and Objectives**

- 2.1 In accordance with clause 2.1 of the Arrangement, this Agreement details the policing services to be purchased by the ACT Government from the AFP, including ACT Government Ministerial support, reporting, performance expectations and financial arrangements.
- 2.2 This Agreement will be read in conjunction with the Arrangement and Ministerial Directions issued under section 7 of the Arrangement.
- 2.3 The ACT Government and the AFP seek from this Agreement:
- appropriate policing levels and services for the ACT community;
  - sustained high quality of service provision; and
  - provision of stable and effective policing services for the ACT community as well as the building and retention of corporate knowledge within ACT Policing.

## **3. Scope**

- 3.1 This Agreement includes all policing services to be purchased by the ACT Government from the AFP through the direct police budget appropriation and other funding outlined in Schedule 1. This Agreement does not cover activities funded by revenue outside the funding outlined in Schedule 1.
- 3.2 This Agreement includes:
- policing outcomes and all associated outputs to be provided;
  - ACT Government Ministerial and policy support outcomes;
  - performance measures, together with targets where appropriate;
  - financial arrangements; and
  - reporting requirements.

## **4. Governance and Principles**

- 4.1 Overall responsibility for policing in the ACT rests with the Minister for Police. The Minister for Police has delegated the day-to-day management of the Arrangement and Agreement to the Director-General of the Justice and Community Safety Directorate (JACS), consistent with the *Public Sector Management Act 1994*.
- 4.2 This Agreement is a partnering arrangement in which AFP and JACS, on behalf of the ACT Government, work together jointly to provide a community policing capability to the ACT.
- 4.3 This Agreement will be supported by governance arrangements agreed between the Director-General JACS and the Chief Police Officer. These governance arrangements will:
- set the strategy for the achievement of the objectives of the Arrangement and Agreement;
  - make decisions on the strategic direction and management of the Arrangement and Agreement;

- measure and manage performance; and
  - ensure accountability.
- 4.4 The Director-General JACS and the Chief Police Officer will provide oversight and coordinate relevant committees or working groups to develop and implement appropriate processes and procedures to guide the parties' interactions related to:
- security and emergency management;
  - accommodation and facilities;
  - policy and legislative matters related to ACT law or justice reforms which directly impact the delivery of policing services in the ACT;
  - reporting and performance measures;
  - enabling and other financial arrangements;
  - how equitable sharing arrangements apply when ACT Government, ACT Policing or the AFP acting on behalf of ACT Policing make contribution to action leading to money or assets being forfeited to a State or Territory or the Commonwealth; and
  - other issues where required, to support the Director-General JACS and the Chief Police Officer and manage specific issues that require additional detailed work.

## **5. ACT Policing Operating Environment**

- 5.1 ACT Policing operations may change in response to the evolving operating environment including:
- security and threat levels;
  - geographical and population changes in the ACT;
  - community expectations;
  - fiscal environment; and
  - changes in the ACT Government legal and policy frameworks.
- 5.2 ACT Policing and the ACT Government will ensure appropriate risk management frameworks are in place and existing ACT Government budget processes will be used to address current or emerging risks in the operating environment that require funding.
- 5.3 ACT Government will continue to consider the risks and drivers in clause 5.1 when making decisions that impact on ACT Policing.

## **6. Responsibilities to the Police Minister and other ACT Government Ministers**

- 6.1 In accordance with clause 5.2 of the Arrangement, the Chief Police Officer, subject to the authority of the Commissioner, will be responsible to the Police Minister for the delivery of the outcomes as set out in this Agreement.
- 6.2 In accordance with the legislative framework for the provision of police services by the AFP in the ACT, the responsibility for operational matters rests with the Chief Police Officer, subject to the authority of the Commissioner, and responsibility for ACT Government policing policy and other policing matters rests with the Police Minister supported by the Directorate.
- 6.3 In accordance with section 6 of the Arrangement, ACT Policing will work in collaboration with JACS to support the Police Minister, and other ACT Government Ministers as relevant, to participate in the parliamentary process and develop and implement ACT Government policy and legislation related to policing.
- 6.4 If ACT Policing is requested to provide information to an agency of the ACT Government,

subject to the authority of the Commissioner, the Chief Police Officer must provide the requested information to the extent that is permissible under Commonwealth and/or ACT law.

- 6.5 Nothing in clause 6.4 requires the Chief Police Officer to provide information that would compromise operational activity by the AFP, including ACT Policing.
- 6.6 The Chief Police Officer may impose conditions on the use of requested information if the Chief Police Officer considers it necessary for operational reasons.
- 6.7 Any information requested under clause 6.4 and provided by ACT Policing to the nominated agency must be provided in a timely manner and only be used for the purposes of the request.
- 6.8 Subject to operational requirements, the Chief Police Officer will proactively ensure timely advice is provided to the Police Minister on any ACT Policing issues that have a significant media or other impact on ACT Government. The Police Minister and the Director-General JACS will be responsible for informing the other relevant ACT Government parties.

