



ACT
Government



AFP
AUSTRALIAN FEDERAL POLICE

PURCHASE AGREEMENT

BETWEEN THE

ACT MINISTER
FOR POLICE AND EMERGENCY
SERVICES,

COMMISSIONER OF THE
AUSTRALIAN FEDERAL POLICE

AND THE

CHIEF POLICE OFFICER FOR THE ACT

**FOR THE PROVISION OF
POLICING SERVICES TO THE ACT**

2014-15

**2014-2015 PURCHASE AGREEMENT BETWEEN
THE ACT MINISTER FOR POLICE AND EMERGENCY SERVICES,
THE COMMISSIONER, AUSTRALIAN FEDERAL POLICE,
AND THE CHIEF POLICE OFFICER FOR THE ACT
FOR THE PROVISION OF POLICING SERVICES TO
THE AUSTRALIAN CAPITAL TERRITORY**

Purpose

1. In accordance with the *Australian Federal Police Act 1979* (the Act), the Australian Federal Police (AFP) provides community policing services to the Australian Capital Territory (ACT). The Act also allows for the Commonwealth and ACT Governments to enter an arrangement for the provision of those policing services.
2. On 24 June 2011, the Commonwealth Minister for Home Affairs, Justice, Privacy and Freedom of Information and the ACT Minister for Police and Emergency Services entered into an arrangement which established the enabling framework for the provision by the AFP of policing services to the ACT for a further five years. The Arrangement for the Provision of Police Services to the ACT (the Arrangement) requires the Minister for Police and Emergency Services, the AFP Commissioner and the Chief Police Officer to enter an annual Purchase Agreement (the Agreement) for those services. The Agreement is required to set out the details of the goods and services to be purchased by the ACT from the AFP, the agreed price for those services and associated performance reporting.
3. This Agreement will be read in conjunction with the Arrangement of 24 June 2011.

Parties

4. This Agreement is between the ACT Minister for Police and Emergency Services, the AFP Commissioner and the Chief Police Officer-.

Definitions

5. Unless stated otherwise, definitions in the Agreement are the same as in the Arrangement.

Scope

6. The output classes covered by this Agreement include all the goods and services to be purchased by the ACT from the AFP through the direct police budget appropriation. This Agreement does not cover activities funded by revenue outside the direct police appropriation.

7. The ACT's purchaser interests covered by this Agreement include:
 - a) the policing outcome and all associated outputs to be provided, listing final goods and services;
 - b) performance measures for the outputs, together with targets where appropriate; and
 - c) performance, financial, resource and complaints reporting.
8. No variation of this Agreement is binding unless it is agreed in writing between the parties.
9. The policing outcome and associated outputs to be provided, the price for these outputs, and any additional payment arrangements known at the commencement of a financial year, performance measures and definitions are contained within schedule 1 to this Agreement.

AFP Enterprise Agreements

10. The AFP Enterprise Agreement 2012-2016 and the AFP Executive Level Enterprise Agreement 2011 provides the terms and conditions for employment in the AFP. The AFP Enterprise Agreement is for the period 8 March 2012 to 8 March 2016 and the AFP Executive Level Enterprise Agreement is for the period 1 July 2011 to 1 July 2015. In accordance with clause 13.2 of the 2011-16 Arrangement, if the AFP 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 Police Services to the ACT, the Commissioner shall, before altering those terms and conditions, consult with and advise the ACT Minister for Police and Emergency Services of the likely implications of the proposed alterations.

Facilities and Structures

11. In accordance with clause 4.7 of the Arrangement, a committee (the Justice and Community Safety Directorate and ACT Policing Strategic Accommodation Committee) has been established. The committee has agreed a model for appointing responsibilities for the maintenance and fitting of the facilities provided by the ACT.
12. The price of services included in schedule 1 of this Agreement, includes funding applied by ACT Policing for the routine maintenance, leasing and running costs associated with facilities. ACT Policing will manage maintenance, leasing and running associated with facilities and within this funding.
13. The Territorial Capital Upgrades Program (CUP) funding for ACT Policing facilities is managed by the Justice and Community Safety Directorate in consultation with ACT Policing.

Referral of Aboriginal and Torres Strait Islander Youth to the Restorative Justice Unit

14. ACT Policing will refer all eligible Aboriginal and Torres Strait Islander youth to the Restorative Justice Unit within the Justice and Community Safety Directorate to have their suitability for participation in a restorative justice conference assessed.

Billing and Payment Arrangement

15. The AFP will follow the general principles of Commonwealth Cost Recovery Guidelines where appropriate in the provision of policing services to the ACT Government.¹
16. Payments to the AFP will be on a pro-rata monthly basis in accordance with the 2013-2014 Appropriation Payment Schedule for ACT Policing.

Enabling Services Costs

17. The joint ACT Government and ACT Policing exercise to rebase the costs of enabling services provided to ACT Policing, from within other AFP portfolios, for the provision of policing services to the ACT will be finalised during 2014-15.
18. The rebasing exercise is jointly overseen by a Steering Committee made up of ACT Policing, AFP and ACT Government representatives (Justice and Community Safety Directorate and ACT Treasury) and is co-chaired by the Chief Police Officer and the Justice and Community Safety Directorate Director-General. The Steering Committee will provide a report and recommendations to the AFP Commissioner and the ACT Minister for Police and Emergency Services for consideration and endorsement. If the AFP Commissioner and the ACT Minister for Police and Emergency Services jointly agree to an overall variation in the cost of enabling services for 2014-15, options for adjustment to fee including changes in the delivery of services or seeking additional funding through ACT Government Budget processes will be progressed by the Territory and AFP Responsible Officers for effect within 2014-15.
19. The Territory and AFP Responsible Officers, as defined under clause 41 of the Agreement, will negotiate and present to Government for consideration, the funding of any additional enabling services due to a change in demand that may arise as a result of a policy change by the ACT Government, or as referred to the Territory by the Chief Police Officer and subsequently endorsed by the ACT Government.

