ACT Policing Annual Report

2002-2003

Working together for a safer community
8 October 2003

Mr Bill Wood MLA
Minister for Police and Emergency Services
ACT Legislative Assembly
London Circuit
CANBERRA ACT 2600

Dear Minister

I have pleasure in submitting the Annual Report regarding policing services in the Australian Capital Territory provided by the Australian Federal Police for the financial year 1 July 2002 to 30 June 2003.

This report has been prepared in accordance with paragraphs 6.3 and 7.1 of the Policing Arrangement between the Commonwealth and Australian Capital Territory Governments.

I hereby certify that the attached Annual Report is an honest and accurate account and that all material information on the operations of ACT Policing during the period 1 July 2002 to 30 June 2003 has been included and that it complies with the Chief Minister’s Annual Report Directions.

In line with section 14 of the Annual Reports (Government Agencies) Act 1995, I understand that you will cause a copy of the Report to be laid before the Legislative Assembly within six sitting days of receipt.

Yours sincerely

John Murray, APM
Chief Police Officer for the ACT
John Murray APM BA LLB MBA GCLP
GPO Box 401 • Canberra ACT 2601 • AUSTRALIA • Tel: 0061 2 6256 7610 • Fax: 0061 2 6256 7510 • AFP Web: www.afp.gov.au
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section 1: Our Organisation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission</td>
<td>6</td>
</tr>
<tr>
<td>Structure</td>
<td>6</td>
</tr>
<tr>
<td>Legislative Framework</td>
<td>7</td>
</tr>
<tr>
<td>Organisational Change</td>
<td>7</td>
</tr>
<tr>
<td>Executive Profiles</td>
<td>9</td>
</tr>
<tr>
<td>Organisational Chart</td>
<td>11</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section 2: Performance Reporting</th>
<th>12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 2a: Crime and Safety Management</td>
<td>12</td>
</tr>
<tr>
<td>Section 2b: Traffic Law Enforcement and Road Safety</td>
<td>38</td>
</tr>
<tr>
<td>Section 2c: Crime Prevention</td>
<td>48</td>
</tr>
<tr>
<td>Section 2d: Prosecution and Judicial Support</td>
<td>58</td>
</tr>
<tr>
<td>Section 2e: Operations Support Services</td>
<td>66</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section 3: Our People</th>
<th>80</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staffing Profile</td>
<td>80</td>
</tr>
<tr>
<td>Recruitment</td>
<td>80</td>
</tr>
<tr>
<td>Worklife Diversity</td>
<td>81</td>
</tr>
<tr>
<td>Women in Policing</td>
<td>82</td>
</tr>
<tr>
<td>Australian Workplace Agreements</td>
<td>85</td>
</tr>
<tr>
<td>Workplace Accidents and Injuries</td>
<td>85</td>
</tr>
<tr>
<td>Compensation Claims</td>
<td>86</td>
</tr>
<tr>
<td>Learning and Development</td>
<td>86</td>
</tr>
<tr>
<td>Employment Management Plans</td>
<td>89</td>
</tr>
<tr>
<td>Command and Control Training</td>
<td>89</td>
</tr>
<tr>
<td>Complaints</td>
<td>89</td>
</tr>
<tr>
<td>Ombudsman Investigation</td>
<td>90</td>
</tr>
<tr>
<td>Volunteers in Policing</td>
<td>90</td>
</tr>
<tr>
<td>January Bushfires Crisis</td>
<td>91</td>
</tr>
<tr>
<td>Awards</td>
<td>93</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section 4: Whole of Government Issues</th>
<th>96</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aboriginal and Torres Strait Islander Reporting</td>
<td>96</td>
</tr>
<tr>
<td>Multicultural Framework</td>
<td>97</td>
</tr>
<tr>
<td>Customer Focused Public Service</td>
<td>100</td>
</tr>
<tr>
<td>Commissioner for the Environment</td>
<td>100</td>
</tr>
<tr>
<td>Consultancy and Contractor Services</td>
<td>100</td>
</tr>
<tr>
<td>Capital Works Management</td>
<td>101</td>
</tr>
<tr>
<td>Asset Management Strategy</td>
<td>101</td>
</tr>
<tr>
<td>Public Interest Disclosure</td>
<td>101</td>
</tr>
<tr>
<td>Occupational Health and Safety</td>
<td>101</td>
</tr>
<tr>
<td>Government (Contractual Debts) Interest Act 1994</td>
<td>102</td>
</tr>
<tr>
<td>Assess to AFP Documents</td>
<td>101</td>
</tr>
<tr>
<td>Freedom of Information Statement</td>
<td>103</td>
</tr>
<tr>
<td>Information Access</td>
<td>105</td>
</tr>
<tr>
<td>Certified Agreement Negotiations</td>
<td>105</td>
</tr>
<tr>
<td>Contact Numbers for Police Assistance</td>
<td>105</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section 5: Appendices</th>
<th>106</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appendix 1: Financial and Performance Reporting</td>
<td>107</td>
</tr>
<tr>
<td>Appendix 2: Reported Offences</td>
<td>124</td>
</tr>
<tr>
<td>Appendix 3: Purchase Agreement</td>
<td>128</td>
</tr>
<tr>
<td>Appendix 4: Glossary</td>
<td>135</td>
</tr>
<tr>
<td>Alphabetical Index</td>
<td>136</td>
</tr>
<tr>
<td>Compliance Index</td>
<td>137</td>
</tr>
</tbody>
</table>
Chief Police Officer for the ACT

The success of community policing is heavily dependent on the strength of the relationship between police officers and the rest of the community. Policing in the ACT has long been characterised by an exceptional level of community cooperation and participation in meeting law enforcement and crime prevention objectives. The 75th year of policing in the ACT is a time for reflection and celebration not only of the many achievements of the men and women who have made up the service but also of the contribution of the ACT community itself.

The outstanding level of cooperation was best exemplified during the January 2003 bushfires. Throughout this extraordinary event, the leadership by our police and other emergency services personnel was complemented by a selfless expression of community spirit and generosity across the ACT by individual citizens who came to the aid of friends and neighbours.

During the 75 years of policing in the ACT, policing executives have worked towards delivering a vision of community policing which meets the needs of the Canberra community and fosters community safety, crime reduction and crime prevention.

Given the challenges associated with policing the national capital, particularly following recent events in New York City and Bali, it would be easy for police to adopt an authoritarian approach based on traditional responses to threats with an intense focus on enforcement rather than participation. It is my view however, that the more challenging side of policing is working with the community and dealing with problems to create shared solutions. ACT Policing has moved positively in this direction and signed a new agreement with government which is unique not only at the national level, but probably internationally in making the community part of the policing effort.

The new agreement rejects many of the more conventional approaches to managing police performance by focusing 35 per cent of performance measures on what the community tells us. This is done through a survey of over 2000 households each year about community fears, views about police and the propensity of people in the community to commit certain types of offences. The results of this survey are not always what police would like to hear, but this approach to policing is a critical development for the Territory which ensures police are sensitive to the community and not, in some authoritarian way, above the people who we seek to serve. This is a new approach to policing which is being supported over the next three years by a rigorous independent examination of how we work.

This evaluation is funded by the Australian Research Council which has invested $1.2 million in the project and represents a joint venture between ACT Policing and Century 21, a new research institute of the Australian National University. The study will be led by Professor Peter Grabosky and myself, and undertaken by a team of highly qualified experts with international police research experience. I can only observe in this, our 75th year of policing in the ACT, that while so many things remain the same, so many others are very different because an initiative of this type would have been unthought of in years gone by.

It has been a mixed year for policing in the ACT. The overall result for the year saw offence levels increase from 42,774 in 2001-2002 to over 47,000 in 2002-2003. The source of this resurgence in crime was the emergence of significant increases in property related offences during the first half of the year with an average of 44 stolen motor vehicle offences and 133 burglary offences each week. These levels compared unfavourably with the previous financial year and began to stretch police resources to a point where the development of alternative strategies was required to manage the volume of these offences.

This situation prompted ACT Policing to significantly restructure and refocus its approach to the management of property offences within the Territory. This was done by transferring resources from patrol activity to a program exclusively focused on targeting the sources of crime in conjunction with strong crime prevention initiatives to create a pattern of sustained police activity.
The successful introduction of Operation Halite during the reporting period demonstrated the impact intelligence-led policing can have on reducing crime in the Territory. Operation Halite has combined enforcement and preventative methodologies in reducing property related crime. Operation Halite also targets the underlying sources of property related crime, including drug related crime, in an effort to introduce long term solutions. Throughout this operation, ACT Policing has worked in partnership with the community to address vulnerabilities to crime through target hardening, environmental design, community awareness and education. In taking this broad approach, the operation has been very successful consolidating the earlier impact of enforcement based operations used over the past three years to reverse the ten year growth in crime within the Territory.

Operation Halite saw a reversal of the earlier trend with drops in property related crime across the Territory, seeing the steady increase in weekly motor vehicle theft offences stabilise and burglary rates fall to 99 per week. This result was however, achieved at some cost to patrol activity and this is an area I intend to examine over the next 12 months.

ACT Policing’s emphasis on crime prevention and aligning the fear of crime with the actuality of crime, has also given us an opportunity to focus on those areas of the community which may experience social isolation. During the reporting period, ACT Policing has been particularly active in reaching out to the local Islamic community to provide reassurance in the turbulent times leading up to, during and after the war in Iraq. In working toward improving perceptions of the quality of policing services, it is imperative that policing policies and initiatives are inclusive and relevant to all members of the community and that we maintain sufficient flexibility to adapt to the changing needs of Canberrans.

I am pleased to report significant developments in road safety over the past 12 months. Every year families are devastated in the Territory by motor vehicle accidents which result in people being injured or killed due to the preventable actions of others. ACT Policing has contributed to reductions in motor vehicle related accidents and injuries by an aggressive intelligence led campaign which not only seeks to deter serious motor vehicle offenders but also arrest and actively prosecute them before the courts. The ACT now has amongst the highest, if not the highest, strike rate in the country for detection of persons who drink and drive. This campaign will continue over the next year with the objective of protecting all Canberrans from the risk of injury or death on the roads.

The next year is likely to be one of great challenge for communities just like Canberra all over the world. The men and women of ACT Policing work to protect Canberrans and visitors to the best of their ability. In order to achieve this goal police will need the support and cooperation of the community. I urge readers to adopt a position of tolerance and consideration over this time, taking care not to marginalise individuals or groups who must also be embraced and protected as part of our community.

I look forward to the next 12 months and acknowledge the enormous contribution made by the community in support of police, and the challenges presented in working to maintain Canberra as the safest city in Australia.
Mission

Policing services in the ACT are provided by the Australian Federal Police (AFP) through its community policing arm, ACT Policing. The provision of these services is governed by a contractual arrangement between the Commonwealth and Territory governments that is unique among Australian jurisdictions. The details of this arrangement are underpinned by an annual Purchase Agreement which sets out the mix of services and performance targets to be delivered by ACT Policing each year.

ACT Policing is directly accountable to the ACT Minister for Police and Emergency Services. Its mission is to keep the peace and preserve public safety within the ACT. The Purchase Agreement for police services requires that ACT Policing achieve one key outcome – in partnership with the community, create a safer and more secure Australian Capital Territory. In 2002-2003 this was achieved through four main areas of activity:

- Crime and Safety Management - providing a safer and more secure ACT so that members of the community can go about their daily lives without undue fear of crime;
- Traffic Law Enforcement and Road Safety - enforcing traffic laws and promoting safer behaviour on ACT roads with the objective of reducing the number of crash fatalities and injuries to members of the community;
- Prosecution and Judicial Support - maximising the number of successful prosecutions in court by providing support to the Director of Public Prosecutions and the courts; and
- Crime Prevention - preventing crime by targeting the causes of crime, educating members of the community about property and personal safety, and by pursuing inter-agency partnerships that assist in achieving this objective.

Structure

The ACT Policing Executive comprises a Chief Police Officer, a Deputy Chief Police Officer, a Commander Operations and a Director Services.

As part of the Policing Arrangement between the ACT Government and the AFP, the Chief Police Officer for the ACT has a dual reporting role to both the ACT Minister for Police and Emergency Services and the Australian Federal Police Commissioner.

The Deputy Chief Police Officer, who also holds the rank of Assistant Commissioner within the AFP, is directly responsible for the ACT’s North and South Patrol Districts, Territory Investigations Group, Operations Monitoring and Intelligence Support and Police Communications. The Deputy Chief Police Officer also oversees operational activities coordinated by the Commander Operations.

The Commander Operations is responsible for Traffic Operations, Specialist Response and Security and Prosecution and Judicial Support.

The Director Services administers three of the six enabling services teams; People Strategies, Research and Policy, and Financial Services.

The Crime Prevention and Media and Marketing Teams report directly to the Chief Police Officer. Eight superintendents oversee daily police operations, investigations and prevention programs and six superintendents/coordinators manage enabling areas within the organisation.

ACT Policing continues to deliver services based on the North-South District model. In September 2002, re-zoning of North and South Districts was promulgated to more effectively distribute resources across the ACT. Police stations are located in Canberra City, Woden, Belconnen, Tuggeranong and at the Joint Emergency Services Centre in Gungahlin. Operations at these stations are supported by ACT Policing Headquarters located at the Winchester Police Centre in Belconnen and a police shopfront in Garema Place, Civic. Specialist support services such as Forensic Services and Specialist Response and Security are located at the Weston Police Services Complex, and the Water Police Team is located on the shores of Lake Burley Griffin in Yarralumla.
Legislative Framework

The AFP is a Commonwealth Statutory Authority established under the Australian Federal Police Act 1979 (the Act) proclaimed on 19 October 1979.

The decision-making powers that directly affect the public are vested in the office held by all sworn members of the AFP. The powers and duties of AFP members are outlined in Section 9 of the Act. AFP members have powers derived from both ACT and Commonwealth legislation.

Police powers extend to:

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

Organisational Change

ACT Policing has undergone significant structural change over the past two years. Over the past 12 months the organisational change has been largely nominal. The changes implemented during the period include:

- the re-zoning of North and South Districts. This was done to help provide a clear and unambiguous boundary based on geographical features and has resulted in a more even distribution of patrol work;
- the amalgamation of the Radio Communications and Audio Visual Team into one Technical Support Services Team;
- an internal audit of the Operations Monitoring and Intelligence Support Area. The changes aimed to increase the effectiveness of intelligence-led policing with a refined model to be introduced in 2003-2004;
- the establishment of the Specialist Response and Security Team to increase the effectiveness and efficiency of ACT Policing’s response to the post 11 September 2001 increased threat of politically motivated violence.
- internal reorganisation of the Crime Prevention portfolio; and
- a temporary increase in strength of the Bomb Response Team from an original three members to five given the current international security environment.