## **7. Supporting ACT Government Strategies**

- 7.1 ACT Policing will promote and support a whole of government approach in achieving the objectives of ACT Government strategies, particularly those addressing crime in the ACT community while remaining responsive to changing commitments and adaptive to the needs of the community.
- 7.2 ACT Policing will support all agreed ACT Government strategies and initiatives, including capturing and providing relevant and available information and data.

## **8. Supporting events in the ACT**

- 8.1 The funding in this Agreement includes costs to deliver policing services in support of the ACT Government events listed in Schedule 2.
- 8.2 The Director-General JACS, in consultation with the Director-General Chief Minister, Treasury and Economic Development Directorate and the Chief Police Officer may, by joint agreement, negotiate the provision of policing services that will not be subject to cost recovery for other community events that support ACT Government priorities.
- 8.3 ACT Policing may seek cost recovery for the provision of policing services to other events that do not fall within the scope of normal policing services in accordance with relevant AFP user pays policies.
- 8.4 The funding for this Agreement includes costs for ACT Policing to provide a base level of monitoring the Public Safety Closed Circuit Television (CCTV) System, as agreed in writing by the Director-General JACS and the Chief Police Officer.
- 8.5 ACT Policing may seek cost recovery for monitoring the Public Safety CCTV System for events outside of agreement in 8.4, in accordance with relevant AFP user pays policies.

## **9. Supporting ACT Government in national forums**

- 9.1 In accordance with section 8 of the Arrangement, ACT Policing will represent the interests of the ACT in national forums.
- 9.2 Where a conflict exists between the AFP and ACT Policing, ACT Policing should resolve any such conflict in the interests of the ACT.

## **10. Agreement making**

- 10.1 ACT Policing may enter into agreements separate from this Agreement so long as they are not inconsistent with the Arrangement, this Agreement or the Ministerial Direction.
- 10.2 ACT Policing will provide JACS with an overview of all formal agreements it has in place with all areas of ACT Government each financial year.
- 10.3 ACT Policing may enter into agreements with the Speaker of the Legislative Assembly on issues related to policing functions within the parliamentary precincts of the Legislative Assembly.

## **11. Financial Arrangements**

- 11.1 The AFP will follow the general principles of *Commonwealth Cost Recovery Guidelines* where appropriate in the provision of policing services to the ACT Government.<sup>1</sup>
- 11.2 The amount of funding provided to the AFP for ACT Policing services as outlined in Schedule 1 of this Agreement, is determined by the ACT Executive through the ACT budget process and included in the payments on behalf of the Territory (Territorial appropriation) for JACS to administer.
- 11.3 Schedule 1 details the amount of funding provided for ACT Policing through the budget process, including forward estimates, and a pro-rata monthly payment schedule.
- 11.4 Changes to the annual budget appropriation for ACT Policing will be determined through the ACT Government Budget process.
- 11.5 ACT Policing will collaborate with JACS Strategic Finance, and other policy areas of JACS where relevant, in participating in the annual budget process.

## **12. Facilities and Structures**

- 12.1 In accordance with clause 2.4 of the Arrangement, the ACT Government will be responsible for the provision of appropriate facilities and associated infrastructure for the provision of policing services by the AFP. ACT Policing will manage maintenance, leasing and running costs associated with facilities. This will be governed by the joint JACS and ACT Policing Strategic Accommodation Committee and subject to any guidelines developed by that group.
- 12.2 The funding provided for ACT Policing includes an amount agreed by the Strategic Accommodation Committee, as outlined in Schedule 1, to be applied by ACT Policing for

---

<sup>1</sup> RMG No. 304 - Australian Government Cost Recovery Guidelines, July 2014 – Third Edition

leasing, maintenance and running costs associated with facilities.

- 12.3 If forecast facilities costs exceed the budgeted amount as outlined in Schedule 1, ACT Policing will notify the Police Minister and JACS of the requirement to apply for additional funding, to meet the additional forecast facilities costs
- 12.4 Capital Upgrades Program (CUP) funding will also be provided to JACS (territorial) for minor capital works on ACT Policing facilities.

### **13. Terms and conditions of employment**

- 13.1 In accordance with clause 3.5 in the Arrangement, the Commissioner is responsible for establishing the terms and conditions of employment of AFP appointees involved in the provision of policing services to the ACT.
- 13.2 If the Commissioner proposes to vary the terms and conditions of employment of AFP personnel in a way which might affect the manner and cost of providing policing services to the ACT, the Chief Police Officer must consult with the Police Minister and advise of the likely implications of the proposed alterations.
- 13.3 The AFP will notify the Police Minister of the commencement of any industrial negotiation process that may have implications for AFP personnel providing policing services to the ACT.
- 13.4 The AFP will take into consideration input received from the ACT Government on any industrial negotiation process related to AFP personnel providing policing services to the ACT.
- 13.5 Throughout any industrial negotiation process, the Chief Police Officer will provide regular updates to the Police Minister.