Performance Measures

20. In accordance with the Arrangement, the Agreement contains a set of key performance indicators (KPIs), based on mutually agreed targets, to reflect

¹ Australian Government Cost Recovery Guidelines, Department of Finance and Administration Circular 2005/09

the operational performance of ACT Policing during the period of the Agreement.

21. The Agreement recognises that not all performance outcomes are fully within ACT Policing control and may encompass the jurisdiction of a number of public and private institutions and individuals who contribute to the overall results and standings. The Agreement includes a number of measures that provide the ACT community with broader indicators of effectiveness in police performance.
22. It is from this perspective that an operational performance framework (KPIs) and a separate indicators of effectiveness framework have been included within schedule 1 – Performance Reporting.
23. The ACT Government and ACT Policing will conduct a review of the operational performance measures and indicators of effectiveness outlined in schedule 1– Performance Reporting. The review will be jointly overseen by a Steering Committee made up of ACT Government and ACT Policing. The Steering Committee will provide a report and recommendations to the ACT Minister for Police and Emergency Services for endorsement.
24. It is the intent of the parties to conclude the performance measure review to enable the ACT Minister for Police and Emergency Services and the AFP Commissioner to agree to it for inclusion in the 2015-16 Purchase Agreement.

Powers and Obligations

25. In accordance with the Arrangement, the Chief Police Officer, subject to the authority of the AFP Commissioner, will be responsible to the ACT Minister for Police and Emergency Services for the delivery of outputs to achieve the outcome as set out in schedule 1 of the Agreement, and the general management and control of AFP personnel and resources deployed for the purposes of the Arrangement.
26. Short-term variations to targets and priorities set by this Agreement may be determined by the ACT Minister for Police and Emergency Services, in accordance with clause 6 of the Arrangement, including at the request of the Chief Police Officer, following consultation and with reasonable notice.
27. Such variations will be appended to this Agreement and should be within budget limits unless otherwise agreed.
28. Subject to clause 7 of the Arrangement, the Chief Police Officer will provide services in support of ACT ministerial information requirements which are compliant with ACT Government standards.

Duration and development of Agreement

29. The Agreement shall apply for the period 1 July 2014 to 30 June 2015 in accordance with clause 16.1 of the Arrangement.

30. An annual timetable for developing the Agreement is detailed at schedule 5.

31. Changes to performance measures adjusted from the previous Agreement will be detailed in schedule 1.

Reporting

32. The Chief Police Officer shall report to the ACT Minister for Police and Emergency Services within one calendar month at the end of each quarter, unless otherwise agreed by parties, on those matters prescribed in schedules 1, 2, 3 and 4 in this Agreement and on the Ministerial Direction. Further to this, a breakdown of legal services requested by ACT Policing is sought as stated in clauses 11.1, 11.2 and 11.3 of the Arrangement. The reports will be provided in a format agreed by the parties, covering performance, finance, resources and complaints management and also in a format suitable to be published, should the Minister so choose to do. The reports will also contain relevant explanation, commentary and analysis of their contents.

33. Pursuant to the AFP Professional Standards Framework outlined at schedule 4 to this Agreement, the AFP will, in accordance with clause 32, report to the Territory on a quarterly basis 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.

34. The Professional Standards report outlined in schedule 4 will be publicly released by the Minister each quarter.

Ministerial Direction

35. In accordance with section 6 of the Arrangement, the ACT Minister for Police and Emergency Services, for each Purchase Agreement period, may give the Chief Police Officer general directions to give special operational emphasis to particular areas of focus.

36. The Ministerial Direction is documented separately, but will be read in conjunction with this Purchase Agreement.

37. The Chief Police Officer shall report to the ACT Minister for Police and Emergency Services on the Ministerial Direction within one calendar month at the end of each quarter. The report will contain a narrative, including relevant available data where appropriate, on the activities conducted by ACT Policing during the reporting period in support of the Ministerial Direction.

38. The first quarterly report for each financial year will also contain the intended allocation of the direct funding for crime prevention initiatives identified in the crime prevention output in schedule 1.

Dispute Resolution

39. The mechanism for resolving disputes arising from this Agreement will be as follows:

- a) in the first instance the Territory and AFP Contact Officers listed will use their best endeavours to settle the dispute; and
- b) if after 30 days the dispute is unresolved or the Contact Officers lack the authority to do so, the matter will be referred to the officers listed as the Responsible Officers.

40. For the purposes of this Agreement the contact officers will be:

- a) for the AFP, Director, Corporate Services on advice from the AFP Chief Operating Officer; and
- b) for the Territory, Executive Director, Legislation Policy and Programs Branch, Justice and Community Safety Directorate.

41. For the purposes of the Agreement the responsible officers will be:

- a) for the AFP, Chief Police Officer in consultation with the AFP Chief Operating Officer; and
- b) for the Territory, Director-General, Justice and Community Safety Directorate.