As can be seen from these changes, the main organisational shifts in ACT Policing have been designed to refine operations with a strong focus on emerging terrorist and criminal threats. These changes, particularly those relating to intelligence and Specialist Response and Security, will continue to develop ACT Policing’s capacity in these areas for the foreseeable future, ensuring that ACT Policing is well placed to respond to local and international events.

A New Purchase Agreement

ACT Policing entered into the first Purchase Agreement with the ACT Government in June 2000. This Agreement represented a significant development in the relationship between police and the community, providing clear and transparent outcomes, outputs and levels of performance. This process has been refined over time and has assisted in shifting the delivery of police services from an overwhelming orientation towards inputs to the delivery of outcomes.

Experience with the first two Agreements revealed a number of
major weaknesses including over specification of outcomes, limitations in the coverage of outputs, the maintenance of input and activity based performance measurement and unnecessary fragmentation of police services. Performance was difficult to assess because of the large number of performance indicators, some of which required specialist knowledge to interpret, and others that were confusing due to their lack of focus on policing issues.

The 2002-2003 Purchase Agreement made provision for a comprehensive review of outcome, outputs and performance indicators and allowed for implementation of changes during the reporting period and in the forthcoming year. A completely restructured agreement was signed by the Minister for Police and Emergency Services and the Chief Police Officer in March 2003.

The new agreement is regarded as unique in Australian policing as it streamlines the outcome and outputs to reflect the general capabilities of a police service. Most importantly it rationalises performance indicators in a way which assists clear interpretation in terms of ‘better’ or ‘worse’ performance with an emphasis on socially significant outcomes such as crime, fear of crime and criminal justice outcomes.

A major development in this agreement is a dramatic increase in the use of measures which rely on information provided by the community. Thirty five per cent of all measures are based on a community survey of 2000 households dealing with such issues as perceptions of police and fear of crime.

As previously stated, the new agreement sets out to achieve a safer and more secure ACT through the clear delivery of:

- Crime and Safety Management services;
- Traffic Law Enforcement and Road Safety services;
- Prosecution and Judicial Support services; and
- Crime Prevention strategies.

The success of police in delivering these services is assessed against seven key performance indicator groups. These break new ground by defining complex issues in modern policing in simple and insightful ways. Differences between the level of crime and fear of crime attain new significance, with other issues such as satisfaction with police and police responsiveness to community needs also being singled out as important and significant issues. Other major developments include defining road safety in meaningful terms with safe roads simply being described as those on which the community can travel with minimal likelihood of being involved in motor vehicle crashes which could lead to injury or death.

Crime prevention has also been identified as a separate strategic priority for police. This is regarded as critical by ACT Policing as there are opportunities to engage the community to address the causes of crime against potential victims by jointly developing preventative mechanisms for managing and treating risk.

Police have an important role to play in working with the community to ensure that important risk factors influencing vulnerability to crime are addressed. Such risks can include inadequate standards of personal or physical security, lack of specific knowledge about the local crime environment, or complacency in utilising existing resources. The revised arrangement, with its focus on community satisfaction, encourages police to forge effective partnerships and interact positively with the community to achieve mutual objectives in crime prevention and reduction.

**Strategic Planning**

The ACT Policing Executive and Coordinators have focused on strategic and business planning processes throughout the year. Corporate planning processes have focused on providing intelligent, advanced and responsive policing services to the ACT community along with a high level of accountability for policing outcomes. An executive retreat, held in March 2003 and attended by all members of the Executive, laid the groundwork for strategic and business planning for the next four years.

The strategic planning agenda for ACT Policing has been realigned to parallel the *Policing in the 21st Century* project, which began during this reporting period, in order to leverage maximum value from the work being undertaken by Australian National University researchers. The expertise and international knowledge of the research team about policing should substantially increase ACT Policing’s strategic planning capabilities.

The key themes in ACT Policing’s strategic planning for the next four years include:

- further development of intelligence-led policing strategies;
- development and implementation of crime reduction solutions; and
- enhanced partnerships with the community.
Executive Profiles

Chief Police Officer
John Murray APM

John Murray was appointed as Chief Police Officer for the ACT in September 2000. His policing career commenced at the age of 16 as a cadet with the South Australia Police. During his career, he served in general duties, criminal investigation, prosecution, and learning and development before taking up commissioned rank where he performed a variety of roles including management of patrols, policy, organised crime investigations, criminal intelligence, prosecution, internal investigations and strategic development.

In 1997, Assistant Commissioner Murray temporarily left policing to become Associate Professor and Head of the Graduate School of Police Management at Charles Sturt University, New South Wales. In this work, and subsequently as a private consultant, he led management programs for senior police in Australia, New Zealand and Hong Kong before taking up his current position.

John Murray holds a Bachelor of Arts, Bachelor of Laws, a Master of Business Administration, a Graduate Certificate of Legal Practice and is a qualified barrister and solicitor. He holds three Adjunct Professorships, in law with the University of Canberra, in postgraduate management with the Charles Sturt University and another in conflict resolution with the Hawke Institute of the University of South Australia.

Deputy Chief Police Officer
Andy Hughes

Deputy Chief Police Officer for the ACT during 2002-2003, AFP Assistant Commissioner Andy Hughes, was recently selected for the position of Commissioner of the Fiji Police Force.

Andy Hughes commenced his policing career 25 years ago, spending the first six years with ACT Policing in general duties and criminal investigations. He then commenced duty in Northern and Eastern Operations, and subsequently moved to the Detective Training School at the AFP College. Andy Hughes has worked extensively in national and international investigations, with a strong emphasis on the investigation of organised crime including the importation of illicit drugs and people smuggling. He went on to work as the AFP Liaison Officer in London for three years before returning to AFP Headquarters in Canberra. He holds a Bachelor of Science Degree in Policing with Honours and graduate qualifications in Applied Management and Executive Leadership.

Commander Operations
Mandy Newton

Mandy Newton rejoined the AFP in February 2002 taking up the position of Commander Operations in the ACT. After leaving the AFP in 1995, she gained several year’s experience working with the Australian Taxation Office as Assistant Commissioner and also with ACT Electricity and Water as a senior manager.

Prior to her departure in 1995, at the rank of Superintendent, Mandy Newton had worked in a number of community policing roles in the ACT. Commander Newton has also trained
A new Commissioner in Fiji

In July 2003, ACT Policing farewelled Deputy Chief Police Officer Andy Hughes following his appointment as Commissioner, Fiji Police, based in Suva.

Mr Hughes is no stranger to the Pacific. Prior to his role as Deputy Chief Police Officer, he occupied the role of General Manager International and Federal Operations and played a significant role in the region by expanding existing and establishing new liaison posts, and promoting the benefits of the Australian Federal Police Law Enforcement Cooperation Program. The AFP nominated Mr Hughes for the role following a request by Fiji’s Constitutional Officers Committee for a suitable candidate.

As Commissioner, Mr Hughes will be in charge of Fiji Police’s 4000 officers, 32 police stations and 92 smaller police posts. His responsibilities include the organisation and administration of the Fiji Police, its deployment and the control of its operations.

Mr Hughes is the first Australian to be appointed as Fiji Police Commissioner. His appointment is testament to his vast policing abilities and experience at the local, national and international level.

ACT Policing wishes to acknowledge the excellent services Assistant Commissioner Hughes has provided to the ACT community.

and instructed in recruit, detective and management courses at the AFP College in Barton.

Commander Newton possesses a wide range of leadership and management skills developed in both the AFP and other government organisations. Supporting this extensive policing and managerial experience, she has gained a Masters in Business Administration and a Graduate Certificate in Police Management.

Director Services
Tony Murney

Dr Tony Murney took up the role of Director Services in ACT Policing in 2000 following his earlier appointment in 1998 as Coordinator Research and Policy. Dr Murney’s career prior to commencing with the AFP included research for Commonwealth and State government departments, guest lecturer at the Australian National University and roles within the Commonwealth Parliament as Assistant-Serjeant-At-Arms and Deputy Security Controller.

Dr Murney has wide research experience along with policy development and administrative skills both internal and external to policing. His current responsibilities within ACT Policing include research, policy, finance, performance evaluation and people management.

Dr Murney studied in a number of tertiary institutions and his qualifications include an arts degree, a first class honours degree and a Ph.D. He is currently working towards finalisation of the Police Executive Leadership Program at the Australian Institute of Police Management.

A new Commissioner in Fiji

In July 2003, ACT Policing farewelled Deputy Chief Police Officer Andy Hughes following his appointment as Commissioner, Fiji Police, based in Suva.

Mr Hughes is no stranger to the Pacific. Prior to his role as Deputy Chief Police Officer, he occupied the role of General Manager International and Federal Operations and played a significant role in the region by expanding existing and establishing new liaison posts, and promoting the benefits of the Australian Federal Police Law Enforcement Cooperation Program. The AFP nominated Mr Hughes for the role following a request by Fiji’s Constitutional Officers Committee for a suitable candidate.

As Commissioner, Mr Hughes will be in charge of Fiji Police’s 4000 officers, 32 police stations and 92 smaller police posts. His responsibilities include the organisation and administration of the Fiji Police, its deployment and the control of its operations.

Mr Hughes is the first Australian to be appointed as Fiji Police Commissioner. His appointment is testament to his vast policing abilities and experience at the local, national and international level.

ACT Policing wishes to acknowledge the excellent services Assistant Commissioner Hughes has provided to the ACT community.
SECTION 2A: CRIME AND SAFETY MANAGEMENT

ACT Policing’s performance in achieving the outcome of a safe and more secure Australian Capital Territory is measured across four key output categories. The first of these is Crime and Safety Management. This output is delivered through two key activities:

- incident response and police support for the community; and
- crime detection and investigation.

The Crime and Safety Management output requires ACT Policing to:

- provide efficient and effective police response to calls for assistance received from members of the public;
- conduct investigations to detect offenders and bring them to justice; and
- maintain a proactive presence in the community, driven by the analysis of police intelligence data.

The performance measures which are principally associated with this output are the Level of Crime, Fear of Crime, Police Responsiveness and Confidence in Police. It should be recognised however that performance measures often have secondary relevance across a range of outputs. This is particularly the case for measures such as Confidence in Police for which every member of ACT Policing has some responsibility. Secondary associations of this type will be reported across other output areas where relevant initiatives have been implemented during the reporting period.

Results for police responsiveness will be dealt with in the Police Communications section of this report because, although the actual response is delivered by patrol staff, Communications is responsible for coordinating and recording this type of activity.

Table 2a.1 sets out the performance measures, targets and results relevant to the Crime and Safety Management output.

Overall results against the criteria for Crime and Safety Management reveal strong performance against the majority of targets with most results either exceeding the required standard or falling short by only minor percentages. Areas of significant achievement for ACT Policing included better performance than target requirements for long-term property crime, heroin overdoses and fear of crime. Other encouraging results included generally strong confidence in police, good first-tier response times and lower than target results for substantiated complaints against police.

Areas of concern included increased reports of offences against the person, higher than target fear of burglary and lower than target results for second-
### Table 2a.1: Key Performance Indicators 2002-2003

<table>
<thead>
<tr>
<th>Measures</th>
<th>Annual Target</th>
<th>Financial Year Result</th>
<th>% Variation from Target</th>
<th>Target Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level of Crime</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of offences against the person reported or becoming known per 100 000 population</td>
<td>Less than 822</td>
<td>1 041.0</td>
<td>26.6%</td>
<td>N</td>
</tr>
<tr>
<td>Number of offences against property reported or becoming known per 100 000 population</td>
<td>Less than 11 900</td>
<td>10 537.6</td>
<td>-11.4%</td>
<td>Y</td>
</tr>
<tr>
<td>Percentage of offences against the person cleared</td>
<td>Exceed 55%</td>
<td>58.5%</td>
<td>6.4%</td>
<td>Y</td>
</tr>
<tr>
<td>Percentage of offences against property cleared</td>
<td>Exceed 10%</td>
<td>13.1%</td>
<td>31.3%</td>
<td>Y</td>
</tr>
<tr>
<td>Number of ambulance attendances at heroin related overdoses reported by the ACT Ambulance Service (drug supply indicator)</td>
<td>Less than 311</td>
<td>159</td>
<td>-48.9%</td>
<td>Y</td>
</tr>
<tr>
<td><strong>Fear of Crime</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage of persons who are concerned about being the victim of physical assault – excluding sexual assault</td>
<td>Less than National Average (56.2%)</td>
<td>50.5%</td>
<td>-10.1%</td>
<td>Y</td>
</tr>
<tr>
<td>Percentage of persons who are concerned about being the victim of sexual assault</td>
<td>Less than National Average (42.7%)</td>
<td>36.9%</td>
<td>-13.6%</td>
<td>Y</td>
</tr>
<tr>
<td>Percentage of persons who are concerned about being the victim of housebreaking</td>
<td>Less than National Average (74.0%)</td>
<td>78.5%</td>
<td>6.1%</td>
<td>N</td>
</tr>
<tr>
<td>Percentage of persons who are concerned about being the victim of motor vehicle theft</td>
<td>Less than National Average (69.2%)</td>
<td>68.5%</td>
<td>-1.0%</td>
<td>Y</td>
</tr>
<tr>
<td>Percentage of persons who feel safe at home alone during the day</td>
<td>Exceed National Average (91.8%)</td>
<td>92.4%</td>
<td>0.7%</td>
<td>Y</td>
</tr>
<tr>
<td>Percentage of persons who feel safe at home alone after dark</td>
<td>Exceed National Average (81.0%)</td>
<td>81.7%</td>
<td>0.9%</td>
<td>Y</td>
</tr>
<tr>
<td><strong>Public Confidence in Police</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percentage of persons satisfied or very satisfied with police services</td>
<td>Exceed National Average (72.7%)</td>
<td>71.5%</td>
<td>-1.7%</td>
<td>N</td>
</tr>
<tr>
<td>Percentage of persons who agree or strongly agree that police perform their job professionally</td>
<td>Exceed National Average (81.2%)</td>
<td>82.7%</td>
<td>1.8%</td>
<td>Y</td>
</tr>
<tr>
<td>Percentage of persons who agree or strongly agree that police treat people fairly and equally</td>
<td>Exceed National Average (67.8%)</td>
<td>68.7%</td>
<td>1.3%</td>
<td>Y</td>
</tr>
<tr>
<td>Number of substantiated complaint issues against police</td>
<td>25 or less</td>
<td>24</td>
<td>-4.0%</td>
<td>Y</td>
</tr>
<tr>
<td>Number of substantiated complaint issues relating to persons injured in custody</td>
<td>0</td>
<td>1</td>
<td>-</td>
<td>N</td>
</tr>
</tbody>
</table>
tier police responsiveness. Police were disappointed in relation to the result for substantiated complaint issues relating to persons injured in custody. While assaults in the Territory increased during the year, this demonstrates in part increased reporting rates for domestic assaults arising from the Family Violence Intervention Program. These assaults may not otherwise have come to the attention of police and positive intervention to minimise the risk of repeat victimisation would not have been possible.