### **14. Enabling Services Cost Methodology**

- 14.1 In accordance with clause 2.2 of the Arrangement, the appropriation funding provided to the AFP, under this Agreement includes enabling costs for services integral to the delivery of policing services to the ACT according to the agreed enabling cost model.
- 14.2 The underlying principle for determining enabling costs is the allocation of effort and cost that would not have been incurred by the AFP but for ACT Policing.
- 14.3 To determine the enabling services cost base, only services which are 'integral' are within scope. Integral services are those where there is a dependency or reliance on an activity to deliver community policing to the ACT. The agreed costing model:
- identifies AFP business areas that provide an enabling service to ACT Policing;
  - excludes cost for business areas that have no relationship with ACT Policing; and
  - has been developed to reflect underlying operational structures.
- 14.4 In accordance with clause 2.3 of the Arrangement, the enabling cost model will be reviewed by a joint JACS and AFP working group every four years in conjunction with the negotiation of the Agreement.
- 14.5 Any variation to enabling services as a result of review; or change in demand that may arise as a result of a policy change by the ACT Government; or referred to the Police Minister by the Chief Police Officer must be endorsed by the ACT Government and considered as part of the ACT budget process.

## **15. Performance Measures**

- 15.1 Over the course of this Agreement, the performance measures in Schedule 3 will be considered to ensure they reflect ACT Policing's capability and contribution to ACT Government performance indicators and community expectations.
- 15.2 If changes in the performance measure framework have a financial impact (cost or savings), this impact will be considered through the ACT budget process.
- 15.3 Schedule 3 will be reviewed annually in conjunction with any funding adjustments that may occur through the ACT budget process.
- 15.4 Short-term variations to targets and priorities set by this Agreement may be determined by the Police Minister, in accordance with section 7 of the Arrangement, including at the request of the Chief Police Officer, following consultation and with reasonable notice.
- 15.5 Such variations will be appended to this Agreement and should be within budget limits unless otherwise agreed.
- 15.6 If a performance measure is not consistently met over the period of the Agreement, the Police Minister may direct that, as soon as possible, a review panel consider performance against the performance measure and make recommendations for remedial action.
- 15.7 A review panel under clause 15.6 must consist of at least one member appointed by the Chief Police Officer, one member appointed by the Director-General, JACS and an independent person agreed by the Chief Police Officer and the Director-General, JACS.

## **16. Reporting**

- 16.1 The Chief Police Officer shall provide an Annual Report to the Police Minister, on the provision of police services pursuant to this Agreement. The Chief Police Officer will adhere to the timelines and processes identified in the ACT Government Annual Reports (Government Agencies) Notice for the relevant year. The annual report will describe the outcomes achieved against the performance measures and shall include details of the resources utilised, the levels of crime reported, and such other matters specified by the Police Minister.
- 16.2 In accordance with section 10 of the Arrangement, the Chief Police Officer will provide an audited financial statement to the Police Minister following the completion of each financial year.
- 16.3 The Chief Police Officer shall provide a progress report to the Police Minister, in collaboration with JACS, by the end of February for the July-December period each year, on this Agreement, the Ministerial Direction and such other matters as may be specified by the Police Minister.
- 16.4 The report will contain:
  - outcomes achieved against the performance measures, including long term trends;
  - the levels of crime reported;
  - narrative, including relevant available data where appropriate, on the activities conducted by ACT Policing to achieve the performance measures and in support of the Ministerial Direction;
  - resources utilised, including information on the breakdown of ACT Policing employees engaged in providing policing services under this Agreement and finances, in



- accordance with Schedules 6 and 7;
  - progress on the implementation of new budget initiatives outlined in Schedule 1;
  - the allocation of the direct funding from JACS for crime prevention initiatives;
  - a breakdown of the legal services requested by ACT Policing; and
  - any other matters specified by the Police Minister.
- 16.5 Items reported on in the progress report but not intended to be included in the Annual Report, will be provided separately to the Police Minister by the end of August each year.
- 16.6 Pursuant to the AFP Professional Standards Framework outlined at Schedule 4 in this Agreement, six monthly reports will be provided to the Minister containing information in relation to complaints management, including with regard to the following matters:
- complaints submitted by category;
  - complaint trends/systemic issues;
  - complaints submitted by source;
  - status of complaints;
  - finalised conduct issues by category; and
  - conduct issue trends.
- 16.7 The Professional Standards report outlined in Schedule 4 will be publicly released by the Police Minister and include complaints against AFP appointees providing policing services under this Agreement, including the investigation of such complaints and any related action whether undertaken by the AFP, Australian Commission for Law Enforcement Integrity (ACLEI), the Commonwealth Ombudsman or otherwise.