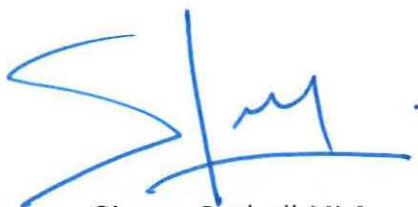
42. Any dispute or matter of concern to either party arising from this Agreement that cannot be resolved by the officers nominated at clause 40 or 41 shall be referred to the AFP Commissioner and the ACT Minister for Police and Emergency Services.

Annual Report

43. The Chief Police Officer shall also report annually to the ACT Minister for Police and Emergency Services, at a time nominated by the ACT Minister for Police and Emergency Services, on the provision of police services pursuant to the Agreement.

Future Agreements

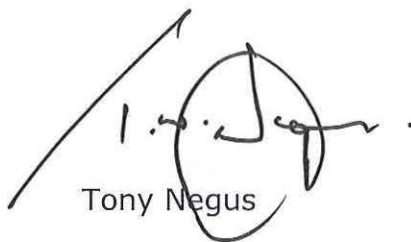
44. Further to the outcome of the performance measure review, performance measures recognising services delivered to specific police client groups will continue to be developed for inclusion in the 2015-2016 Purchase Agreement. Specific client groups might include victims of crime, those reporting criminal incidents and those requiring police services for non-crime related matters.



Simon Corbell MLA

Minister for Police and
Emergency Services

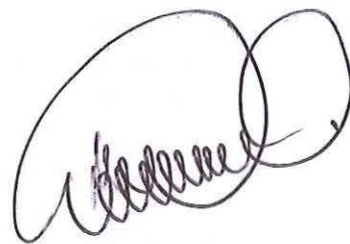
23 June 2014



Tony Negus

Commissioner
Australian Federal Police

23 June 2014



Rudi Lammers

Chief Police Officer
for the ACT

23 June 2014

Schedule 1 – Performance Reporting

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 four main areas of activity: Crime and Safety Management; Traffic Law Enforcement and Road Safety; Prosecution and Judicial Support; and Crime Prevention.

Outputs

Crime and Safety Management	
<ul style="list-style-type: none"> Incident response and policing support for the community Crime detection and investigation <p>ACT Policing will provide a safer and more secure ACT so that members of the community can go about their daily lives without undue fear of crime. This will be achieved by:</p> <ul style="list-style-type: none"> (i) providing efficient and effective police response to calls for assistance received from members of the community (ii) conducting investigations to detect offenders and bring them to justice; (iii) maintaining a proactive presence in the community, driven by the analysis of police intelligence data. 	
Output price:	\$92,243,980
Traffic Law Enforcement and Road Safety	
<p>ACT Policing will enforce traffic laws and promote safer behaviour on ACT roads with the objectives of reducing the number of crash fatalities and injuries to members of the community.</p>	
Output price:	\$15,622,693
Prosecution and Judicial Support	
<p>ACT Policing will maximise the number of successful prosecutions in Court by providing support to the Director of Public Prosecutions and the Courts.</p>	
Output price:	\$30,089,429
Crime Prevention	
<p>ACT Policing will seek to reduce and prevent crime through strategies that incorporate government and community cooperation to address risk factors associated with criminal behaviour and recidivism and raise awareness of the community's role in their own safety and security. The total funding includes direct funding from the Justice and Community Safety Directorate of \$0.232m for crime prevention initiatives.</p>	
Output price:	\$14,605,898
Total Price:	\$152,562,000^a

The above four main outputs will be achieved through the provision of police resources – including personnel, as defined and explained in schedule 2 of this Agreement.

The attribution of prices to outputs is indicative of resource prioritisation by outputs and may vary throughout the year according to the operational assessment of the Chief Police Officer. Changes to the total price must be agreed by both parties.

The details of the goods and services to be purchased by the ACT from the AFP and the price for those services are agreed within this document. The ACT considers changes to the policing services it requires and the price for those services as part of the ACT Budget process. The ACT Budget allocates funding to the Justice and Community Safety Directorate for the provision of policing services and the Directorate administers this funding on behalf of the Territory. The funding is classified as 'Territorial' in the ACT Budget papers.

Performance Measures

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. Targets for performance measures in the 2014-15 Purchase Agreement are unchanged from the previous year's Purchase Agreement. This approach was taken to support the work ACT Policing is undertaking to ensure the current level of frontline service provision is maintained in 2014-15 while strategies and implementation timetables to achieve the general savings measures are developed and applied. The outcome of the performance measure review and analysis of 2014-15 performance may result in variations to performance targets in future Agreements.