Responsibility for the management and delivery of services which contribute most directly to these performance measures principally rests with North and South District Patrols, the Territory Investigations Group and the Specialist Response and Security Team, supported by Police Communications and Operations Monitoring and Intelligence Support.

HISTORICAL

Hostage Drama in Central Business District

At 3pm on 25 January 1985, Sergeant Alan Heathcote and Sergeant Gary Cannon were on duty at City Police Station Criminal Intelligence Bureau. A call was received from Police Communications advising them of a hostage situation in progress at a sports store located on the first floor of a building in East Row, Canberra City.

Sergeants Heathcote and Cannon proceeded to the disturbance and received a briefing on the situation. It was revealed that the sports store sold guns and ammunition and that a man was holding two hostages at gunpoint in the shop.

The police officers in attendance proceeded to evacuate the entire street along East Row and cordon-off the area. Members from several operational areas of ACT Policing attended including general duties, traffic and the Special Operations Team. A command post was set up by Superintendent Kevin McTavish in the Terminus Tavern, located directly underneath the sports store.

Police Negotiators were called to the scene and made contact with the man who was in his early 20s. The man was distraught over the breakdown of his relationship with a girlfriend, and was holding the male owner of the sports store and a male customer hostage.

The situation deteriorated significantly on a number of occasions and the young man opened fire with a high powered semi automatic weapon, then legally obtainable in the ACT, on police vehicles parked within sight of the shop. Several of these were badly damaged but no members of the public or police were injured or killed. The East Row area of the Central Business District was paralysed for several hours as police negotiated patiently with the man who eventually released his hostages and surrendered to police at about 3am the next morning.
Patrol Response: North and South Districts

The objective of North and South District Patrols is to enable members of the community to go about their daily lives without undue fear of crime by ensuring that resources are focused through the effective use of criminal intelligence and information and by enhancing cooperation and team work between the Districts. This approach is supported by the:

- provision of efficient and effective police response to calls for assistance;
- conduct of investigations to detect offenders and bring them to justice;
- maintenance of a proactive presence in the community driven by the analysis of intelligence data;
- provision of an effective and efficient police presence within the key business districts of Canberra; and
- provision of an effective and efficient custodial facility in the City Watch House.

In order to provide an effective and timely policing service, ACT Policing dispatches patrols to incidents that occur across the Territory within prescribed timeframes based on the level of priority allocated to each incident. During the reporting period ACT Policing responded to 73,908 incidents, an increase of five per cent on the 70,424 incidents reported in the previous year. The reported incidents ranged across 70 categories from burglary and noise complaints, to more serious crimes such as homicide and assault. ACT Policing provided 29,025 foot and vehicle patrols throughout the Territory during 2002-2003. This equates to an average of 80 patrols per day and maintains the service standard provided in 2001-2002.

During September 2002, the North and South District patrol boundaries were rezoned to provide a clear and unambiguous boundary between North and South Districts based on the Lake Burley Griffin axis. This realignment saw the busy Manuka/Kingston entertainment strips, the Fyshwick/Hume industrial areas along with parts of Narrabundah, the Parliamentary Triangle and the diplomatic circle transferred to South District.

North District takes in Belconnen, Gungahlin, Hall, North Canberra and the City. South District incorporates Weston Creek, Stromlo, Tuggeranong, Woden and South Canberra.

While station resources are shared across the districts as required, this realignment assisted in providing a more even distribution of workload. The most significant impact of the realignment has been the 41 per cent increase in incidents dealt with by Woden Patrol which has served to support the recent budget decision to construct a new police station at Woden. This increase has taken some pressure off City Patrol which experienced a 15 per cent decrease in response incidents following the realignment.

The realignment of district boundaries was also expected to improve response times across the spectrum of reported incidents and complements introduction of the revised four level response structure. The revised model, as forecast in the 2001-2002 Annual Report, was conceived to better meet the needs of a growing ACT community and to facilitate more efficient use of police resources. The 2002-2003 financial year is the first reporting period during which the allocation of patrol resources has been undertaken in accordance with the four level priority response model.

The categories for the new four level response model are:

**Priority One:** Life threatening or time critical situations.

**Priority Two:** Situations where the information provided indicates that time is important but not critical.

**Priority Three:** Situations where there is no immediate danger to safety or property but where police attendance is needed without undue delay.
**Priority Four:** Situations requiring police attendance but where time is not important including circumstances where a time is agreed with the complainant.

The four level structure was developed in response to concerns that the previous three level response structure was not sufficiently flexible to enable appropriate allocation of resources in line with the specific circumstances of individual incidents. The earlier model was built around an expectation that incidents could be allocated as high, medium or low priority and provided limited scope for incidents to be allocated outside of the eight minute, 20 minute and three hour response targets. This rigidity in prioritisation was particularly problematic in dealing with low priority incidents where the timing of the initial police response is determined in consultation with the reporting party. For example, if a person called to report an attempted burglary but was unable to meet with police until 24 hours after the initial report, the Computer Aided Dispatch system would report that the priority three (target response within 3 hours) had not been achieved by a substantial margin. Performance against the new response structure is discussed in the Operations Support Services section of this report.

The 2002-2003 year also brought a range of new challenges for both North and South District Patrols. Changes in the national and international political environment meant that patrols were regularly called on to police political demonstrations and protests in the lead up to the Iraq War. Tactical planning and liaison in the lead-up to major events such as demonstrations is a responsibility of the Specialist Response and Security Team with patrol members supplementing traffic and specialist response members in managing events on the day. There were a total of 70 demonstrations during the reporting period. Both North and South District patrols also provided ongoing patrols in the areas surrounding diplomatic residences and missions.

Incidents involving suspected chemical and biological threats have continued to occur since the 11 September 2001 terrorist attack. The frequency of such incidents has, however, decreased and police and other emergency response organisations have substantially streamlined assessment and response procedures in the wake of the high volume of incidents responded to in the previous reporting period. Improvements in hazardous material response procedures and increased public awareness of measures to contain the threat of suspected incidents have significantly reduced the time taken to resolve incidents of this nature in the Territory.

Patrol members were also heavily relied upon for traffic management, crowd control and evacuations during the Canberra bushfires with large numbers of personnel working long hours to meet the extraordinary demands of the fire emergency. The police role in the management of the bushfire crisis is discussed in detail in the *Our People* section of this report.
Patrols have also been working in close cooperation with the Operations Monitoring Committee to target identified hot spot areas and recidivist offenders in an effort to disrupt resurgent trends in property related crime in the Territory. The Operations Monitoring Committee plays an important role in allocating priorities across ACT Policing to ensure that resources are effectively targeted to maximise their disruptive impact. North and South District superintendents liaise regularly to ensure that areas requiring priority attention can be effectively resourced.

Particular attention has been focused on the Woden Bus Interchange during the 2002-2003 year. This attention has resulted from a gradual increase in complaints to police about violence and antisocial behaviour occurring in and around the interchange. In consultation with Department of Urban Services management it was agreed that two full time police members would be allocated to patrol the interchange until the situation improved. These officers employed a rigorous approach to the policing of antisocial behaviour at the interchange and targeted under age drinking, criminal damage and a range of street offences. Police have also provided security advice to managers of the interchange and have assisted in the development of strategies for minimising the impact of antisocial behaviour.

Patrol personnel were also assigned to Interagency Targeting Teams during the reporting period to police licensed premises with a particular emphasis on antisocial behaviour and the service of alcohol to under age persons. These operations were scheduled for peak holiday periods with the objective of reducing possible incidents of public disorder and protecting young people from abuse. Past operational assessments revealed significant benefits in this type of operation due to the increased scope for Interagency Targeting Teams to use a wider range of powers across their respective areas of responsibility allowing for more general intervention measures to be considered where problems were identified.

During the reporting period North District trialed a 10 hour shift work roster for beat patrols working in the central business district. The Team was tasked with:

- high visibility patrolling including internal walk throughs of licensed premises and enforcement of liquor licensing legislation;
- high visibility policing within retail trading areas and car parks, especially during peak periods;
- targeting and patrolling of known congregation points for drug and property offenders; and
- enhancing working relationships with retail traders and the community with a view to improving public perceptions of safety and reducing fear of crime.

The principle aim of the new 10 hour shift arrangement was to better focus resources on identified high demand periods toward the end of the week and during and after normal business hours. During the 13 week trial members of the Team attended 411 incidents including a variety of events in which they assisted other general duties patrols. The primary activities undertaken by the Team included responses to thefts, disturbances, disorderly intoxicated persons and suspicious persons or vehicles. These results are not surprising given the nature of the environment in which the Beat Team operates in addressing property and street crime in the central business district.

Incident data retrieved from the Computer Aided Dispatch system reveals that during the trial, motor vehicle theft offences recorded in the central business district fell by 37 per cent, property damage declined by 30 per cent and assaults fell by 24 per cent. The reduction in property damage and assault incidents can be attributed largely to higher profile policing of licensed premises during this period and is indicative of the overall success of the trial.

An evaluation of the 13 week trial has been prepared for consideration by the ACT Policing Executive with results available early in the 2003-2004 year.

Major frustrations encountered by all general duties patrol personnel during 2002-2003 included insufficient time to process ‘paperwork’ arising from the high volume of activity in both districts and the inability to commit sufficient time to pursue certain matters to a satisfactory conclusion. Frustrations in this area were offset to some extent by the contribution of SupportLink which facilitates referrals to drug and alcohol counselling, a wide range of support groups, and treatment centres. This organisation provides invaluable follow up services for police officers seeking to assist members of the community in dealing with issues not directly related to a particular incident.
Territory Investigations Group

The Territory Investigations Group is a dedicated group of specialist teams that operate with the primary objective of deterring crime through the effective use of criminal intelligence and securing of evidence for the detection and prosecution of offenders. This involves a strategic approach to the investigation of both reported and detected offences.

The Territory Investigations Group contributes to crime and safety management in the Territory through the coordination and investigation of complex or protracted criminal offences, most of which are initially responded to at a patrol level. In this way the specialist teams which form the group complement the front line work undertaken by general duties patrols.

These matters, which require specialised investigative skills include, but are not limited to, drug, fraud and property matters, sexual and child abuse offences and major crimes such as murder.

The Territory Investigations Group consists of nine teams. See Figure 2a.1.

Crime in the ACT - Overview

The 2002-2003 reporting period saw mixed results for ACT Policing. Overall offence levels rose by approximately 11 per cent with areas of particular concern being the resurgence in property related crime including burglary and motor vehicle theft offences. ACT Policing also experienced a marked increase in crimes against the person, up by 18 per cent on the previous reporting period. Total robbery offences fell with a reduction in armed robbery offences also being recorded. These results have followed a particularly challenging year for the organisation with the successes of previous major operations being eroded in the first half of the reporting period.

ACT Policing entered the 2002-2003 year from a position of record breaking successes over the previous two years which saw the first significant crime reductions in over a decade. ACT Policing was able to capitalise on increased staffing levels to achieve a ‘shock’ effect on increasing crime trends in the Territory which had continued unabated since 1989. The impacts of major operations during the previous two years saw a significant disruption to criminal activity as a result of key Territory based offenders spending periods of time in remand or serving prison sentences.

It was widely recognised that operations of this scale could not be sustained by the organisation at the human level due to the volume of offences being managed. The resurgence in offence levels occurred during a period when ACT Policing was shifting to a new form of operation, now known as the Halite model. At the same time offenders were returning to the ACT community and criminal networks were recovering from the shock effects of previous major operations.

The Halite model, from the operation of the same name, was designed to deal
with a resurgence in property crime predicted by basic statistical analysis of earlier data. Operation Halite was developed from the lessons of earlier operations with the objectives of:

- reducing excessive demands on personnel which are characteristic of large scale operations;
- using criminal intelligence to capitalise on the ability to place pressure on criminal networks;
- focusing highly targeted investigations on the most prolific repeat offenders in the ACT;
- using crime prevention strategies to assist potential victims in reducing the likelihood of successful criminal activity directed at them or their property; and
- rotating personnel to minimise the scope for investigation burnout and maintain enthusiasm within the Halite Team.

The statistical analysis developed to assist in determining the need for such an operation indicated that decisive and determined action was necessary to interdict a major escalation in offences. The first half year results confirmed the reliability of this assessment and indicated an end of year result in the range of previous record offence levels for the ACT. Implementation of the Halite model necessitated the diversion of resources away from patrol based activity for a credible response to be mounted by police.

Even with this action, offence levels in the Territory increased from 42,774 in 2001-2002 to 47,375 in 2002-2003. This however, is 18 per cent less than the projected offence range for the year. As expected the main driver was an increase in criminal activity up to October 2002 with a lessening trend towards Christmas. The main source of this problem was property related offences with particularly strong growth in burglary.

Burglaries occurred at an average rate of 628 per month from July 2002 to October 2002, having increased from a low of 358 in January 2002 to a high of 666 in October 2002. Should this trend have continued, predicted monthly burglary levels could have been in the range 700-800 by June 2003. It is pleasing to note that the intervention of Operation Halite succeeded in arresting this predicted upward trend. With the actual June 2003 result being 491 offences. The impact of Operation Halite was immediate with offence levels dropping from 666 in October 2002 to 555 by November 2002 and dipping to a low of 329 in April 2003.

Despite an increase in total offences reported ACT Policing has maintained an overall resolution rate of 31 per cent, one per cent better than last year’s result of 30 per cent.
**Crimes Against the Person**

Consistent with the increase in total offence levels during the reporting period, ACT Policing recorded an increase in crimes against the person. Crimes against the person include crimes such as murder and manslaughter, assault, and sexually based crimes. The financial year target for this performance measure was less than 822 offences against the person per 100,000 population, while the number of offences reported or becoming known for the financial year was 1,041. This result has been analysed in detail and increases have been largely due to greater reporting of assaults in private residences, particularly between married couples and persons in de facto relationships.

Any increase in person related offences is concerning, however ACT Policing attributes this increase, in part, to the success of the Territory’s Family Violence Intervention Program. This program promotes a pro-intervention approach to dealing with issues of violence in the home and has led to increased reporting rates for family violence incidents in the ACT. The significance of this result is that once identified there is scope to deal with domestic offences and patterns of abusive behaviour which would otherwise remain undetected with victims continuing to suffer in silence, often for many years.