## **17. Dispute Resolution**

- 17.1 Issues and disputes related to the Arrangement and Agreement will be escalated in accordance with issues management processes agreed by the Director-General JACS and the Chief Police Officer.
- 17.2 Any disputes that cannot be resolved through the agreed issues management process will be referred to the Director-General JACS and the Chief Police Officer for resolution.
- 17.3 Any dispute or matter of concern to either party arising from the Arrangement and this Agreement that cannot be resolved by Director-General JACS and the Chief Police Officer shall be referred to the Police Minister and the Commissioner for resolution.

## **18. Duration and development of Agreements**

- 18.1 This Agreement shall apply for the period 1 July 2021 to 30 June 2022.
- 18.2 No variation of this Agreement is binding unless it is agreed in writing between the parties.
- 18.3 The parties will agree to amendments to Schedule 1 after the delayed 2021-22 ACT Budget has been finalised to reflect any changes to ACT Policing funding.
- 18.4 Negotiations for a new Agreement to commence on 1 July 2022 must be initiated no later than September 2021. Schedule 5 contains an indicative timetable for the development of the multi-year Agreement that will commence in July 2022. The timetable for the negotiations will be flexible to work in conjunction with the ACT Government budget process.



Mick Gentleman MLA  
Minister for Police and Emergency Services

17<sup>th</sup> June 2021



Deputy Commissioner Neil Gaughan APM  
Chief Police Officer for the ACT

18 June 2021



Reece Kershaw APM  
Australian Federal Police Commissioner

1 July 2021

## Schedule 1 – Annual funding

In accordance with section 11 of the Agreement, funding provided to the AFP for policing services as outlined in this Agreement, is determined by the ACT Executive through the ACT budget process and included in the payments on behalf of the Territory for JACS to administer.

Upon finalisation of the 2021-22 Budget and until such a time when the Appropriation Bill 2021-22 is passed by the ACT Legislative Assembly, funding provided through this Agreement will be equivalent to the appropriations provided in 2020-21 in-line with the 2021-22 supply period set out under the *Financial Management Act 1996*.

In addition to the Territorial appropriation, the Payment Schedule provides details of other funding sources relevant to ACT Policing operations.

### Total ACT Policing Budget appropriation (includes capability maintenance funding)

	2021-22 Estimated \$'000	2022-23 Estimated \$'000	2023-24 Estimated \$'000	2023-24 Estimated \$'000
Total ACT Policing Budget appropriation	178,150	183,513	183,552	183,552

### 2021-22 funding breakdown

2021-22 ACT Policing Budget appropriation	<b>\$178,150,350</b>
New Initiatives	\$0
<b>Sub Total</b>	<b>\$178,150,350</b>
Crime Prevention Initiatives <sup>1</sup>	\$239,000
<b>2021-22 Policing Purchase Agreement Amount</b>	<b>\$178,389,350</b>
Better Infrastructure Fund Budget <sup>2</sup>	\$292,000
Capital Initiative - Delivering Better facilities for ACT Policing <sup>3</sup>	\$5,979,000
Relocating ACT Policing's Traffic Operations Centre (Recurrent) <sup>3</sup>	\$1,500,000
Relocating ACT Policing's Traffic Operations Centre (Capital) <sup>3</sup>	\$2,500,000

1. This item is processed through invoicing and does not form part of the budget for the contract price

2. Better Infrastructure Fund is held by JACS on ACTP's behalf and does not form part of the budget for the contract price

3. This funding is held by JACS on ACTP's behalf and does not form part of the budget for the contract price.

<b>COVID 19 Stimulus measure –</b>	
<b>Fast Track Program</b>	\$300,000
City Station Upgrade – Upgrades to bathrooms, kitchen and change rooms (funding goes through to December 2021)	

The total price of this Agreement includes funding applied by ACT Policing for leasing, maintenance and running costs associated with facilities. The budgeted amount to be applied to facilities leasing, maintenance and running costs by ACT Policing in 2021-22 is \$4.709 million.

<b>Budgeted 2021-22 Facilities Costs</b>	<b>\$'000</b>
Leasing	\$1,271
Maintenance	\$2,111
Running Costs	\$1,328
<b>Total Recurrent</b>	<b>\$4,710</b>

## ACT Justice & Community Safety Directorate

### 2021-22 Appropriation Payment Schedule for ACT Policing

Pay No	Date	Amount
1	22-Jul-21	14,845,863
2	19-Aug-21	14,845,863
3	30-Sep-21	14,845,863
4	28-Oct-21	14,845,863
5	25-Nov-21	14,845,863
6	23-Dec-21	14,845,863
7	20-Jan-22	14,845,863
8	17-Feb-22	14,845,863
9	31-Mar-22	14,845,863
10	28-Apr-22	14,845,863
11	26-May-22	14,845,863
12	23-Jun-22	14,845,857
<b>Total Appropriation</b>		<b>178,150,350</b>

The AFP agrees to the above schedule of payments for ACT Policing to be processed by JACS with the last payment run each month of 2021-22.