Measures	Target
Level of Crime	
1. Number of offences against the person reported or becoming known per 100,000 population. ^b	800 or less
2. Number of offences against property reported or becoming known per 100,000 population. ^b	8300 or less ^c
3. Percentage of offences against the person cleared.	72% or more ^c
4. Percentage of offences against property cleared.	15% or more ^c
Police Responsiveness	
5. Response times for Priority One Incidents: a) Within 8 minutes; b) Within 12 minutes.	75% or more 90% or more
6. Response times for Priority Two Incidents: a) Within 20 minutes; b) Within 30 minutes.	70% or more 95% or more
7. Response times for Priority Three Incidents: Where police attention or response is required: <ul style="list-style-type: none"> 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

Measures	Target
8. Percentage of 000 calls answered on first or second presentation: a) On first presentation; b) On second presentation.	92% or more 98% or more
Road Safety	
9. Number of road crashes resulting in death per 100,000 population. ^b	4.2 or less ^c
10. Number of road crashes resulting in injury per 100,000 population. ^b	180 or less ^c
Public Value	
11. Percentage of the community satisfied in general with services provided by police. ^{d,e}	National Average or more
12. Percentage of the community who have confidence in police. ^{d,e}	National Average or more
Supporting the Judicial Process	
13. Percentage of briefs delivered to the Director of Public Prosecutions within the designated timeframe. ^g	75% or more
14. Percentage of cases finalised by offence proved in court. ^{h,i}	82% or more
15. Percentage of cases finalised by a not-guilty verdict or otherwise withdrawn. ^{j,k}	15% or less
16. Percentage of cases otherwise resolved. ^{h,k,l}	5% or less
Crime Prevention	
17. Young people referred to restorative justice. a) number of young people referred to restorative justice. ^m b) percentage of eligible Aboriginal and Torres Strait Islander young people referred to restorative justice. ⁿ	110 or more ^o 95% or more ^o
18. Number of persons referred to community support agencies.	5500 or more
19. ACT Policing Victim Liaison Officers providing contact with victims of indictable crime reported to police. ^p	80% or more

Measures	Target
20.Number of referrals to drug diversion programs (drug demand reduction effort).	80 or more
21.Provide a quarterly report on Complaints to be released publicly.	4 reports per annum

Indicators of Effectiveness

The indicators of effectiveness framework was introduced in the 2014-15 Purchase Agreement to separate the indicators contained within this framework from the performance measure framework. This recognises 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. The outcome of the performance measure review and analysis of 2014-15 performance may result in variations to the effectiveness indicators.

Indicator	Target
Perceptions of Crime	
A. 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. ^{b,d,e}	National Average or less
B. Percentage of persons who are concerned about becoming a victim of sexual assault in the next 12 months. ^{b,d,e}	National Average or less
C. Percentage of persons who are concerned about becoming a victim of housebreaking in the next 12 months. ^{b,d,e}	National Average or less
D. Percentage of persons who are concerned about becoming a victim of motor vehicle theft in the next 12 months. ^{b,d,e}	National Average or less
E. Percentage of persons who feel safe when walking in their neighbourhood by themselves during the night. ^{b,d,e}	National Average or more
F. Percentage of persons who feel safe at home alone during the night. ^{b,d,e}	National Average or more
Public Confidence in Police	
G. Percentage of persons satisfied with most recent contact with police services. ^{d,e}	National Average or more
H. Percentage of persons who agree that police perform their job professionally. ^{d,e}	National Average or more

Indicator	Target
I. Percentage of persons who agree that police treat people fairly and equally. ^{d,e}	National Average or more
Road Safety	
J. Percentage of persons who self-report to driving 10km per hour or more over the speed limit. ^{b,d,e}	National Average or less
K. Percentage of persons who self-report to driving while not wearing a seatbelt. ^{b,d,e}	National Average or less
L. Percentage of persons who self-report to driving while suspecting they are over the prescribed alcohol limit. ^{b,d,e f}	National Average or less
M. Percentage of persons who self-report to driving when using a mobile phone. ^{b,d,e}	National Average or less
Crime Prevention	
N. Percentage of persons who perceive the following quality of life issues to be a problem in their neighbourhood: ^{b,d,e} <ul style="list-style-type: none"> i. speeding cars, dangerous or noisy driving ii. graffiti/vandalism iii. louts/gangs iv. drunken/disorderly behaviour 	National Average or less National Average or less National Average or less National Average or less

Schedule 1 - Notes

- a. The total price for services in schedule 1 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 2014-15 is \$4,214,579. The budget for this expenditure is based on expenditure incurred in 2013-14. Capital Upgrades Program (CUP) funding of \$246,000 has also been provided to the Justice and community Safety Directorate for minor capital works on ACT policing facilities.

Budgeted 2014-15 Facilities Costs

	\$
Leasing	\$1,164,592
Maintenance	\$915,844
Running Costs	\$2,134,143
Total Recurrent	\$4,214,579
CUP	\$246,000

If during the year forecast facilities costs exceed the budgeted amount, ACT Policing will notify the Minister of the requirement to apply additional amounts of the total price to meet the additional forecast facilities costs.

- b. 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.
- c. These targets are based on a five year average.
- d. These indicators are sourced from the National Survey of Community Satisfaction with policing (NSCSP), a self-reporting survey conducted by the Social Research Centre.
- e. Using the results of the relevant NSCSP questions, the percentage of the community 'satisfied' in measure 11 equals those who scored 'satisfied' or 'very satisfied'; the percentage of the community who have 'confidence' in measure 12 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'; the percentage of persons 'satisfied' in Indicator G equals those who scored 'satisfied' or 'very satisfied'; the percentage of persons 'who agree' in Indicators H-I equals those who scored 'agree' or 'strongly agree'; the percentage of persons 'self-report to driving' in Indicators J-M equals those who scored 'sometimes', 'most of the time' or 'always'. Indicator N equals those who scored 'somewhat of a problem' or 'major problem' for each separate problem.
- f. 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.