Results from the ACNielsen survey indicate that almost 12.8 per cent of people surveyed believe that family violence is a major issue in the Territory. This compares favourably with the national average of 27.1 per cent but when compared with other categories of crime, results in this area may be indicative of the hidden nature of many family violence offences.

**Table 2a.2 - Offences Against the Person**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total offences</td>
<td>2,848</td>
<td>3,350</td>
</tr>
<tr>
<td>Offences cleared</td>
<td>1,846</td>
<td>1,961</td>
</tr>
<tr>
<td>Apprehensions</td>
<td>1,300</td>
<td>1,470</td>
</tr>
<tr>
<td>Resolution rate %</td>
<td>64.8%</td>
<td>58.5%</td>
</tr>
<tr>
<td>Apprehension rate %</td>
<td>45.6%</td>
<td>43.9%</td>
</tr>
</tbody>
</table>

Source: PROMIS as at 2 July 2003

ACT Policing has been very concerned by increases in the most serious category of offence against the person, murder. There were three murders reported during 2002-2003 all of which have been resolved. In 2001-2002 there were two murders of which one has since been resolved. Again, those offences which were resolved have been predominately domestic in their origins with victims and offenders generally being related.

Total homicide offences, which include offence categories such as murder, attempted murder, conspiracy to murder, manslaughter, driving causing death and homicide (unspecified), have increased by 175 per cent over the past year, rising from a total of four offences in the previous period to 11 in 2002-2003.

During the reporting period the resources of the Territory Investigations Group pursued six murder investigations running concurrently. Three of these investigations were in response to offences reported during 2002-2003 with the remaining investigations carrying over from previous reporting periods. Continued advances in forensic technology and investigative techniques have assisted police in progressing investigations in relation to serious crimes in the ACT.

**Operation Kyanite**

*Operation Kyanite* is the investigation into the murder of Ms Ana Louise Hardwick, who was found dead in her Isabella Plains home on 2 October 2002. Initial investigation at the crime scene revealed that the offender had contrived to make Ms Hardwick’s death appear accidental. Further investigation raised police suspicion in relation to a number of matters. A protracted and difficult investigation followed with scientific evidence identifying an alleged offender who is currently before the court.

**Operation Menado**

On 10 October 2001 Ms Pamela King was struck with a metal bar in her Campbell home in an incident which caused her death. The police investigation of this matter led to a man being arrested and charged with Ms King’s murder. Preparations continued during 2002-2003 for this matter to go to trial in 2003-2004.

**Operation Coromandel**

On 31 January 2003 Ms Julia Collins was stabbed and subsequently died in her Melba home. This investigation was concluded rapidly with a man identified, arrested and charged within months. This matter is currently awaiting trial.
Operation Mersey

Investigations into the disappearance and murder of Ms Kathryn Grosvenor are continuing. Ms Grosvenor was last seen alive on 3 March 2002 and her body was discovered in Lake Burley Griffin six days later on 9 March 2002. ACT Policing investigators have liaised closely with a range of other jurisdictions, particularly New South Wales, in an attempt to identify any links between Ms Grosvenor’s murder and outstanding homicides or missing persons reports elsewhere in the country. A $100,000 reward for any information leading to the arrest of the killer was posted in June 2002 and police continue to actively pursue the matter.

Sexual Assault Offences

Sexual assault offences have increased by 12 per cent during 2002-2003. The magnitude of this increase was due, in part, to one disturbing incident where a victim was assaulted by the same offender over several years before the matter was reported to police. This matter has been investigated and charges have been laid against the alleged offender. Police continue to encourage victims of sexual assault to come forward with the knowledge that officers are ready to help and will examine all matters regardless of when offences occurred.

Of particular concern to police during the reporting period has been the increasing prevalence of offences against young people, with an increase of 33 per cent in offences relating to sexual intercourse involving persons under the age of 16. This notable increase in offences against young people has particularly related to young girls and prompted the Chief Police Officer to make a public statement warning parents of the need to ensure they are aware of their children’s whereabouts and with whom they are associating. This warning occurred in response to an increase in the number of drink spiking incidents in which young girls were assaulted. There has also been a 53 per cent increase in reported offences of incest up from 19 offences in 2001-2002 to 29 in 2002-2003.

ACT Policing provides specialist investigative services in respect of sexually based crimes, particularly those crimes involving children. The Sexual Assault and Child Abuse Team is staffed by a group of experienced investigators who have undertaken intensive training in the specialist skills relevant to investigations of this type. All members of the Team are trained to ensure victims of sexual assault are offered appropriate support and counselling to deal with the psychological impact of sexual assault. While sensitive to the needs of victims in this regard, the Team seeks specialist assistance from other agencies in managing issues not directly related to the investigation of such offences. For this reason, the Sexual Assault and Child Abuse Team works in close cooperation with both government and non-government agencies including the Department of Family and Community Services, the Office of the Community Advocate and the Canberra Rape Crisis Centre. This cooperation is particularly important because many victims of sexual assault will seek support and counselling from other agencies prior to bringing their concerns to the attention of police.

A Memorandum of Understanding governing the sharing of information between the Department of Family and Community Services and ACT Policing was negotiated during the reporting period and will be finalised early in the next financial year.

The Sexual Assault and Child Abuse Team has also been involved in policy development processes related to the proposed implementation of a national sex offenders register. The proposed register, which has been endorsed in principle by the ACT Government, is currently subject to discussion by the Australasian Police Ministers’ Council. The proposed legislation will require convicted sex offenders to register with police so that movements between jurisdictions can be closely monitored. It is anticipated that jurisdictions will provide information from local registers to a national database maintained by CrimTrac. The Sexual Assault and Child Abuse Team will take responsibility for monitoring the compliance of ACT based sex offenders with the requirements of related legislation. This proposal is currently in its infancy but it is anticipated that a properly established and maintained register will provide a significant intelligence tool for police in protecting the community from sex offenders.

One measure of police performance in relation to the deterrence and detection of sexual assault offences in the Territory is the extent to which people perceive themselves to be at risk of sexual assault. The ACNielsen Survey result for 2002-2003 indicates that 36.9 per cent of people surveyed were either concerned or somewhat concerned about being a victim of sexual assault. This result is 5.8 per cent below the national average (42.7 per cent) and is a positive outcome for the ACT. It does however remain of concern to police that more than one third of the survey population had concerns in this area. The recent media profile resulting from drink spiking incidents may have impacted on this result.
Resolution of Offences Against the Person

Offences against the person are generally much more likely to be resolved than property related offences. This is due to the increased likelihood of offences being witnessed by third parties or victims being able to identify the perpetrator of the crime committed against them. In many instances offences involving violence are committed by an offender known to the victim. This contrasts dramatically with property related crimes such as burglary where the majority of offences occur away from public view and perpetrators go to significant lengths to avoid detection. There are often no witnesses to property offences and investigators are reliant on forensic or other evidence to identify offenders. Given these facts, the community maintains a high expectation that crimes committed against the person will result in an arrest particularly where such crimes involve extreme violence.

During 2002-2003 there has been a minor decline in the resolution of reported offences against the person but a substantial increase in the volume of offences reported in the first half of the year. The increased workload for patrols and investigation teams associated with the spike in general offence rates has meant that with the additional 502 offences reported during 2002-2003 resolution rates decreased from 65 per cent to 59 per cent. The apprehension rate also fell from 46 to 44 per cent. The total number of offences against the person cleared has however increased from 1 846 to 1 961 with an additional 170 offenders apprehended during the reporting period.

Overall the results in this area are disappointing for ACT Policing and have prompted a re-evaluation of policing strategies in particular areas of the ACT. A review conducted during the year highlighted that the Belconnen area was experiencing a significant increase in assault offences when compared with the same period in the previous year. Analysis of the circumstances surrounding these reports highlighted that many of the reported assaults were related to family violence incidents and that the extension of the Family Violence Intervention Project to North District was impacting on reporting rates in this area. The consequence however, is that fewer police resources were generally available to deal with assaults where the offender was not identified by the victim or provable facts needed to be established.

Table 2a.3: Offences Against Property

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total offences</td>
<td>31 262</td>
<td>33 912</td>
</tr>
<tr>
<td>Offences cleared</td>
<td>4 130</td>
<td>4 451</td>
</tr>
<tr>
<td>Resolution Rate %</td>
<td>13.2%</td>
<td>13.1%</td>
</tr>
<tr>
<td>Apprehension Rate %</td>
<td>11.9%</td>
<td>11.9%</td>
</tr>
</tbody>
</table>

Source: PROMIS as at 2 July 2003

Table 2a.4: Impact of Operation Halite

<table>
<thead>
<tr>
<th>Average weekly Offences</th>
<th>Burglary</th>
<th>Motor Vehicle</th>
<th>Theft</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 July 2002 to 27 October 2002 – (Pre Operation Halite)</td>
<td>141.7</td>
<td>46.9</td>
<td></td>
</tr>
<tr>
<td>28 October 2002 to 29 June 2003 – (Operation Halite)</td>
<td>98.5</td>
<td>46.5</td>
<td></td>
</tr>
<tr>
<td>% change</td>
<td>-30.5%</td>
<td>-0.7%</td>
<td></td>
</tr>
</tbody>
</table>

Source: PROMIS as at 2 July 2003

Figure 2a.4: Impact of Operation Halite on burglary rates
Crimes Against Property

The property offence category has several dimensions including burglary, motor vehicle theft, robbery and property damage.

The target for offences against property for 2002-2003 was to contain offence levels below 11,900 occurrences per 100,000 people in the ACT. This target was set at the average for the previous three financial years. ACT Policing was successful in achieving the target result with 10,538 offences per 100,000 people, despite the resurgence of property related offences described earlier. The overall result for the year was, however, an increase of 2,650 offences over the previous reporting period which accounted for 58 per cent of the total increase in offences this financial year.

Resolution rates for offences against property remained stable at 13 per cent.

Burglary

The pattern of burglary offences for the year was described earlier and is summarised in Figure 2a.4. The post Operation Anchorage resurgence which influenced the first part of the year and the impact of Operation Halite on the burglary problem are clear.

The impact of the resurgence in burglary on the Canberra crime landscape over the past 12 months is equally clear. The pattern of suburbs adversely impacted by burglaries in the first quarter of the reporting period from July to September is shown in Figure 2a.5. The dominant feature of the crime landscape during this period is reflective of the entire resurgence period with an increased concentration of suburbs in the two highest offence categories. Operation Halite had a major impact on the crime landscape in the Territory which can be seen from Figures 2a.5 and 2a.6. The

Operation Halite

Prior to the launch of Operation Halite, Operation Anchorage was the most successful campaign against recidivist property offenders in the recent crime history of the Territory. Operation Anchorage was a resource intensive campaign which, while successful in the short term was unsustainable in the long term with the resources available to police. Assessments of earlier targeted operations revealed the need to develop a sustainable intelligence led approach to crime disruption which was less reliant on police numbers for its success. Operation Halite commenced on 28 October 2002. This operation couples intelligence led policing principles with crime prevention techniques including target hardening, community education and improvements in general security awareness. This operation demonstrates ACT Policing’s commitment to developing sustainable and affordable crime reduction strategies.

Analysis preceding the operation identified drug dependence as a major contributor to the ACT criminal environment. Offenders reliant on illegal drugs are often perpetrators of property crime which is necessary to fund the purchase of illicit drugs. Operation Halite therefore focused attention on those people supplying illegal drugs in the ACT with a view to reducing the availability of illicit substances. The basic mechanism for Operation Halite is that police target individual offenders in a sustainable manner as opposed to relying on large scale, high intensity police operations for short periods to achieve long-term results.

Since the commencement of Operation Halite, the average weekly burglary rate has fallen from 142 (weekly average from 1 July 2002 to 27 October 2002) to 99 (weekly average from 28 October 2002 to 29 June 2003). This is a highly significant reduction in burglary offences, and has proven to be the most successful property campaign to date. The reduction of 31 per cent in average weekly burglary offences since the introduction of Operation Halite has overtaken the 21 per cent reduction achieved by Operation Anchorage which ran for four months in 2001. The true test of Operation Halite will be in its long term sustainability.

In total, Operation Halite has been successful in making significant seizures of heroin, cannabis, ‘Ox Blood’ (liquid amphetamine), the recovery of a large amount of powerful fireworks (allegedly stolen from a dangerous goods shed in Pialligo), digital video discs, televisions, stereo systems, computers, electrical goods, cash, clothing and jewellery.
Figure 2a.5: Burglary

Burglary Offences by Suburb per 1 000 Population
01 July 2002 to 30 September 2002

The Suburbs of City, Mitchell, Gungahlin, Fyshwick, Hume, Pialligo, Parkes, Barton, Symonston, Tharwa and Lawson have been excluded from the map due to small residential populations.

Source: PROMIS case write module as at 02 April 2003
Figure 2a.6: Burglary

Burglary Offences by Suburb per 1,000 Population
01 April 2003 to 30 June 2003

The Suburbs of City, Mitchell, Gungahlin, Fyshwick, Hume, Pialligo, Parkes, Barton, Symonston, Tharwa and Lawson have been excluded from the map due to small residential populations.

Source: PROMIS case write module as at 02 July 2003
concentration of suburbs in the higher burglary range has been dramatically reduced with only two suburbs in the highest category and significant increases of suburbs in the two lowest offence categories. The clear objective of ACT Policing is to maintain the latter crime landscape in the next financial year.

Motor Vehicle Theft

While ACT Policing has achieved rates of motor vehicle theft lower than the national average again this year, the downward pressure on offences in this category has not been maintained. Motor vehicle theft increased during the reporting period by nine per cent up from 2,236 offences in 2001-2002 to 2,443 in 2002-2003. This result follows two successive years of substantial drops in this offence category, (10 per cent reduction in 2001-2002 and 29 per cent reduction in 2000-2001). The gradual resurgence in motor vehicle theft is indicative of the waning impact of Operation Anchorage.

Operation Halite has identified two main reasons for the resurgence of offences in this area. Firstly, many of the recidivist offenders who were disrupted by previous targeted operations began re-entering the community or regaining sufficient confidence to resume their illegal activities. In addition, investigators have noted a propensity for juvenile offenders between the ages of 13 and 15 to be involved in motor vehicle theft. In most cases such offenders are young males who are operating in small groups and stealing cars for the dangerous purpose of ‘joy riding’. It is common for vehicles to be ‘dumped’ a short time later with little or no damage.