## Schedule 2 – Supported ACT Government Events

In accordance with clauses 8 and 11 of this Agreement the price of this Agreement includes costs to deliver policing services in support of the following ACT Government events:

September – October 2021	Floriade including Floriade NightFest
31 December 2021	New Year's Eve
Early January 2022	Summernats City Cruise
25-26 January 2022	Queen's Baton Relay
26 January 2022	Australia Day in the Capital
Mid-February 2022	National Multicultural Festival
Early-March 2022	Enlighten
Mid-March 2022	Skyfire

Considering the uncertain impacts of COVID-19 on events in the ACT, if these events are cancelled ACT Policing may redirect resources originally planned to support the policing of these events to other areas requiring policing. Redirected resources will be reported in the 6 monthly reports to the Minister for Police and Emergency Services.

## Schedule 3 – Performance Reporting

The framework for measuring the performance of policing services in the ACT is a contemporary model which incorporates an outcome-focused framework.

### **Overarching budgetary outcome:**

**In partnership with the community, create a safer and more secure Australian Capital Territory (ACT) through the provision of quality police services.**

This will be achieved through three main areas of activity: Reduce Crime; Public Safety; and Community and Partner Engagement.

The performance measure framework aims to enhance accountability for the delivery of services and provides clear linkages between ACT Policing's outcomes, outputs, strategies and individual measures.

The performance measures are an important element of determining the appropriate allocation of all resources in ACT Policing. Actual performance is rigorously measured and reported upon and, over time, informs decisions about adjustments to performance targets.

The indicators of effectiveness within this framework recognise that the performance outcomes for these indicators are not fully within ACT Policing control. There are a number of public and private institutions and individuals who contribute to the overall results and standings of these indicators.

## OUTCOME: REDUCE CRIME

### Output: Crime Prevention and Reduction

#### Strategies

#### *Prevent or reduce crime and violence*

Continued support and delivery against the Property Crime Prevention Strategy  
Promote innovative and enduring community crime prevention strategies and programs  
Preventing and reducing opportunities for crime to occur and/or reoccur

#### Performance Measure

#### Target

Number of offences against the person reported or becoming known per 100,000 population <sup>a</sup>	800 or less
Number of offences against the property reported or becoming known per 100,000 population <sup>a</sup>	8300 or less

### Output: Criminal Investigations and Prosecutions

#### Strategies

#### *Enhance response to and investigation of offences*

Forge strong partnerships with key stakeholders to facilitate whole-of-government and cross-jurisdictional information sharing and collaboration  
Apply effective technology and forensic science capabilities  
Effectively use intelligence from a wide range of sources

#### Performance Measure

#### Target

Percentage of offences against the person cleared	72% or more
Percentage of offences against property cleared	15% or more

#### Strategies

#### *Effective and efficient support to the judicial process*

Promote a robust partnership between ACT Director of Public Prosecutions, ACT Law Courts, JACS and the community to enhance criminal justice outcomes  
Deliver a high standard of briefs of evidence in a timely manner  
Facilitate a more efficient criminal justice system with emphasis on timely preventative justice measure and judicial process

#### Performance Measure

#### Target

Percentage of briefs delivered to the Director of Public Prosecutions within the designated timeframes <sup>bc</sup>	75% or more
Percentage of cases finalised by offence proved in court <sup>cd</sup>	82% or more
Percentage of cases otherwise resolved <sup>cdf</sup>	5% or less

#### Indicators of Effectiveness

#### Target

Percentage of persons who are concerned about becoming a victim of physical assault in a public place- excluding sexual assault in the next 12 months <sup>e</sup>	National Average or less
Percentage of persons who are concerned about becoming a victim of sexual assault in the next 12 months <sup>e</sup>	National Average or less
Percentage of persons who are concerned about becoming a victim of housebreaking in the next 12 months <sup>e</sup>	National Average or less
Percentage of persons who are concerned about becoming a victim of motor vehicle theft in the next 12 months <sup>e</sup>	National Average or less
Percentage of persons who feel safe when walking in their neighbourhood by themselves during the night <sup>e</sup>	National Average or more
Percentage of persons who feel safe at home alone during the night <sup>e</sup>	National Average or more
Percentage of persons who perceive the following quality of life issues to be a problem in their neighbourhood: <sup>e</sup>	
Speeding cars, dangerous or noisy driving	National Average or less
Graffiti/vandalism	National Average or less
Louts/gangs	National Average or less
Drunken/disorderly behaviour	National Average or less

## OUTCOME: PUBLIC SAFETY

### Output: Police Response

#### Strategies

#### *Responsiveness to calls and incidents taking into consideration public and police safety*

Response meets the expectations of community needs  
Ensure resources meet demands  
Enhance police responsiveness through mobility solutions

#### Performance Measure

#### Target

Response time for Priority One within 10 minutes

80% or more

Response time for Priority Two within 20 Minutes

80% or more

Response time for Priority Three where police attention or response is required:  
as determined in consultation with the complainant  
but, in any event, no later than 48 hours from the initial contact by the complainant