- g. Briefs delivered to the Director of Public Prosecutions within the designated timeframe include those where a formal extension was applied for and granted.
- h. 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.
- i. This measure records successful prosecutions as being those where any of the charges under one apprehension identification number has been proven before the court.
- j. This measure records cases where none of the charges under one apprehension identification number have been proven before the court.
- k. 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.
- l. The term "otherwise resolved" includes cases referred to the Mental Health Tribunal, remands by the court before a matter is determined.
- m. 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.
- n. Eligible Aboriginal and Torres Strait Islander youth are referred to restorative justice either as a diversion or in conjunction with prosecution, except those being cautioned by Police.
- o. This target does not include matters where police discretion has determined that no further action or a caution is the most appropriate action.
- p. 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 1 - Definitions

Term	Definition
Offence	A breach of the criminal law.
Offences against the Person	Offences against the person include homicide assaults, sexually based offences, kidnap and related offences, other person offences.
Offences against property	Offences against property include robbery, blackmail, extortion, burglary, fraud, motor vehicle thefts, other theft offences, property damage and environmental offences.
Offence cleared	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.
Comparability of Survey of Community Satisfaction with policing results	The National Survey of Community Satisfaction with Policing (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.
Prioritised response model	The model used by the Computer Aided Dispatch system to prioritise incidents for dispatch of patrols.
Police response	All police attendance to calls for assistance from members of the community that fit within the prioritised response model.
Priority One Incident	Life threatening or time critical situations.
Priority Two Incident	Situations where the information provided indicates that time is important, but not critical.
Priority Three Incident	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.
Percentage of 000 calls answered on first and second presentation	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.
Complaint issues	Issues associated with a complaint made in accordance with Part V of the <i>Australian Federal Police Act 1979</i> .
Custody	<p>The restriction or removal of a person's right to freedom of movement. 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"> i. is in the company, care, custody or control of a member or special ii. member, and is restricted from leaving that company for the time being; iii. is placed in a holding room; iv. is lodged in police cells or an area or facility controlled by police; v. is placed under arrest.
Injury	An injury sustained by any person as a result of a collision, which necessitates treatment by a medical practitioner.
DPP	Director of Public Prosecutions.
Hearing brief of evidence	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.
Contact with Victim	<p>ACT Policing Victim Liaison Officers (VLO's) contact victims either via phone, letter or face to face. The VLO's may contact victims of the following indictable offences:</p> <ul style="list-style-type: none"> i. Family Violence; ii. Homicide; iii. Stalking; iv. Assault; v. Sexual Assault (including Acts of Indecency and Indecent Exposure); vi. Kidnapping; vii. Robbery; and viii. Residential Burglary <p>For offences investigated by ACT Policing's Criminal Investigations portfolio, contact with victims is made where</p>

	necessary after consultation with the relevant case officer.
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Schedule 2 – Resource Reporting

FTE Number

ACT Government funding for 2014-15 will fund the Full Time Equivalent (FTE) of 932 AFP employees engaged in the provision of community policing services to the ACT for financial year 2014-2015 (831 FTE plus 101 FTE enabling). This number is a notional figure only, acknowledging that actual staffing levels will vary at any given time.² This notional figure is used in this Agreement for information only and not as a performance measure.

Reporting

In accordance with clause 32 of the Agreement, the Chief Police Officer will report quarterly to the ACT Minister for Police and Emergency Services 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; and
- Aggregated staff transfers out of ACT Policing.

The Chief Police Officer will give timely advice to the Minister on any senior AFP personnel movements or changes (from Superintendent rank (or equivalent) upwards).

² For example, the AFP may deploy additional resources to support ACT Policing in high workload periods such as Christmas/New Year period. Any increase in staffing may then be offset by reductions during low workload periods (winter) in order to remain within annual levels.

Schedule 3 – Financial Reporting

The Chief Police Officer will provide the following report on a quarterly basis in accordance with clause 32 of this Agreement:

Australian Federal Police
ACT Community Policing
Financial Performance
For the period 2014-2015

	Current Budget 2014-15	Expenditure YTD	YTD Budget	Prorata Expenditure Rate Based On Phase# Budgets	Full Year Estimate Over/Under (-)
Employee Expenses					
Base Salaries (inc HDA)					
Composite Salaries					
Provision for Recreation Leave					
Provision for Long Service Leave					
Superannuation					
Overtime & Penalties ACTP					
Worker's Compensation - Comcare					
Total Salary Related Expenses					
Administrative Expenses					
Communications Expenses					
Computer Expenses					
Consultants/Contractors					
General Expenses					
Insurance					
Motor Vehicle Expenses					
Office Expenses					
Other Operational Costs					
Security					
Staff Expenses					
Training					
Travel Expenses					
Property Items Discretionary					
Total Administrative Expenses					
Non-Discretionary					
Property Operating Expenses					
Termination Payments					
Compensation & Legal					
Depreciation					
Total Non-Discretionary Expenses					
Enabling Expenses					
People Strategies					
Finance & Commercial					
Learning & Development					
Legal Services					
Forensic & Technical Services					
Professional Standards					
Information Services					
Total Enabling Expenses					
Total					