The ACT Policing Operations Committee is developing targeted operations to address this issue in cooperation with the Crime Prevention Team. Police intelligence assets have been used to identify recidivist offenders and investigators have adopted proactive policing techniques in making personal contact with offenders particularly young offenders to assess their likelihood to re-offend. Police have also spoken with the parents of many of the young offenders who have come to attention and discussed mechanisms for diversion into more productive activities.

Wherever possible, police seek to divert young offenders away from the criminal justice system through programs such as diversionary conferencing, RecLink and Police Citizens Youth Club activities. ACT Policing is currently contributing to the development of inter-agency approaches to the identification and diversion of young people at risk. These include the Youth Blue Print currently being developed by the Chief Minister’s Department and the Turnaround Project conceived by the ACT Department of Education, Youth and Family Services. Each of these programs seeks to promote positive early intervention into patterns of at-risk behaviour.

In addition to these initiatives, ACT Policing is also exploring strategies in cooperation with motor vehicle insurance companies to encourage owners of older model vehicles to install engine immobilisers. The majority of vehicles stolen in the Territory were manufactured prior to 1992. Vehicles manufactured after this date commonly have immobilisers installed as a standard factory addition.

ACT Policing has been negotiating with insurance companies to encourage the provision of rebates on the price of insurance for those people who have installed immobilisers in early model vehicles. Community education is also significant in ensuring that vehicles are not left unsecured and that valuables are not left in view of passers-by.

The ACT Policing Media and Public Relations Team plays an important role in increasing the awareness of preventative steps which can be taken to reduce the risk of motor vehicle theft. Public perceptions of the likelihood of becoming a victim of motor vehicle theft are gauged through the ACNielsen Survey. The 2002-2003 survey highlighted that 68.5 per cent of respondents were either concerned or somewhat concerned about motor vehicle theft. This result is only slightly less than the national average and is indicative of both the actuality of crime in this area and the significant media profile generated by previous targeted operations focusing on motor vehicle theft.

Robbery and Fraud

ACT Policing has been encouraged by the continued reduction in total robbery offences reported in the Territory. Total offences fell by 19 per cent from 257 in 2001-2002 to 209 in 2002-2003. Both armed and unarmed robbery decreased, with a nine per cent decrease in armed robberies, consolidating the successes reported in 2001-2002 when armed robbery offences fell 22 per cent on the previous year’s result.

Unarmed robbery has also continued to fall with reported offences dropping from 176 in 2001-2002 to 135 in the current reporting period. This equates to a reduction of 23 per cent. ACT Policing attributes the decline in robbery offences to the significant efforts which have been invested by police and potential victims of
robbery in ensuring that vulnerability to this type of crime is minimised through target hardening, preventative environmental design principles and improvements in general security awareness.

 Reported fraud offences also fell during the reporting period with the number of offences falling from 1,005 in 2001-2002 to 837 in 2002-2003, a drop of 17 per cent. In line with this decrease a drop of 30 per cent in reported offences of counterfeiting was also recorded. Interestingly, a 155 per cent increase in misappropriation offences occurred in 2002-2003. These offences, which involve activities such as theft of mail or theft of Commonwealth property, rose from 20 to 51. While this is a relatively small number of offences the dramatic increase remains of concern.

Property Damage

Traditionally, the majority of property damage in the ACT has occurred in the context of the commission of other offences, particularly burglary. The 2002-2003 reporting period has however seen a continued downward trend in this type of property damage with an 18 per cent reduction for damage occurring at dwellings, enhancing the excellent result in the previous period when a 53 per cent reduction was recorded.

Consistent with this trend there has been a further 24 per cent reduction in property damage connected with burglaries at shops, compounding the 29 per cent reduction recorded in 2001-2002. Total property damage offences have, however, increased by eight per cent during 2002-2003, up from 7,450 in 2001-2002 to 8,049. This increase has occurred primarily in relation to general property damage resulting from vandalism and malicious damage.

Environmental Offences

Environmental offences in the ACT remain minimal. These offences generally include actions resulting in the pollution of air, land or water along with a range of regulatory offences including noise offences and breaches of regulations designed to protect the natural environment such as unauthorised possession of native animals, discarding litter and breaching total fire bans.

Total environmental offences have remained consistent with 2001-2002 however there has been a fall in pollution offences within the Territory offset by an increase in other environmental offences. Examples of these include the unauthorised disposal of land fill in a school car park and a range of incidents relating to the discarding of litter (including cigarette butts) from moving vehicles. Police were particularly concerned about the breaches of total fire bans reported in 2002-2003 given the intensity of the summer bush fire season and the January fire crisis.

Illicit Drug Offences

The total number of drug offences reported or becoming known in the Territory provides an indication of the prevalence of the use and distribution of illicit drugs in the community. Increases in drug offences can, however, be more indicative of increases in police enforcement activities in this area than a real rise in the prevalence of illegal activity. For this reason ACT Policing monitors the number of reported ambulance attendances at drug overdose incidents involving heroin. Analysis of trends in this area has revealed that heroin related overdoses will
the reporting period was ACT. ACT Policing’s target during contributing to overdoses in the to which other illicit drugs are available to indicate the extent unfortunately data is not readily disrupting heroin supply. of the success of police activities in thereby providing a neutral indication and purity of heroin in the Territory, generally rise with increases in supply and thereby providing a neutral indication of the success of police activities in disrupting heroin supply.

Unfortunately data is not readily available to indicate the extent to which other illicit drugs are contributing to overdoses in the ACT. ACT Policing’s target during the reporting period was ‘Less than 311’ ambulance attendances at heroin related overdoses reported by the ACT Ambulance Service. It is pleasing to report that significantly fewer overdoses occurred with only 159 incidents being reported. Increased enforcement activity in the area of illegal distribution of heroin resulted in a significant increase of 91 per cent in heroin seizures, from 46 in 2001-2002 to 88 in 2002-2003. This was accompanied by a 412 per cent increase in the quantity of heroin seized.

During the reporting period, the ACT saw an overall six per cent increase in the number of drug offences reported or becoming known to police. Of particular concern to police in 2002-2003 was the large increase of more than 344 per cent in steroid seizures, with nine seizures in 2001-2002 increasing to 40 in 2002-2003. The quantity of steroids seized increased from 43,910 milligrams to 230,760 milligrams. The illegal distribution and use of steroids is most commonly associated with people involved in body building activities who seek out casual sources of supply through gyms. Police are concerned to disrupt the illegal distribution of steroids given the significant health and social risks associated with unsupervised, non-medical use of this powerful drug.

Cannabis seizures remained stable with the ACT 613 seizures in 2002-2003. The quantity of cannabis seized increased by 12 per cent during the reporting period.

ACT Policing works in close cooperation with the ACT Electricity and Water Commission to identify households suspected of harbouring hydroponic equipment. Excessive electricity consumption can be a useful indicator of the presence of hydroponic equipment at a residential location.

Drug Team investigators have identified a number of hydroponic facilities during the reporting period.

Intelligence assessments for the ACT have highlighted concerns that organised groups involved in the growth of cannabis for illegal distribution have moved from Adelaide to Canberra. Changes in legislation in South Australia have restricted the number of plants which can be grown for personal use without attracting a criminal penalty from ten to three and more recently down to one. Syndicates operating in South Australia had been utilising multiple addresses to cultivate cannabis plants. This meant that if any one offender was detected the person would not have exceeded the threshold for personal use. This method of operation is now occurring in the ACT and has created difficulties in prosecuting offenders involved in collaborative operations. The ACT Policing Drug and Alcohol Policy Team is currently researching this area and a report to government will be finalised in the next reporting period.

ACT Policing has been very pleased to note the significant reduction in seizures of cocaine and MDMA (ecstasy). Seizures of both illicit drug types, widely regarded as social drugs and used on a casual basis by a cross-section of the community, were well down on the previous reporting period. The 2001-2002 financial year saw an increase of 373 per cent in MDMA seizures up from 11 to 52. This figure has now fallen to just ten in 2002-2003. Cocaine seizures also spiked in the 2001-2002 year up by 186 per cent on the previous reporting period. Only one cocaine seizure was recorded during 2002-2003.

Seizures of amphetamine type substances have fallen by almost 10 per cent during the reporting period, down from 174 seizures in 2001-2002 to 157 in 2002-2003. The higher number of seizures in the previous reporting period is largely attributable to the intensive focus of Operation Skeet on this category of drug. The initial phases of this operation were enforcement based and involved the execution of a number of search warrants on licensed premises in Canberra where intelligence had suggested designer drugs were being used and sold. The operation has since moved to an education phase designed to alert Canberrans to the risks associated with the purchase and use of illicit party drugs. This campaign has been particularly important in highlighting the fact that MDMA tablets may contain other substances which potentially pose additional health risks to consumers. Such substances include caffeine, amphetamine, ketamine, cocaine and codeine.

The 2002-2003 ACNielsen survey revealed that 46.9 per cent of people surveyed felt that illegal drugs are a major problem in the Territory. While this result is lower than the Australian average of 61.8 per cent, it remains of concern that almost half of the individuals surveyed perceived drugs to be a serious issue impacting on the Territory.
Accordingly, it is vital that support continue for proven interventions, education and innovative methods for managing drug use in order that harm minimisation objectives can be achieved.

One such approach is the ACT Drug Diversion Program established in January 2002, which adheres to the illicit drug diversion framework proposed to meet government requirements for early intervention to divert users from the justice system.

The ACT Drug Diversion Program provides a graded response to illicit drug offences and demonstrates a partnership approach between health, police and non-government agencies. The program identifies opportunities for diversion at community, pre-court, pre-sentencing or post-sentencing stages and includes the:

- Simple Cannabis Offence Notice scheme;
- ACT Policing Early Intervention and Diversion Program;
- Court Alcohol and Drug Assessment Scheme; and
- Treatment Assessment Program under the Drugs of Dependence Act 1989.

The ACT Policing Early Intervention and Diversion Program concentrates on the diversion of minor drug offenders prior to involvement in the judicial system through referral to a variety of education and treatment options. The ACT model involves police referral to the Assessment and Coordination Team, a new Team formed by the ACT Alcohol and Drug Program and ACT Community Care. The Assessment and Coordination Team is responsible for assessing offenders and recommending appropriate diversions. The assessment stage is managed within

### Table 2a.7: Drug Seizures in the ACT

<table>
<thead>
<tr>
<th>Drug type</th>
<th>2001-2002 Number</th>
<th>Weight</th>
<th>2002-2003 Number</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amphetamine</td>
<td>174</td>
<td>1 341 640.00mg</td>
<td>157</td>
<td>325 020.00mg</td>
</tr>
<tr>
<td>Cannabis</td>
<td>614</td>
<td>408 449.65g</td>
<td>613</td>
<td>456 672.34g</td>
</tr>
<tr>
<td>Cocaine</td>
<td>20</td>
<td>19 730.00mg</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Heroin</td>
<td>46</td>
<td>55 680.00mg</td>
<td>88</td>
<td>284 860.00mg</td>
</tr>
<tr>
<td>MDMA</td>
<td>52</td>
<td>72 600.00mg</td>
<td>10</td>
<td>10 210.00mg</td>
</tr>
<tr>
<td>Non-drug</td>
<td>133</td>
<td>1 558 280.00mg</td>
<td>140</td>
<td>911 120.00mg</td>
</tr>
<tr>
<td>Not for analysis</td>
<td>1</td>
<td></td>
<td>21</td>
<td>256 400.00mg</td>
</tr>
<tr>
<td>Other</td>
<td>60</td>
<td>98 000.00mg</td>
<td>73</td>
<td>575 490.00mg</td>
</tr>
<tr>
<td>Steroids</td>
<td>9</td>
<td>43 910.00mg</td>
<td>40</td>
<td>230 760.00mg</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1 109</strong></td>
<td></td>
<td><strong>1 143</strong></td>
<td></td>
</tr>
</tbody>
</table>

Source: ACT Policing Drug Registry, 03 July 2003

1. The figures include seizures awaiting analysis to confirm both weights and the presence of an illegal substance.
2. Recorded weights and drug types may differ from those previously recorded. Net weight confirmed has been used where available, otherwise net weight estimated has been used. The weight value indicated may also include packaging.
3. ACT Policing Drug Registry figures differ from those prepared for the AFP as a whole.

The ACT Policing Drug Registry counts each individual drug package seized whereas the national figures combine like drugs together.

For example, if two packages of heroin are seized at one incident, the ACT Policing Drug Registry would count two drugs seized, while the national AFP figures would count only one.

### Table 2a.8 - Offences Against Good Order

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total offences</td>
<td>3 255</td>
<td>3 781</td>
</tr>
<tr>
<td>Resolution rate %</td>
<td>79.4%</td>
<td>79.0%</td>
</tr>
<tr>
<td>Apprehension rate %</td>
<td>75.8%</td>
<td>75.1%</td>
</tr>
</tbody>
</table>

Source: PROMIS as at 2 July 2003
the health system and there is no police involvement.

Since the introduction of the Diversion Program, eight males and two females have participated in the scheme for treatment in relation to their use of either cannabis, heroin or amphetamine type substances. Police are concerned that restrictions on referrals may be too rigid and an assessment has commenced to determine whether there is scope for relaxation of these restrictions. Should this prove to be the case, police would be able to refer more people for treatment in relation to the use of hard drugs.

In response to Recommendation Five of the ACT Legislative Assembly Report on ‘Cannabis Use in the ACT’, a series of posters and other educational information was produced in conjunction with the Diversion Services Branch of the ACT Community Care Alcohol and Drug Program. The information provided in this material was aimed at dispelling the commonly held misconception that it is legal in the ACT to possess and cultivate limited amounts of cannabis.

**Offences Against Good Order**

Offences against good order cover a wide range of illegal activities including indecent exposure, breaches of bail, illegal possession of firearms, regulatory matters such as keeping savage dogs and offences against the Road Transport (General) Act 1999 and the Liquor Act 1975.

The number of offences in this category rose from 3,255 in 2001-2002 to 3,781 this financial year, an increase of 16 per cent. The resolution and apprehension rates have remained steady at 79 and 75 per cent respectively. The increase in public order incidents is attributable in part to the increasing number of people breaching bail conditions in the Territory and contravening the conditions of protection and restraining orders. The Family Violence Intervention Program, which promotes a proactive approach to police intervention in family violence incidents, has been a factor in ensuring that breaches of related orders are dealt with swiftly.

All new members and increasing numbers of long term members of ACT Policing have undertaken Family Violence Intervention training and are aware of the importance of maintaining victim safety and the significance of ensuring that perpetrators of violence are held accountable for their actions. In order for this to occur it is often necessary to remove offenders from the home and seek restraining or protection orders on behalf of a victim of violence who may not be empowered to do this on their own behalf. Effective enforcement of compliance with such orders is integral to the success of the Family Violence Intervention Project.