90% or more

Percentage of 000 calls answered on first or second presentation:

a) On first presentation

92% or more

b) On second presentation

98% or more

### Output: Public Order and Emergency Management

#### Strategies

#### *Effective planning and management of major community events and public demonstrations*

Work with the community and other agencies to contribute to improved events management  
Review and improve existing arrangements around scheduled annual major public events  
Conduct post operational assessments with relevant stakeholders to ensure best practice

#### Performance Measure

#### Target

Percentage of the community satisfied with police in dealing with public order problems <sup>g</sup>

National Average or more

#### Strategies

#### *Respond to emergencies and disasters*

Work with partners to develop and maintain preparedness  
Review and improve multi-agency emergency management and plans and responses  
Conduct post operational assessment processes with relevant stakeholders to ensure best practice

#### Performance Measure

#### Target

Review and testing of arrangements for responding to and recovering from emergencies and disasters

Annual

### Output: Road Safety & Traffic Management

#### Strategies

#### *Collaborate with partner agencies to improve and promote road safety through education, innovation and targeted enforcement*

Continue to deliver against the ACT Road Safety Strategy and Action Plan  
Maintain targeted campaigns to align with the ACT Road Safety Calendar  
Aspire to reduce the annual number of road crash fatalities and serious injuries by at least 30 per cent by 2020

#### Performance Measure

#### Target

Number of road crashes resulting in death per 100,000 population <sup>a</sup>

4.2 or less

Number of road crashes resulting in injury per 100,000 population <sup>a</sup>

180 or less

#### Effectiveness

#### Target

Percentage of persons who self-report to driving 10km per hour or more over the speed limit <sup>g</sup>

National Average or less

Percentage of persons who self-report to driving while not wearing a seatbelt <sup>g</sup>

National Average or less

Percentage of persons who self-report to driving while suspecting they are over the prescribed alcohol limit <sup>gh</sup>

National Average or less

Percentage of persons who self-report to driving when using a mobile phone <sup>g</sup>

National Average or less



## OUTCOME: COMMUNITY AND PARTNER ENGAGEMENT

### Output: Community Support and Whole-of-Government Collaboration

#### Strategies

##### ***Increase community confidence in police***

Develop and deliver innovative communication strategies to share information and foster community participation  
Maintain the use of social media to provide real time information to support and serve the needs of the community  
Collaborate with partner agencies, business and community groups to support community events

#### Performance Measures

#### Target

Percentage of the community satisfied in general with services provided by police <sup>g</sup>	National Average or more
Percentage of the community who have confidence in police <sup>g</sup>	National Average or more

#### Strategies

##### ***Increase support for early intervention and diversion***

Collaborate with partner agencies and community groups to prevent and reduce recidivism, prevent repeat victimisation and protect 'at risk'/vulnerable groups  
Continued support and delivery against the ACT Aboriginal Justice Partnership 2015-18 to prevent and reduce the number of Aboriginal and Torres Strait islander people coming into contact with the criminal justice system  
Support strategies and initiatives that deter, detect and prevent violence against women and children

#### Performance Measures

#### Target

Percentage of eligible young people referred to restorative justice <sup>ijk</sup>	100%
Number of persons referred to community support agencies	5500 or more
Number of referrals to drug diversion programs (drug demand and reduction effort)	80 or more

#### Strategies

##### ***Enhance and strengthen resilience of communities***

Work with community and partners to reduce tolerance for crime  
Support community derived safety and security initiatives  
Build relationships with vulnerable community groups

#### Performance Measures

#### Target

ACT Policing Victim Liaison Officers providing contact with victims of indictable crime reported to police <sup>m</sup>	80% or more
---	-------------

#### Indicators of effectiveness

#### Target

Percentage of persons satisfied with most recent contact with police services <sup>g</sup>	National Average or more
Percentage of persons who agree that police perform their job professionally <sup>g</sup>	National Average or more
Percentage of persons who agree that police treat people fairly and equally <sup>g</sup>	National Average or more

## Schedule 3 - Notes

- a. These measures encompass the jurisdiction of a great many public and private institutions and individuals who contribute to the overall results and standings. Success in these targets is not the sole domain or responsibility of ACT Policing.
- b. Briefs delivered to the Director of Public Prosecutions within the designated timeframe include those where a formal extension was applied for and granted.
- c. These measures are based on the concept of a 'case' where a person may be brought before the court on multiple charges. The charges are, for the purposes of this measure grouped under the apprehension identification number which is automatically generated by the PROMIS Case Management System.
- d. This measure records successful prosecutions as being those where any of the charges under one apprehension identification number has been proven before the court.
- e. This measure records cases which resulted in a court appearance where a magistrate or judge has made a determination which is not related to a finding of guilty or not guilty. This currently refers to mental health orders used by a court.
- f. The term "otherwise resolved" includes cases referred to the Mental Health Tribunal, remands by the court before a matter is determined.
- g. These indicators are sourced from the *National Survey of Community Satisfaction with Policing (NSCSP)*, a self reporting survey conducted by the Social Research Centre.