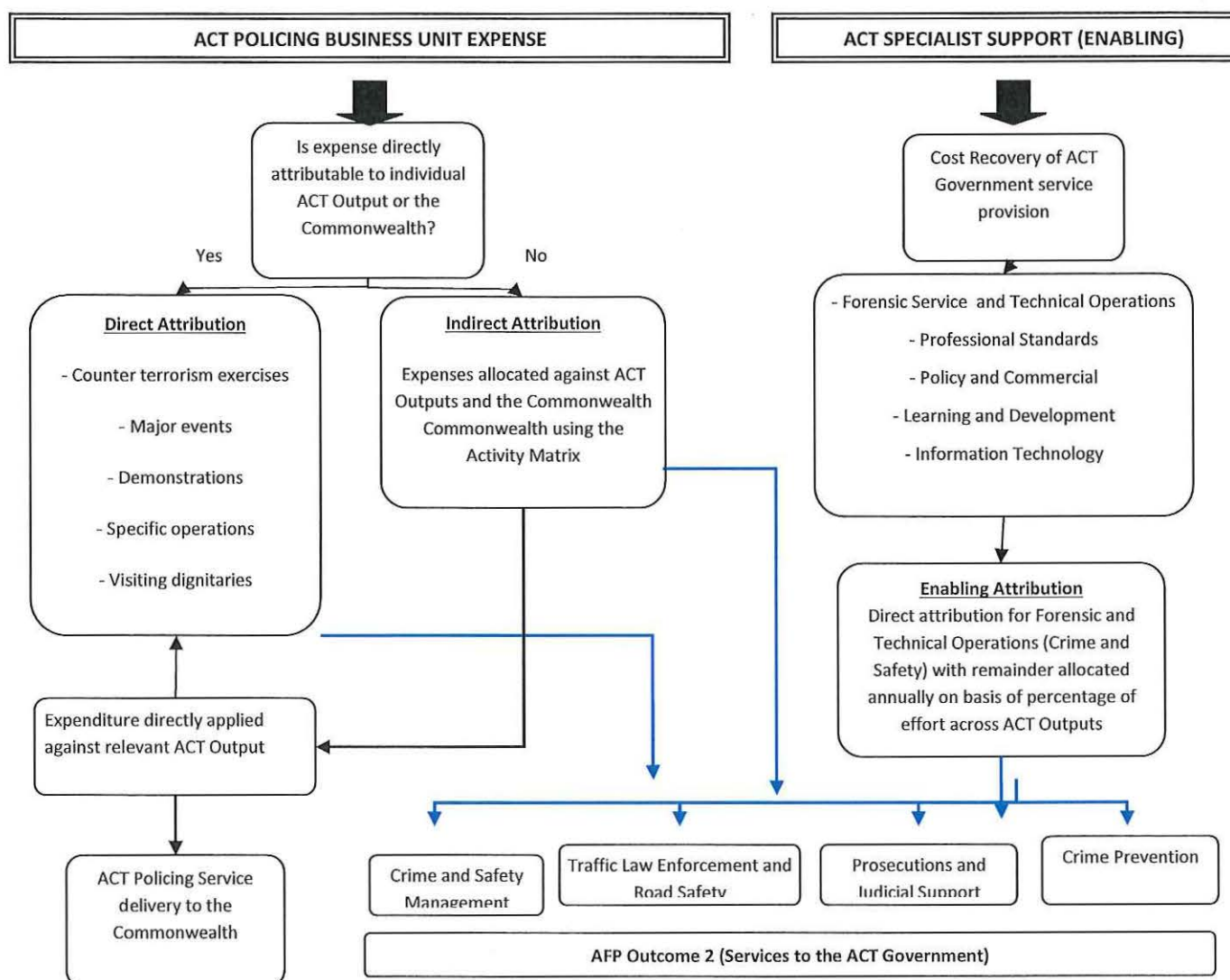
The report will be accompanied by commentary where consolidated node variations exceed 5 per cent of pro-rata phased budgets.

Schedule 3 – Notes

Cost Attribution Methodology

The AFP provides Community Policing services to the ACT Government on a cost recovery basis. Costs are calculated against defined outputs to be met by the AFP's ACT Policing business unit and some specialised elements from the wider AFP (Enabling). ACT Policing business unit costs are apportioned between the ACT and Commonwealth Governments on the basis of direct and indirect cost attribution. Costs associated with AFP operational and corporate support (Enabling) are determined using Commonwealth Government Cost Recovery Guidelines where appropriate.

AFP Cost Attribution Diagram



Indirect Attribution

The annual ACT Policing Activity Survey, which is used as an input into the Activity Matrix will be conducted at a time agreed to by the Minister for Police and Emergency Services and the Chief Police Officer. Any additional surveys or alternative methods of activity recording will be conducted where agreed to by both parties. Any changes to the Activity Matrix will be applied to the Financial Management Information System (FMIS) as soon as practical. No retrospective changes to the Activity Matrix will be made without the agreement of both parties.

ACT Funding Considerations

The following components are part of the ACT considerations for ACT Policing costs to the Territory in 2014-2015:

- a) ACT notional Full-Time Equivalents (FTE) of 932 FTE (831 FTE plus 101 FTE (enabling)) = \$152,562,000
- b) Annual ACT Policing budget determined by annual budget outcomes with costings for any additional police calculated on level of police officer's experience and skill to perform task.