Closed circuit television cameras have continued to operate in and around the Canberra City central business district and ACT Policing is satisfied that the cameras are an effective tool in detecting crime in public places and a useful complement to other intelligence led policing strategies. The installation of 15 closed circuit television cameras across several different locations in Civic led to an 11 per cent drop in offences against good order in this area during the 2001-2002 reporting period. The 2002-2003 year has seen a slight increase in public order offences in this area but offence rates have not returned to pre-camera levels.
Specialist Response and Security

In the wake of the 11 September 2001 terrorist attacks in the United States, Australia’s preparedness to prevent and respond to incidents of politically motivated violence, emergencies and other major events became a key focus. As the nation’s capital and the home of many diplomatic embassies and consuls, Canberra assumed a significant proportion of the ‘spotlight’ in this regard. In 2002, a comprehensive review of specialist policing teams was initiated by the AFP. A senior member of the South Australia Police who had been involved in the development of South Australia’s Star Security Group was contracted to conduct the review.

A key finding of the review was the need for ACT Policing to consolidate and better coordinate the disparate teams and individuals that had previously contributed to specialist response services in the ACT. To achieve this goal, the Specialist Response and Security Team was established, formed and trained in accordance with the AFP’s project management and risk management guidelines, in just six months.

The Specialist Response and Security Team, jointly funded by the Commonwealth and ACT Governments, is responsible for search and rescue, tactical operations and managing large-scale public events (such as demonstrations and crowd control). Importantly, the newly consolidated team draws from the high calibre personnel that had previously been available, at least on a part time basis, from other areas of ACT Policing including North and South District Patrols and the Territory Investigations Group.

In addition to their specialist roles, Specialist Response and Security members also operate in close cooperation and consultation with North and South District Patrols to ensure general day-to-day community policing demands are met in the Territory. This includes supplementing and assisting general duties members across a range of duties, for example, providing crowd control at major events including football games and demonstrations. Specialist Response and Security members also regularly assist the Territory Investigations Group with the execution of hard entry warrants.

A number of tactical response teams together with the following specialist teams deliver critical incident response services in the ACT:

- Police Negotiation Team;
- Dog Team;
- Water Police;
- Bomb Response Team; and
- Major Events Planning and Intelligence Team.

The terrorist attack in Bali on 12 October 2002 accelerated the establishment of the Specialist Response and Security Team and led to its launch ahead of the scheduled start date of 4 February 2003. The Bali bombings provided a very real and sobering sense of purpose to the establishment of this specialist team and a reminder of the importance of Specialist Response and Security services to the future of policing in the ACT and nationally.

It was, however the Canberra bushfires that saw the true birth of the AFP’s Specialist Response and Security Team. The Team responded to perhaps the most serious threat to the Canberra community emergency services have ever faced and clearly demonstrated the value of specialist response services in the ACT. In many ways these two catastrophic events have set the stage upon which the Specialist Response and Security Team must now perform.

Response Services

The response teams comprise three operational teams, one of which is funded by AFP National Operations. This third team is expected to be deployed abroad in support of the Solomon Islands Law Enforcement Mission. The Specialist Response and Security Training Team closely supports the response teams. The response teams fall under the operational control of the Specialist Response and Security Operations Managers and the Training Team Manager. All teams are strongly supportive of one another, and members are trained in all areas to ensure the ability to interchange and integrate into any number of roles.

During the reporting period the Specialist Response and Security

Detective Superintendent Mark Johnsen.
Planning Team coordinated 81 major events in the ACT. These included:

- the containment and arrest of offenders responsible for the shooting of a Canberra man in the northern suburb of Melba;
- recovery of a Bushfire Council helicopter from Bendora Dam;
- the Canberra bushfires;
- the Michelago bushfires (immediately following the Canberra bushfires);
- community events such as Parliament House Christmas Carols, Anzac Day, the Royal Canberra Show, Australia Day celebrations, Remembrance Day, Royal Australian Air Force Freedom of the City, Summernats and Skyfire;
- sporting events including race meetings, Canberra Raiders matches and the ACT Brumbies games;
- visits by foreign dignitaries including the Chairman of the Standing Committee of the National Communist Party of China and the Crown Prince and Princess of Japan;
- Federal Operation Lagos – negotiated surrender of a potentially violent offender in Melbourne concerned with the importation of narcotics into Australia;
- Federal Operation Sorbet – involving the intercept of the North Korean vessel Pong Su. This operation involved unprecedented support from the Australian Defence Force as well as the first mass movement of federal offenders by air; and
- response to the collapse of a partially built structure at Canberra Airport.

Bomb Response Team

The Bomb Response Team consists of highly trained bomb technicians skilled in the management of incidents involving explosive devices. The Team responded to 163 requests for assistance during the reporting period. Thirty eight of these incidents involved conducting bomb searches in preparation for major community events and visits by high profile dignitaries. Sixty incidents involved the investigation of suspect packages.

One of the most potentially threatening bomb incidents which occurred during the year was at the Canberra Institute of Technology in Reid, where a device was located on the first floor of Building D. Bomb technicians disrupted this using a 30 millimetre water cannon. Due to the nature of the incident, police resources were heavily utilised to block off roads leading to the institute area and evacuations were carried out. It was later discovered that the device was part of an elaborate and costly hoax.

The Bomb Response Team was also tasked with three overseas deployments assisting investigators and providing security in Bali after the blast on 12 October 2002. Bomb Response Team members also assisted with training the East Timorese Police in bomb search techniques and assisted the Vanuatu Government with a suspect package. Overall, the Bomb Response Team spent 120 hours instructing on various courses and undertook 2 160 hours of specialised training.

Members of the Bomb Response Team also attended incidents where white powder was located. The most notable of these was at the Lower Molonglo Water Treatment Works. At this particular incident, a tin containing powder was sent through the mail. All emergency services responded, and decontamination, evacuations and road blockages were instigated. Following analysis of the powder, the substance was revealed to be harmless.

Since the implementation of Specialist Response and Security the Bomb Response Team has been actively supporting the ACT with members doing general policing work at the various codes of football, demonstrations, tours by overseas dignitaries and traffic enforcement campaigns.
Dog Team

The Specialist Response and Security Dog Team comprises a number of specialist teams including the General Purpose Dog Team, Drug Detection Dog Team and Explosive Detection Canine Team.

General Purpose Dog Team

The role of the General Purpose Dog Team is to conduct search functions including tasks such as:

- tracking;
- open area, bush and buildings search;
- crowd control; and
- general patrol in support of ACT policing activities.

This Team attended numerous incidents within the financial year, ranging from searches to demonstrations. The Team was responsible for the detection of numerous offenders involved in incidents including motor vehicle theft and escape from police custody. The General Purpose Dog Team currently has two operational members and attended incidents in support of ACT general duties patrols, Territory Investigations Group, NSW Police and Specialist Response and Security activities. The General Purpose Dog Team has an on call facility for 24 hour response.

Drug Detection Dog Team

The Drug Detection Dog Team is responsible for the detection of illicit substances including cannabis, heroin, MDMA, cocaine and methamphetamine.

The team attended in excess of 100 search warrants during the reporting period which resulted in the seizure of numerous illicit substances. Several warrant executions attended by members of the Drug Detection Dog Team in early 2003 resulted in the detection of large quantities of heroin hidden off premises which otherwise would have gone undetected. The Drug Detection Dog Team currently has two operational dogs and one handler and attended incidents in conjunction with the Territory Investigations Group, NSW Police Strike Forces, the Australian Crime Commission and general duties patrols. This team is also available on call for 24 hour response to incidents.

Explosive Detection Canine Team

The Explosive Detection Canine Team provides both reactive and proactive responses to explosive substances.

The AFP Specialist Response and Security Dog Team coordinates the Australian Protective Service Canine Explosive Detection Team in support of ACT Policing activities including reactive and proactive searches. The Specialist Response and Security Dog Team currently has six Australian Protective Service handlers available for use. The Team has coordinated approximately 50 searches including those related to the execution of search warrants. This Team is also available on call for 24-hour response.

Police Negotiation Team

Police negotiators are trained to assist in the peaceful resolution of crisis incidents through the use of communication skills. A full time negotiator’s position was established within the new Specialist Response and Security structure. Other trained negotiators are available on an on call basis when incidents occur. These negotiators fulfil other important roles within the organisation and are required to maintain their skills through training and exercises so as to be ready to respond as required.

The Police Negotiation Team has been involved in a broad range of activities. During the reporting period the Team responded to 47 incidents in support of ACT Policing including domestic sieges, suicide interventions and a range of training exercises.

As a result of the changing world environment the Police Negotiation Team has taken on a more varied role and this has included being utilised locally, nationally and internationally. In December 2002 two members of the Team travelled to Nauru as part of an operational deployment.

In March 2003 two members of the Police Negotiation Team travelled to Manila, as part of a multi-jurisdictional training team. This comprised members of New South Wales Police, Queensland Police, Tasmania Police, and Victoria Police coordinated by the AFP. The Team provided a training course to members of the National Philippine Police as well as members of the Armed Forces of the Philippines. Also in March 2003, two members of the Police Negotiation Team travelled to Melbourne as part of an operational deployment in support of AFP Melbourne Office.

The exceptional skills of the Team which have been enhanced through their international exposure are of enormous assistance to general policing operations in the Territory.

Water Police and Dive Team

During the reporting period, the Water Police assisted in more than 296 incidents including:

- 22 crafts and persons in distress;
- 6 lake closures; and
• 8 major events including Sky Fire, New Years Day and Australia Day celebrations.

The Team was also involved in the recovery of 13 stolen or abandoned motor vehicles, nine suspicious person incidents and 75 routine assistance tasks including vessel safety and equipment permit inspections. The Team assisted ACT Community Policing by providing a response capability in Yarralumla and around the lake foreshores and during targeted operations. The Team also assisted in the policing of demonstrations, searches for missing persons, an aircraft emergency and provided other specialist assistance when required.

During the January bushfires, Water Police extinguished house fires and spot fires with a portable fire pump and evacuated people from streets in Weston.

The Team provided specialist training assistance was provided to AFP National in recruit, close personal protection and investigator courses. Assistance was also provided to AFP National Operations Teams in searching for evidence or exhibits in waterways outside of the ACT. Members of the Water Police Team provide the AFP with the only specialist capacity in this area and the Team Leader was heavily involved in the tender, contract, building, assessment and trial stages for the Indonesian Police Patrol Boat Project. This project is part of a Commonwealth Government initiative targeting transnational crime.

The ACT Policing Dive Team attended a total of 11 incidents during the reporting period. They continued their involvement in the search for evidence in relation to the murder of Ms Kathryn Grosvenor, with divers searching Lake Burley Griffin and waterways in Gungahlin.

Underwater searches for evidence conducted in Canberra are made more difficult by the nature of the waterways. Inland lakes, dams and water ways are sediment rich, which severely reduces visibility. ACT Policing divers are specially trained in ‘zero water visibility’ techniques.

Divers also assisted in the search and recovery of a number of motor vehicles, a helicopter (Bendora Dam) and two Bambi Buckets as well as evidence discarded in ACT waterways after the commission of offences. They also searched for and recovered three bodies from waterways in NSW (due to the proximity of the waterways to the ACT).

**Rural Patrol**

The Rural Patrol transferred from being a component of the Search and Rescue Team at Weston, to being a two member full time team at Tuggeranong Station on 5 December 2002. The Team has operated with one permanent member, with the second member being on a three-month secondment. The Rural Patrol attended 242 incidents in 2002-2003, 216 of which occurred since the patrol returned to Tuggeranong.

The Rural Patrol was an essential part of the AFP response to the January bushfires, providing up to date situation reports from the fire fronts, as well as conducting extensive welfare checks throughout the rural community. In the wake of the fires the Rural Patrol assisted the bush fire recovery operation to assess the extent of damage to properties in the
area. The patrol also policed access to bush fire affected areas that had been declared unsafe and closed.

The Patrol has worked hard to maintain strong relationships with other organisations such as ACT Rural Lessees, ACT Forests, ACT Environment, Emergency Services, Bush Fire Brigade, ACT Parks and Conservation, NSW Police and National Parks and Wildlife Service. The Patrol has regular meetings with these organisations and has conducted joint operations to reduce activities such as:

- the riding of unregistered / uninsured trail bikes;
- illegal access for hunting, shooting, four wheel vehicle driving, trail bike riding, camping and bush walking;
- the recovery of stolen and abandoned motor vehicles;
- missing person searches;
- the destruction of native wildlife;
- the dumping of rubbish in nature reserves; and
- the monitoring of road conditions during the snow season.

Community Perceptions of Threat from Crime

Police are concerned to monitor community perceptions of the threat from crime which may be equated to ‘fear’ of crime. This fear can be just as debilitating as the actuality of crime which is a more traditional measure of the success of policing activities. ACT Policing holds the view that fear of crime must be balanced with the actuality of crime to the extent that members of the community should not be fearful where the risk of becoming a victim is low but equally sufficiently concerned to take precautionary measures where the potential threat of crime is higher. Maintenance of this balance is critical to a healthy community where people are properly informed and therefore inclined to take appropriate precautionary measures to reduce the likelihood of victimisation.

In this regard ACT Policing surveys 2 000 households in the ACT each year using ACNielsen as a service provider. The survey provides insights into the fears of the community in relation to crime and the confidence of the community in police. As the survey relates to only a sample of the community, albeit a large one, interpreting minor changes is not practical due to sampling error.

Table 2a.9 relates to the fear of crime community members have in the more general sense of becoming victims of crime in respect of physical assault, sexual assault, house breaking and motor vehicle theft. The results in relation to these high profile offences are encouraging and show Canberrans are generally less concerned about becoming victims than other Australians with the exception of housebreaking. The encouraging information in relation to housebreaking is that concern in the ACT has reduced by a greater proportion than the Australian average over the past two years. This is important because it shows that the effects of successive major property crime operations conducted during this period are providing positive benefits for the community.

The most significant feature of this information however is the generally high levels of concern about the broad cross section of offences not only in the ACT but across Australia. Over
70 per cent of people are concerned about being a victim of housebreaking, more than 50 per cent about being a victim of assault and almost 70 per cent about being a victim of motor vehicle theft. The data on sexual assault appears more positive at first glance as concern in the ACT about this offence is some six per cent lower than the national average. However, closer analysis on a gender basis indicates high levels of concern are held by women in relation to becoming victims of sexual assault. This is disquieting for police who are working to address the needs of this section of the community in relation to this offence.