Using the results of the relevant NSCSP questions, the percentage of the community 'satisfied' in measure 16 equals those who scored 'satisfied' or 'very satisfied'; the percentage of the community who have 'confidence' in measure 17 equals those who scored 'agree' or 'strongly agree'; the percentage of persons 'concerned' in Indicators A-D equals those who scored 'somewhat concerned' or 'very concerned'; the percentage of persons 'who feel safe' in Indicators E-F equals those who scored 'safe' or 'very safe'. Indicator G equals those who scored 'somewhat of a problem' or 'major problem' for each separate problem; the percentage of persons 'self-report to driving' in Indicators H-K equals those who scored 'sometimes', 'most of the time' or 'always'; the percentage of persons 'satisfied' in Indicator L equals those who scored 'satisfied' or 'very satisfied'; the percentage of persons who agree' in Indicators M-N equals those who scored 'agree' or 'strongly agree'.

- h. In the ACT, the prescribed limit is 0.000 of alcohol per 100mL of blood for those classed as a 'special driver' in the *Road Transport (Alcohol and Drugs) Act 1977*. 'Special drivers' include those with a learner, provisional, probation, restricted, suspended and disqualified licence. The prescribed limit for all other drivers is 0.050 of alcohol per 100mL of blood.
- i. It should be noted that a proportion of the young people referred are as a diversion whilst others are referred in conjunction with criminal prosecution.
- j. Eligible according to s19 of the Crimes (Restorative Justice) Act 2004:

### 19 Eligible offenders

(1) An offender who commits an offence is eligible for restorative justice if—

(a) this Act applies to the offence and the offender under part 4; and

(b) the offender—

(i) accepts responsibility for the commission of the offence; and

(ii) was at least 10 years old when the offence was committed, or was allegedly committed; and

(iii) is capable of agreeing to take part in restorative justice; and

(iv) agrees to take part in restorative justice.

- k. ACT Policing is required to report on the following against this target:

Total number of young offenders

Total number of ineligible young offenders

Total number of Aboriginal and Torres Strait Islander young offenders

Total number of ineligible Aboriginal and Torres Strait Islander young offenders

Reasons why the offenders were deemed ineligible

- l. This target does not include matters where police discretion has determined that no further action or a caution is the most appropriate action.
- m. This indicator measures all cases where ACT Policing Victim Liaison Officers have made initial contact with victims for specific indictable offences reported to police within the reporting period.

### Schedule 3 – Definitions

Term	Definition
<b>Comparability of Survey of Community Satisfaction with policing results</b>	The <i>National Survey of Community Satisfaction with Policing</i> (NSCSP) was conducted by Roy Morgan Research from 1 July 2006 to 30 June 2010. Since 1 July 2010 the NSCSP is conducted by the Social Research Centre. While the content of the survey remains relatively similar over time, there is some potential for variations in results based solely on the difference in the survey methodologies and survey providers.
<b>Complaint issues</b>	Issues associated with a complaint made in accordance with Part V of the <i>Australian Federal Police Act 1979</i> .
<b>Contact with Victim</b>	<p>ACT Policing Victim Liaison Officers (VLOs) contact victims either via phone, letter or face to face. The VLOs may contact victims of the following indictable offences:</p> <ul style="list-style-type: none"> <li>• Family Violence;</li> <li>• Homicide;</li> <li>• Stalking;</li> <li>• Assault;</li> <li>• Sexual Assault (including Acts of Indecency and Indecent Exposure);</li> <li>• Kidnapping;</li> <li>• Robbery; and</li> <li>• Residential Burglary</li> </ul> <p>For offences investigated by ACT Policing's Criminal Investigations portfolio, contact with victims is made where necessary after consultation with the relevant case officer.</p>
<b>Custody</b>	<p>The restriction or removal of a person's right to freedom of movement.</p> <p>May also be constructive as a result of a person believing that they may not exercise their free will as a result of dealings with a police officer and is deemed to exist in circumstances where a person:</p> <ul style="list-style-type: none"> <li>• is in the company, care, custody or control of a member or special member, and is restricted from leaving that company for the time being;</li> <li>• is placed in a holding room;</li> <li>• is lodged in police cells or an area or facility controlled by police;</li> <li>• is placed under arrest.</li> </ul>
<b>DPP</b>	Director of Public Prosecutions.
<b>Hearing brief of evidence</b>	A collation of all relevant evidentiary material relating to a prosecution to be forwarded to the DPP. It is accepted that for the judicial Process Measures (Numbers 24, 25, 26, 27) the efficiency of other agencies such as the DPP as well as the capacity of victims and witnesses to present their evidence may also affect judicial process outcomes.
<b>Injury</b>	An injury sustained by any person as a result of a collision, which necessitates treatment by a medical practitioner.
<b>Offence</b>	A breach of the criminal law.