Schedule 3 – Definitions

Term	Definition
Activity Survey	An annual statistical analysis of ACT Policing activities undertaken over a seven day period to capture and define the more routine tasks performed by ACT Policing which are not readily identified by direct cost-attribution. These tasks are subsequently attributed to either Commonwealth or ACT Outputs delivered by ACT Policing.
Activity Matrix	A table of values derived from a budget weighted average of activity survey data used to allocate indirect costs against ACT Policing Outputs at a cost centre level.
Enabling	Services purchased from the wider AFP such as Information Technology or Forensic Services not within the managerial responsibility of the Chief Police Officer.
FMIS	Financial Management Information System or otherwise known as Accounting System.

Schedule 4 – Complaints Reporting

1. AFP Professional Standards is the primary mechanism for maintaining integrity and professional standards in the AFP. The professional standards of the AFP to be complied with by AFP appointees are determined through:
 - The *Australian Federal Police Act 1979*;
 - The *Australian Federal Police Regulations 1979*;
 - Commissioner's Orders;
 - Commissioner's Financial Instructions;
 - The AFP Core Values;
 - The AFP Code of Conduct;
 - Commander's Orders;
 - National Guidelines;
 - Practical Guidelines; and
 - Australian Federal Police policies.
2. The professional standards of the AFP apply to all AFP appointees in Australia, its Territories and overseas.

AFP Core Values

3. Fundamental to compliance with the professional standards of the AFP is a requirement to adhere to the core values of the organisation. The core values of the AFP are as follows:

Value	Description
Integrity	A quality that underpins an individual's soundness of moral principles. It is manifested in their uprightness, honesty and sincerity in their approach to themselves, others and their work.
Commitment	Characterised by dedication, application, perseverance, a belief in a personal capacity and professionalism to achieve and add value.
Excellence	Seeking improvement in everything we do and in the quality of the services we provide.
Accountability	Ownership of work results, personal actions and being answerable for outcomes.
Fairness	Characteristics of impartiality and equity.
Trust	Faith, confidence and being able to rely and depend on others.

AFP Code of Conduct

4. Conduct expected of all AFP appointees is expressed in legislative instruments, AFP governance documents and policies and in particular Commissioner's Order 2, AFP Code of Conduct and AFP Core Values.

Fundamental to compliance with the professional standards of the AFP is a requirement to adhere to the AFP Code of Conduct. The AFP Code of Conduct requires:

- 8.1. An AFP appointee must act with due care and diligence in the course of AFP duties.*
- 8.2. An AFP appointee must act with honesty and propriety in the course of AFP duties.*
- 8.3. An AFP appointee must act with fairness, reasonableness, courtesy and respect, and without discrimination or harassment, in the course of AFP duties.³*
- 8.4. An AFP appointee must, at all times, comply with all applicable Australian laws. For this purpose/ Australian law means:*
 - a) any Act, or any instrument made under an Act; or*
 - b) any law of a State or Territory, including any instrument made under such a law.*
- 8.5. An AFP appointee must comply with any lawful direction given by a person who has the authority to give such direction.*
- 8.6. An AFP appointee must disclose, and at all times take reasonable steps to avoid, any conflict of interest (real or apparent) in connection with their AFP duties or employment.*
- 8.7. An AFP appointee must not make improper use of:*
 - a) information obtained directly or indirectly as a result of AFP duties or employment; or*
 - b) duties, status, power or authority as an AFP appointee; in order to gain, or seek to gain, a benefit or advantage for the appointee or for any other person, or for any other improper purpose.*
- 8.8. An AFP appointee must use and manage Commonwealth resources in a proper manner.*
- 8.9. An AFP appointee must at all times behave in a way that upholds the good order and discipline of the AFP.*
- 8.10. An AFP appointee must at all times behave in a way that upholds the AFP core values, and the integrity and good reputation of the AFP.*
- 8.11. While deployed overseas/ an AFP appointee must at all times behave in a way that upholds the good reputation of Australia.*

³ Note that this section is taken from Commissioner's Order 2 hence the numbering may appear out of sequence with the body of this document.

In accordance with sections 40RH and 40RJ of the Act, a "conduct issue" is any conduct of an AFP appointee that contravenes AFP professional standards or constitutes corrupt conduct. This also includes failing or refusing to engage in conduct.

A matter is considered a conduct issue even if:

- *The subject is no longer an AFP appointee;*
- *The conduct occurred before the subject became an AFP appointee; occurred off duty or was private in nature;*
- *The conduct by the appointee also involves / implicates someone who is not an appointee;*
- *The conduct occurred prior to commencement of Part V of the Act;*
- *The subject appointee cannot be identified.*

Lawful and reasonable off-duty or private conduct will not be investigated unless the conduct has a bearing on AFP professional standards.

Compliance

5. Compliance with the professional standards of the AFP is the responsibility of every AFP appointee.

Contravention of professional standards

6. Where an AFP appointee becomes aware of a contravention of professional standards of the AFP by any AFP appointee, that appointee must report the contravention in accordance with the requirements of Commissioners Order 2.
7. A contravention of the professional standards of the AFP may be an AFP conduct issue (which includes corrupt conduct) pursuant to Part V of the Act.

Complaint management methodology and processes

8. Part V of the Act establishes procedures by which:
 - a) AFP conduct issues;
 - b) AFP practices issues; and
 - c) other issues related to the AFP may be raised and dealt with.
9. AFP conduct issues are dealt with in accordance with their seriousness and as defined by their category. Wherever possible, less serious matters are dealt with by management action. More serious matters are generally investigated by Professional Standards Investigations.