**Community Concern about Crime**

The ACT perception of major problems at the local level (Table 2a.10) is reassuring because levels of concern about particular issues are significantly lower than the national average. Highlights for the ACT at this level are comparatively low levels of concern relating to gangs and drunken or disorderly behaviour at the local level. It should also be noted from this table that ACT concerns are lower than the national average across all categories including housebreaking. This local level of concern in relation to the offence of housebreaking is at odds with that expressed in Table 2a.10, where on a community wide basis Canberrans expressed concern at a level above the national average. A further anomaly in relation to this offence is that it is actually occurring at a rate lower than the national average in the Territory. These overall results indicate that Canberrans feel considerably safer and more secure at the local level and less fearful in and around their home and neighbourhoods than the national average.
The results for housebreaking do however indicate levels of concern within the ACT and this will continue to be an offence category which will be actively and persistently targeted by police.

**Community Perceptions of Police**

Front line police performing duties such as patrols, investigations and specialist response play an integral role in shaping the community perceptions of the professionalism of ACT Policing services. ACT Policing aims to achieve levels of community satisfaction with police which are better than the national average. The 2002-2003 year has been successful in this regard with more than 80 per cent of residents surveyed by ACNielsen reporting they either agreed or strongly agreed that police perform their job professionally. This result exceeded the national average by 1.5 per cent. Almost 69 per cent of survey respondents were confident that police treat people fairly and equally. This result exceeded the national average by 0.9 per cent. Over 71 per cent of persons surveyed were satisfied or very satisfied with police services generally which is 1.2 per cent below the national average. While ACT Policing is pleased with this high level of satisfaction, consideration is being given to methods of increasing this to exceed the national average.

Effective and professional interaction with the community ensures that ACT Policing members are less likely to be subject to serious complaints about their conduct or the discharge of their duties. The AFP adheres to a rigorous complaints system with all members being bound to comply with the highest standards of ethical and honest conduct in line with the **Complaints (Australian Federal Police) Act 1982**. All complaints are thoroughly investigated with internal investigative procedures reviewed by the Ombudsman. During the 2002-2003 year ACT Policing aimed to have no more than 25 substantiated complaints. This target was achieved with 24 substantiated complaints being recorded.

ACT Policing has a very important role in ensuring the safety of those people held in police custody whether they are detained for their own care and protection under the **Intoxicated Persons (Care and Protection) Act 1994**, or in relation to an alleged offence.

Deprivation of a person’s liberty is a very serious step for a government to take in regard to any citizen. A person is deemed to be in police custody from the moment they are no longer free to leave of their own volition. This means that a person involved in a police pursuit, being transported in a police vehicle or being interviewed in regard to an offence can be deemed to be in custody. Individuals detained in custody are reliant on the professionalism of police and the safety of Watch House facilities to ensure their physical security for the duration of their detainment. For this reason the ACT Government requires that there are no substantiated complaints about injuries sustained whilst in police custody.

ACT Policing was disappointed that one substantiated complaint was recorded in relation to a person in custody. This complaint arose from an incident where a person injured their hand whilst resisting arrest and was not provided with prompt medical attention. The Watch House procedures have since been amended to minimise scope for incidents of this nature to re-occur.
SECTION 2B: TRAFFIC LAW ENFORCEMENT AND ROAD SAFETY

Traffic Operations enforces traffic laws and promotes safer behaviour on ACT roads with the objective of reducing the number of crash fatalities and injuries to members of the community. Key activities supporting achievements in this area are education, awareness, deterrence and enforcement.

The output area has six key performance indicators as set out in Table 2b.1.

As at 30 June 2003 there were 37 employees in Traffic Operations working within specialised teams including the Mobile Team and the Collision Investigation and Reconstruction Team. One superintendent coordinates Traffic Operations. While it is the responsibility of all ACT police stations to facilitate effective traffic management across the ACT, Traffic Operations is responsible for attending every serious collision involving injury or death.

A Traffic Operations Management Team was formed during the reporting period. This Team includes the Superintendent, Team Leaders, Intelligence Officer and Operations Manager. The Traffic Operations Management Team manages all aspects of the business area including marketing, strategic direction, tactical service delivery and progressive performance reporting to the ACT Policing Executive Committee.

On a needs basis, key internal and/or external partners are invited to this forum, with guests including representatives from the Department of Urban Services – ACT Roads Division. The forum promotes consolidated

HISTORICAL

The impact of the motor vehicle on ACT traffic law enforcement and road safety could not have been visualised by Canberrans of the post war decade when the Traffic Division became operative in 1956.

The Traffic Division came from very humble beginnings with only a few men riding 650cc Thunderbird motorcycles and another two uniformed members performing foot traffic patrols and checking drivers’ licences. In 1965 the first Accident Investigation Squad was introduced and the squad was acclaimed as having outstanding expertise in accident investigation skills.
traffic management strategies across the business area.

The Traffic Operations Team recognises that contemporary policing is about partnerships between policing organisations, research bodies and specialists in the science, engineering and technology fields. To this end, Traffic Operations is now widely represented on a range of local government and community forums. The Team is also represented on a number of national road safety policy forums including the National Working Party for the Establishment of National Breath Analysis Standards.

Members of the Collision Investigation and Reconstruction Team have now been accredited as collision reconstruction specialists after having completed a lengthy training program. Traffic members also regularly attend ACT schools and deliver presentations to science classes on mathematical formulae and the application physics in crash reconstruction. A part of this scheme involved members of the Team assisting in the development of a package that was included in a recently published textbook, Forensic Science for High Schools.

<table>
<thead>
<tr>
<th>Measures</th>
<th>Annual Target</th>
<th>Financial Year Result</th>
<th>% Variation from Target</th>
<th>Target Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road Safety</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of road crashes per 100,000 population</td>
<td>Less than 3786.5</td>
<td>3603.0</td>
<td>-4.8%</td>
<td>Y</td>
</tr>
<tr>
<td>Number of road crashes resulting in death per 100,000 population</td>
<td>Less than 4.4</td>
<td>3.1</td>
<td>-29.4%</td>
<td>Y</td>
</tr>
<tr>
<td>Number of road crashes resulting in injury per 100,000 population</td>
<td>Less than 225</td>
<td>209.4</td>
<td>-6.9%</td>
<td>Y</td>
</tr>
<tr>
<td>Percentage of persons who self-report to driving 10km or more over the speed limit</td>
<td>Less than National Average (53.8%)</td>
<td>58.3</td>
<td>8.4%</td>
<td>N</td>
</tr>
<tr>
<td>Percentage of persons who self-report to driving while not wearing a seatbelt</td>
<td>Less than National Average (9.1%)</td>
<td>6.9%</td>
<td>-24.2%</td>
<td>Y</td>
</tr>
<tr>
<td>Percentage of persons who self-report to driving while suspecting they are over the 0.05 alcohol limit</td>
<td>Less than National Average (9.2%)</td>
<td>11.6%</td>
<td>26.1%</td>
<td>N</td>
</tr>
</tbody>
</table>


Traffic Collisions

It is a legislative requirement that all traffic collisions that occur in the ACT must be reported to ACT Policing. The definition of a motor vehicle collision is any incident involving a motor vehicle which results in damage to vehicles or property and/or the injury to or death of a person. Although motor vehicle collisions are a significant source of injury and death in the ACT each year, many of these crashes are preventable. The impact on victims of traffic collisions and the subsequent effect upon families, friends and the community as a whole can be devastating physically, emotionally and financially.

Effective use of cooperation with the media has been a key contributing factor to the decrease in road crashes during 2002-2003. Collisions have been reduced by two per cent from 11 884 in 2001-2002 to 11 595 collisions in the current reporting period. During the Christmas 2002 period the ACT was the only Australian jurisdiction to record a zero fatality rate. The ACT was also one of only three Australian jurisdictions to record a zero fatality rate during the Easter Holiday road safety campaign. The reporting period saw the lowest rate of motor vehicle collisions since 1992-1993.

A major challenge for the Traffic Operations Team is maintaining safety
consistent increasing over the past decade. It is therefore pleasing to report the second consecutive drop in accidents involving injury. This result can be attributed, in part, to increased community awareness of obligations when using public roads and the potentially catastrophic consequences of motor vehicle collisions. Programs targeting public awareness of road safety principles and dangers have included a variety of highly publicised enforcement campaigns introduced during the year. In addition, the continued use of speed cameras in the Territory is likely to have supported this strong result.

The number of collisions resulting in fatalities remained stable at 13 deaths during this reporting period. Traffic Operations is determined to see reductions in this figure in the future and continues to implement enforcement campaigns to shift community behaviours, attitudes and perceptions.

It is pleasing to note however that despite having the highest level of vehicle usage in the nation, the ACT continues to maintain the lowest rate of road fatalities per 100 000 population of any State or Territory. There were 3.1 fatalities per 100 000 population in the ACT during the 2002 calendar year less than half the rate of the next best performing jurisdiction, Tasmania, which had 7.6 fatalities per 100 000 population during the 2002 calendar year.

This good overall result for Traffic Operations in the ACT is an indication of what can be achieved with ongoing, targeted education and enforcement campaigns.

Traffic Operations works closely with external partners. Traffic Operations prepares submissions to

and minimising collisions despite a high vehicle usage rate in the Territory. The ACT has the highest private motor vehicle usage rate in Australia, with a population of 321,819 people owning 242,049 registered motor vehicles in 2002-2003.

The number of motor vehicle collisions resulting in injury fell by just over 13 per cent to 674 in 2002-2003. Subsequent to this the number of persons injured resulting from these accidents also decreased by 11 per cent to 839. Accidents involving injury had been

<table>
<thead>
<tr>
<th>Table 2b.2: Population and Registered Motor Vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year</td>
</tr>
<tr>
<td>----------</td>
</tr>
<tr>
<td>2000-01</td>
</tr>
<tr>
<td>2001-02</td>
</tr>
<tr>
<td>2002-03</td>
</tr>
</tbody>
</table>

the Department of Urban Services and ACT Roads in relation to the identification and classification of black-spots. These representations are examined and environmental design issues are evaluated and, where possible, solutions are implemented to promote safer road networks. The strong partnership between police and those responsible for road maintenance and construction is a crucial factor in enhancing road safety in the Territory and police wish to acknowledge the cooperation provided by the Department of Urban Services.

Table 2b.3: Road Safety Measures

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of collisions</td>
<td>11 600</td>
<td>11 884</td>
<td>11 595</td>
</tr>
<tr>
<td>Number of collisions per 10 000 registrations</td>
<td>512.3</td>
<td>506.5</td>
<td>479.0</td>
</tr>
<tr>
<td>Number of collisions per 100 000 population</td>
<td>3 692.3</td>
<td>3 721.7</td>
<td>3 603.0</td>
</tr>
<tr>
<td>Number of fatalities</td>
<td>20</td>
<td>13</td>
<td>13</td>
</tr>
<tr>
<td>Number of fatalities per 10 000 registrations</td>
<td>0.9</td>
<td>0.6</td>
<td>0.5</td>
</tr>
<tr>
<td>Number of fatalities per 100 000 population</td>
<td>6.4</td>
<td>4.1</td>
<td>4.0</td>
</tr>
<tr>
<td>Number of injuries</td>
<td>958</td>
<td>939</td>
<td>940</td>
</tr>
<tr>
<td>Number of injuries per 10 000 registrations</td>
<td>42.3</td>
<td>40.0</td>
<td>38.8</td>
</tr>
<tr>
<td>Number of injuries per 100 000 population</td>
<td>304.9</td>
<td>294.1</td>
<td>292.1</td>
</tr>
</tbody>
</table>


The chart above shows the decline in the rates of road fatalities per 100 000 population for both Australia and the Australian Capital Territory over the past 30 years. These reductions have been the result of implementation of legislation concerning the use of seatbelts in new cars, and the introduction and enforcement of laws regarding drinking and driving.

Seat belts were first made a mandatory inclusion in new motor vehicles in 1968. There was a steady decline in the rates of road fatalities during the 1970s as the result of the gradual introduction and use of seat belts in vehicles.

Legislation regarding drink-driving was first introduced in 1979. The result of this was a decline in the rate of road fatalities for both Australia and the ACT, particularly in the late 1980s, as advertising campaigns and strong policing efforts brought home the message to Australian motorists.

The current environment reveals rates of road fatalities for both Australia and the ACT that are less than half the level of 30 years ago. The fatality rate for both Australia and the ACT continues to decline as a result of improving safety features in new cars and an ongoing focus on road safety by policing agencies.
Traffic Infringement Notices

Traffic Infringement Notices remain the most appropriate method of dealing with traffic offences and the consequences of an infringement notice issued to a driver can include:

- loss of licence points; and
- financial penalties.

Police do, however, have the discretion to informally advise motorists on how to improve their driving behaviour and issue official cautions which are recorded against the driver’s licence details. During the 2002-2003 financial year, a total of 29 202 notices were issued to drivers in the ACT, including 24 711 Traffic Infringement Notices and 4 491 Official Cautions. This is an overall increase in infringements on last year, with an 18 per cent increase in Traffic Infringement Notices and a 12 per cent decrease in Cautions.

This is a direct result of a greater presence on the roads by members of Traffic Operations and more successful targeting of unlawful driver behaviour.

The continued emphasis on education and awareness has assisted in the achievement of the excellent outcomes against the key performance indicators relating to road safety. The intelligence led approach to traffic enforcement provides police with increased scope to use discretion as to which enforcement method will be most appropriate for each set of outcomes. However, this discretion is restricted to minor matters. People who commit a serious traffic offence or have been issued prior cautions cannot expect leniency from police.

Disputes or appeals against a Traffic Infringement Notice in the ACT are reviewed by ACT Policing’s Traffic Representation Team on behalf of the Chief Police Officer for the ACT. During the reporting period, ACT Policing received 6 037 traffic representations from members of the public, a considerable reduction from last year’s figure of 7 518.

All traffic infringement disputes are assessed against a set of criteria including:

- the individual facts of the matter;
- appropriateness/correctness of the notice issued;
- driving experience of the disputing member of the public (including number of years driving experience and other traffic history, such as previous infringements and court matters);
- reason for committing the offence;
- circumstances and seriousness of the offence including potential or actual danger; and
- weather, road and traffic conditions.

Speed and Red Light Cameras

The ACT now has four mobile, and nine fixed speed cameras operating in designated areas throughout the Territory. The Camera Enforcement Safety Management Committee, comprising representatives from ACT Policing, the Department of Urban Services and other key stakeholders, determines which areas are to be monitored. The selection of areas is based on accident data and traffic infringement histories which identify roads in the ACT where speeding offences continue to occur.