<b>Term</b>	<b>Definition</b>
<b>Offence cleared</b>	Offence cleared - Offences that are cleared by any method including, but not restricted to, Arrest, Caution, Summons, Charge withdrawn, Unfounded, Court Attendance Notice, Charge before the court, Diversionary conference, Simple Cannabis Offence Notice, Complaint withdrawn by victim, Offender identified - child under 10 years old, Assault - inadequate evidence to support allegation or Civil reconciliation between offender and victim.
<b>Offences against property</b>	Offences against property include robbery, blackmail, extortion, burglary, fraud, motor vehicle thefts, other theft offences, property damage and environmental offences.
<b>Offences against the Person</b>	Offences against the person include homicide assaults, sexually based offences, kidnap and related offences, other person offences.
<b>Percentage of 000 calls answered on first and second presentation</b>	It is the policy of Telstra to re-present 000 calls to another line after 9 rings in order to maximise the response rate. This is a national standard endorsed by Emergency Services Organisations across Australia. The measurement of response to 000 calls is based on average operating capacity and the target for this measure does not include abnormal instances created by one major event where operating capacity is overloaded due to multiple reporting of the same incident.
<b>Police response</b>	All police attendance to calls for assistance from members of the community that fit within the prioritised response model.
<b>Prioritised response model</b>	The model used by the Computer Aided Dispatch system to prioritise incidents for dispatch of patrols.
<b>Priority One Incident</b>	Life threatening or time critical situations.
<b>Priority Two Incident</b>	Situations where the information provided indicates that time is important, but not critical.
<b>Priority Three Incident</b>	There are two possible responses to situations where there is no immediate danger to safety or property. This will be either police attention or police response. Each incident will be managed on a case by case basis in full consultation with the complainant. During that consultation, a determination will be made as to whether the complainant agrees that the matter can be handled over the telephone (police attention) or if attendance is required by Police. If the latter, then attendance must be not later than 48 hours from the initial contact by the complainant.

## Schedule 4 – Complaints Reporting

AFP Professional Standards is the primary mechanism for maintaining integrity and applies to all AFP appointees in Australia, its Territories and overseas.

Fundamental to compliance with the professional standards of the AFP is a requirement to adhere to the core values of the organisation.

Reporting of ACT Policing complaint matters will occur in accordance with clause 16.5 of this Agreement and will cover such matters as:

- Complaints submitted by category;
- Complaint trends, systemic issues;
- Complaints submitted by source;
- Status of complaints;
- Finalised conduct issues by category; and
- Conduct issue trends.

## Schedule 5 – Timetable for Developing 2022 Agreement

Action		Indicative Date
1.	JACS and ACT Policing commence negotiations.	September 2021
2.	Recommendations finalised for CPO and DG agreement.	April 2022
3.	Recommendations finalised for Minister for Police and AFP Commissioner agreement.	May 2022
4.	Signing of Agreement.	June 2022

## Schedule 6 – Resource Reporting

In accordance with clause 16 of this Agreement, the Chief Police Officer will report to the Minister for Police on the deployment, operational status and movement of ACT Policing employees.

Reporting will include:

- Definitions;
- Designation of staff as per operational and non-operational staff;
- Aggregated number of staff transfers into ACT Policing;
- Aggregated staff transfers out of ACT Policing; and
- Superintendent rank (or equivalent).

The Chief Police Officer will give timely advice to the Police Minister on any senior AFP personnel movements or changes. Changes to the Deputy Chief Police Officer and Director Corporate Services will be reported at the time of occurrence.



## Schedule 7 – Financial Reporting

In accordance with clause 16 of this Agreement, the Chief Police Officer will report to the Minister for Police on ACT Policing's financial performance in the below format.

The report will be accompanied by commentary where consolidated node variations exceed 5 per cent of pro-rata phased budgets.

<b>Australian Federal Police ACT Community Policing Financial Performance For 2017-18</b>						
	Current Budget 2017-18	Expenditure YTD	YTD Budget	Prorata Expenditure Rate Based On Phased Budgets	Full Year Estimate	Over/ (Under)
<b>Employee Expenses</b>						
Direct Employee Expenses						
Provision for Recreation Leave						
Provision for Long Service Leave						
Superannuation						
Overtime & Penalties ACTP						
Other						
<b>Total Salary Related Expenses</b>						
<b>Administrative Expenses</b>						
Communications Expenses						
Computer Expenses						
Consultants/Contractors						
General Expenses						
Insurance						
Motor Vehicle Expenses						
Office Expenses						
Other Operational Costs						
Property Items Discretionary						
Security						
Staff Expenses						
Training						
Travel Expenses						
Other						
<b>Total Administrative Expenses</b>						
<b>Non-Discretionary</b>						
Property Operating Expenses						
Compensation & Legal						
Depreciation						
<b>Total Non-Discretionary Expenses</b>						
<b>Enabling Expenses</b>						
General Counsel						
Finance & Commercial						
Technology & Innovation						
Support Capability						
People, Safety & Security						
Specialist Operations						
Workforce & Development						
<b>Total Enabling Expenses</b>						
<b>Total</b>						