AFP conduct issues

10. Part V of the Act deals with the categorisation of AFP conduct issues and the complaints management framework for the AFP. The four categories of conduct issues are outlined in **Attachment 1** to this schedule.

11. Pursuant to s. 40RM of the Act, the Commissioner and the Commonwealth Ombudsman may, by agreement, determine that conduct of a particular kind will be categorised as a Category 1, 2 or 3 conduct issue.

Complaints by Members of the Public

12. The AFP supports the rights of members of the public to complain. Members of the public can complain about:

- the conduct or actions of individual AFP appointees, or
- the practices and procedures of the AFP.

13. A complaint can be made even in circumstances where:

- the conduct or actions of the appointee occurred outside of Australia,
- the appointee was off-duty and their conduct breaches the AFP professional standards, or
- the complainant cannot fully identify the AFP appointee concerned.

How Members of the Public Lodge a Complaint

14. A complaint must be lodged directly with the AFP. A complaint can be lodged by:

- completing an online form (link is: https://forms.afp.gov.au/online_forms/complaints_form);
- attending or telephoning any AFP police station or office,
- contacting or writing to Professional Standards, or
- the Commonwealth Ombudsman.

Complaint Management Teams

15. A Complaint Management Team (CMT) is established in ACT Policing.

16. The functions, roles and establishment of CMTs will be in accordance with the AFP National Guideline on Complaint Management.

Professional Standards investigations

17. Professional Standards Investigations (PRSI) is based in most AFP offices and some overseas missions. PRSI is headquartered at AFP HQ in Canberra and provides professional Standards investigations services to ACT Policing. Within the Professional Standards tiered model, PRSI investigate Category 3 conduct matters and, in consultation with other agencies, may investigate some corruption matters in support of the Australian Commission for Law Enforcement Integrity (ACLEI). Appointees outside of the PRSI portfolio can also be empowered to conduct investigations on behalf of PRSI.

18. Although the AFP Commissioner and the Law Enforcement Ombudsman may determine what comprises a Category 3 matter, such matters are limited to

conduct that does not raise a corruption issue. Potential outcomes that may be applied to an AFP appointee for an established Category 3 matter include training and development and remedial action as described in Category 2; termination action and/or criminal charge.

19. An investigator of a Category 3 or Corruption matter, in addition to normal police powers of investigation, may for the purposes of the investigation utilise certain powers bestowed on such investigators by Part V of the AFP Act 1979. These powers include directing appointees to give information, produce documents or answer questions as well as being able to enter premises occupied by the AFP and to inspect certain material.

The Commonwealth Law Enforcement Ombudsman

20. Whilst AFP Professional Standards (PRS) is responsible for resolving complaints about the actions of AFP appointees in accordance with Part V of the *Australian Federal Police Act 1979*, the Commonwealth Ombudsman has a role in providing independent oversight of such matters.
21. If a complainant remains dissatisfied after making a complaint to the AFP, then that person can make a complaint to the Commonwealth Ombudsman under the *Ombudsman Act 1976*.
22. The person can complain about the conduct or actions of individual AFP members; or the policies or procedures of the AFP as an agency.

Reporting of ACT Policing Complaint Matters

23. Quarterly reporting of ACT Policing complaint matters will occur in accordance with clauses 32 and 33 and will cover such matters as:
- Complaints submitted by category (**Attachment 1**);
 - Complaint trends, systemic issues;
 - Complaints submitted by source;
 - Status of complaints;
 - Finalised conduct issues by category; and
 - Conduct issue trends.

Attachment 1

Category	Description
Category 1 conduct	Category 1 conduct is inappropriate conduct that: <ul style="list-style-type: none">i. relates to minor management matters or customer service matters; orii. reveals a need for improvement in the performance of the AFP appointee concerned; andiii. conduct of that kind does not warrant being treated as category 2 or 3 conduct.
Category 2 conduct	Category 2 conduct is: <ul style="list-style-type: none">i. minor misconduct by an AFP appointee; orii. inappropriate conduct that reveals unsatisfactory behaviour by an AFP appointee; and conduct that: <ul style="list-style-type: none">i. would otherwise be category 1 conduct; andii. warrants, because of its repeated nature, being treated as category 2 conduct; andiii. does not warrant being treated as category 3 conduct.
Category 3 conduct	Category 3 conduct is: <ul style="list-style-type: none">i. serious misconduct by an AFP appointee; orii. conduct that raises the question of whether termination action should be taken in relation to an AFP appointee; oriii. conduct that involves a breach of the criminal law, or serious neglect of duty, by an AFP appointee; andiv. conduct of that kind that does not raise a corruption issue.
Corruption issue	A corruption issue is an issue whether a person who is, or has been, a staff member of a law enforcement agency: <ul style="list-style-type: none">i. has, or may have, engaged in corrupt conduct; orii. is, or may be, engaging in corrupt conduct; oriii. will, or may at any time in the future, engage in corrupt conduct.

Schedule 5 – Annual Timetable for Developing 2015-16 Agreement

	Action	Indicative Date
1.	Exchange of letters to commence the negotiation process.	November 2014
2.	Commencement of negotiation.	December 2014
3.	Endorsement of proposed Purchase Agreement by Chief Police Officer and Justice and Community Safety Directorate - Director-General.	End of May 2015
4.	AFP Commissioner and relevant ACT Ministerial agreement to the proposed Purchase Agreement.	June 2015
5.	Signing of Purchase Agreement.	End of June 2015