During this reporting period, four mobile speed cameras checked 2 275 622 vehicles, of which 9 687 were issued infringement notices. The nine fixed cameras operating in the
Territory checked 26,574,030 vehicles, with 33,882 infringement notices being issued covering both speed and red light camera infringements. Of the 33,882 infringements issued from the nine fixed cameras, the following offences were recorded:

- 1,956 red light infringements;
- 71 red light and speeding infringements;
- 31,764 speeding infringements; and
- 91 proceed through red arrow infringements.

**Random Breath Tests**

While the terminology Random Breath Testing has previously been used for reporting purposes, Targeted Breath Testing has now been introduced in line with intelligence led policing principles. Targeted Breath Testing is the term used when police target specific locations, vehicles and times of day in order to maximise opportunities to apprehend intoxicated drivers. Targeted Breath Testing does not result in the high volume of tests possible when police undertake Random Breath Testing. Random Breath Testing can be undertaken at busy high profile locations and whilst it has some deterrent and educational impact, it is less likely to result in the detection of intoxicated drivers. In contrast targeted testing may be undertaken in quiet suburban locations that provide alternative routes for drivers seeking to avoid high profile testing sites.

Intelligence led breath testing is based on a policy of targeting locations likely to be most heavily used by people who drink and drive. It also involves deploying patrols at times when offenders are most likely to be using roads in the ACT. This approach has been successful in not only identifying re-offenders, people who may have previously avoided apprehension.

This method is not entirely focused on enforcement but through public promotion actively increases the detection risk for offences in a way which requires them to rethink ingrained behaviours.

Traffic Operations members are dynamic and innovative in their service delivery, and regularly target specific areas with high numbers of licensed premises. Members of Traffic Operations also enter licensed premises and advise licensees that breath testing will be conducted within the vicinity. Licensees are encouraged to make public announcements and advise patrons. Traffic Operations forewarn of testing in many circumstances to assist in modifying behaviour and educating the community to not only the risks of apprehension but serious injury or death.

In addition, Traffic Operations target high profile community events. Police vehicles are parked at key entry points, pamphlets are distributed and the public address systems are used to inform patrons that police will be targeting the area.

The number of breath tests conducted in the ACT increased by two per cent to 76,459 in the 2002-2003 financial year, of which 1,138 resulted in positive readings. The reporting period saw a 141 per cent increase in the number of positive test results. Traffic Operations spent a total of 3,770 hours conducting breath tests in the 2002-2003 financial year, compared with 3,033 hours in the 2001-2002 financial year.

**Self Reporting of Driver Behaviour**

Data in relation to self reported driving behaviour is obtained from the National Survey of Community Satisfaction with Policing commissioned by all police jurisdictions through ACNielsen. It should be noted that the accuracy of data collected in this area of community perception is affected by the fact that the questions being asked could involve self-admission to a driving offence. While not all respondents may answer honestly, the data still provides an overall picture of community attitudes relating to driving practices.

Drivers in the ACT admitted to speeding, driving while over the blood alcohol limit, and driving while tired more often than drivers in the rest of Australia. Alarmingly 58.3 per cent of drivers in the ACT in the 2002-2003 financial year admitted to sometimes exceeding the speed limit. The financial year target for this measure was ‘Less than the National Average’. The national average for the financial year was 53.8 per cent.
It is pleasing to note that drivers in the ACT were less likely to drive while not wearing a seatbelt than drivers in the rest of Australia. Police have attended a number of collisions during the reporting period where persons have been killed or seriously injured while not wearing seatbelts. Expert assessment of the circumstances indicates that many of these people could have survived or not been injured had they been wearing seat belts.

The target of achieving less than the national average for persons self-reporting to driving whilst not wearing a seatbelt was achieved, with 6.9 percent of persons self-reporting to this offence.

Of concern to ACT Policing is the alarming rate of 11.6 per cent of persons who self-report to driving whilst they suspect they are over the 0.05 alcohol limit. This result is 2.4 per cent above the national average.

Traffic Operations will continue intelligence led policing and Targeted Breath Testing campaigns during the next reporting period to maintain enforcement pressure in this area. This strategy has resulted in ACT Policing strikes rates rising to amongst the highest in Australia.

**Enforcement Campaigns**

Enforcement campaigns have the capacity to shift community behaviours, attitudes and perceptions at critical times of the year by emphasising certain risks to motorists and placing a premium on appropriate conduct across a range of driving behaviours and habits.

In keeping with the move from sheer enforcement to education, awareness and deterrence, tactical delivery of enforcement campaigns is designed to directly link to and support progression towards target achievement within the parameters of the Purchase Agreement.

In order to meet its objectives in 2002-2003 Traffic Operations concentrated on strengthening its relationship with the media. Electronic and print media are both important tools for police in developing and improving public perceptions, attitudes and judgement in relation to traffic law enforcement and road safety. Traffic Operations now has one of the highest media profiles in ACT Policing, having actively utilised the media for every campaign since October 2002.

Road safety campaigns were consistently delivered throughout the year and involved targeting entire suburbs. The community was notified through the media in advance of a campaign about the intended focus (for example speed or seat belt compliance) and likely location of traffic police.

---

**Table 2b.6: Road Traffic and Safety Measures**

<table>
<thead>
<tr>
<th>Measure</th>
<th>2001-02 ACT*</th>
<th>2001-02 Australian Average*</th>
<th>2002-03 ACT</th>
<th>2002-03 Australian Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of persons driven over the speed limit sometimes</td>
<td>58.9</td>
<td>57.4</td>
<td>58.3</td>
<td>53.8</td>
</tr>
<tr>
<td>% of persons driven when possibly over 0.05 blood alcohol limit sometimes</td>
<td>10.9</td>
<td>10.7</td>
<td>11.6</td>
<td>9.2</td>
</tr>
<tr>
<td>% of people travelled in car without wearing a seat belt sometimes</td>
<td>8.0</td>
<td>10.3</td>
<td>6.9</td>
<td>9.1</td>
</tr>
<tr>
<td>% of people driven when over tired sometimes</td>
<td>47.3</td>
<td>44.5</td>
<td>47.8</td>
<td>43.7</td>
</tr>
</tbody>
</table>

* Figures for 2001-2002 may differ to those in the 2001-2002 ACT Policing Annual Report as the results for 2001-2002 have since been revised by ACNielsen.

Source: ACNielsen Survey of Community Satisfaction with Policing Services.
Traffic Operations in partnership with local radio station FM104.7 and the ACT Motor Trades Association, developed the ‘Fair-Cop’ program. This initiative involved FM104.7 breakfast presenters known as ‘the mob’ and ACT Police patrolling public streets to identify and reward positive driving behaviour. Members of the public who were sighted displaying positive driving behaviour were rewarded with payments of $104 or $208 during double demerit penalty periods. This program was further expanded by Traffic Operations to include ‘Canberra’s Worst Driver’. This radio initiative spanned a two week period and challenged listeners to nominate poor drivers. Nominated drivers were evaluated by members of Traffic Operations in a controlled environment and prizes were awarded to the most improved drivers.

During this reporting period Traffic Operations participated in cross border operations with the NSW Police Service including Snow Safe. The campaign was designed to promote safe driving for people passing through or near the ACT on their way to and from the snow fields.

Traffic Operations continued with the pre-campaign media approach used over the Christmas holidays to include a similar campaign during Easter 2003. During this period, the Think Road Safety – Think campaign was introduced. The campaign was launched with a major mock collision involving emergency services partners and the Snowy Hydro Southcare helicopter. The campaign launch was successful.

**Intelligence Led Traffic Policing**

Traffic operations has developed a tendency in police services around the world to become an objective in its own right with an almost exclusive focus on enforcement of saving lives, preventing injury and reducing the cost of motor vehicle collisions.

**The Big Red**

As part of ACT Policing’s Traffic Operations initiative, three new pursuit cars were introduced, aimed at providing a high profile deterrent presence on Canberra roads.

Detective Superintendent Rob Gilliland said “It’s important to lift awareness of police presence on the road and the research shows that most people who see this car, or come into contact with it in some way, won’t forget it.”

The red Ford Falcon XR8 is fully marked in fluorescent yellow with a white light bar and plenty of other features. The two other newest vehicles, SS Commodores, have the latest in state of the art technology.

The Commodores have in-car digital video recording systems called ‘Innovonics’ which, in concert with a camera mounted high on the windscreen, allows the recording of activity ahead of the vehicle.

A Subaru Impreza WRX was also added to the feet of Traffic vehicles. The vehicle was selected for several of its features including its exceptional road handling capabilities in high speed situations.

These vehicles have proven extremely successful in reaching the key target group of males aged 17-25. The vehicles, and in particular the red ‘profile car’, have generated significant community interest. When people see the vehicles and speak to traffic personnel, the conversation soon turns to road safety.
The Purchase Agreement for police services has supported a shift towards intelligence led traffic policing because it removes constraints such as satisfying quotas for random breath testing and issuing of traffic infringement notices which are only means of achieving goals rather than specifying the goals to be achieved. The new Purchase Agreement specifies goals in very clear terms and by its measures defines a safe road as one which can be used by the community with minimal risk of death, injury or involvement in a motor vehicle collision.

Intelligence led policing emphasises the use of information and knowledge to target issues which make our roads unsafe. Traffic Operations is constantly redefining practices relating to effective enforcement of traffic laws and the promotion of safer behaviour on ACT Roads. The service delivery of Traffic Operations is based on the interrogation of intelligence holdings which assist in the identification of key target areas and high frequency collision sites.

Traffic Operations has introduced mobile closed circuit television to a number of pursuit vehicles. These in-car cameras provide the ability to record real time events. This is state of the art equipment. At the time of introduction ACT Policing was one of only two jurisdictions in Australia utilising this type of technology.

Traffic Operations continually focuses on the five most common factors involved in road trauma referred to as the ‘Fatal Five’:

- drink driving;
- speed;
- inattentive driving;
- lack of restraints; and
- vulnerable road users (children, senior citizens and cyclists).

These criteria underpin ACT Policing’s intelligence led approach to traffic enforcement and provide a very clear focus on the types of risk factors which kill and injure motorists in over 95 per cent of collisions.

Training

The ongoing enhancement of skills has been a significant achievement during this reporting period. Interagency training was conducted with the Institute of Police Technology and Management, and was attended by participants from North Florida State University, the Collision Investigation and Reconstruction Team and other ACT Policing members. The training, *Introduction to Collision Investigation*, was jointly delivered by members of Traffic Operations and the Institute of Police Technology and Management.

In addition, further training during this reporting period included courses in:

- police pursuit motor cycle skills;
- pursuit car driving;
- traffic intelligence training conducted by the South Australian Police Academy;
- the use of police radar and laser speed detection equipment;
- the use of tyre deflation devices, autocites and breath analysis techniques; and
- Train the Trainer.

During this reporting period, graduating classes of police recruits undertook duties within Traffic Operations for a period of two weeks following attestation and deployment to their respective stations. This provided graduating police with the opportunity to make the transition from a learning and development
Traffic Operations, in partnership with Research and Policy, has been a significant driver in the development of guidelines for better practice designed to enhance operational capabilities and accountability for ACT Policing as a whole.

Major reviews undertaken during the year have included a review of operational guidelines relating to Urgent Duty Driving and Pursuits and the deployment of Tyre Deflation Devices.

This review, instigated by members of Traffic Operations, included an examination of related procedures in all Australian police jurisdictions.

The following enhancements to the ACT Practical Guide - Urgent Duty Driving and Pursuits were made in accordance with a draft National Model for Urgent Duty Driving:

- clarification of the considerations to be taken into account when undertaking urgent duty driving or pursuits;
- the description of the responsibilities of members when considering or engaging in an urgent duty driving or pursuit incident;
- a classification structure relating to vehicles and their appropriate usage in urgent duty driving or pursuit incidents;
- explanation of the responsibilities of both members and Police Communications in regard to the termination of urgent duty driving or pursuit incidents;
- refinement of data recording requirements in order to provide effective statistical information; and
- improvements in provisions relating to cross border pursuits.

A review of procedures relating to the deployment of tyre deflation devices was also conducted in conjunction with the above review. This review examined the following issues:

- responsibilities of members when considering and/or deploying tyre deflation devices;
- the role of Police Communications and patrol team leaders in both the deployment or termination of the deployment of tyre deflation devices;
- data recording requirements in order to provide effective statistical information; and
- identified processes for repair and/or replacement of a tyre deflation device.

The Practical Guide relating to Vehicle Crashes - Reports and Investigation was also amended to provide for the:

- implementation of a pilot process relating to vehicle crashes reported at station front offices following an undertaking to members by the Commander Operations. The aim of this process was to remove the emphasis for members on high volume data entry to one of ensuring that the information presented by those making the report is accurate and reliable;
- re-introduction of a crash report;
- development of processes to be followed in relation to prosecutions following vehicle crashes;
- identification of processes for vehicles requiring forensic or mechanical examination; and
- formalisation of the Police Crash Review Committee and associated processes. These include the empowerment of the Superintendent Traffic Operations to take immediate remedial action such as the temporary restriction or suspension of a member's driving permit pending review by the Committee.
SECTION 2C: CRIME PREVENTION

ACT Policing seeks to prevent crime by targeting the causes of crime, educating members of the community about property and personal safety, and by pursuing interagency partnerships that assist in achieving this objective.

Crime Prevention has become increasingly relevant to law enforcement policies operating in the ACT. Resolution of crime affecting the community cannot be adequately achieved or sustained without attention being paid to treating the causes of crime and implementing programs aimed at early intervention and prevention. Short term intensive enforcement operations previously undertaken in the Territory have been very effective in disrupting patterns of property crime. Unfortunately such operations are resource intensive and difficult to sustain in the longer term as offenders are either reintroduced to the community and resume their previous behaviours or take advantage of opportunities to reassert offence patterns when police priorities shift to other areas. Evidence of these behaviours was seen in the first half of the 2002-2003 reporting period with a major resurgence in criminal activity.

Given the importance of preventative and early intervention programs in ensuring a sustained reduction in crime in the Territory, responsibility for oversight of the Crime Prevention Team was moved to the Office of the Chief Police Officer. The responsible superintendent reports direct to the Chief Police Officer on progress in the implementation and development of preventative strategies.

Also of significance during the reporting period was the increasing realisation that prevention programs need to be focused and coordinated across a range of government and non-government agencies. This maximises the potential for success in identifying and treating youth at-risk of becoming involved with the justice system. A large percentage of property offenders in the ACT are young males aged between 17 and 25. Recent intelligence has also identified an increasing propensity for younger boys aged between 13 and 15 to become involved in repeat offences of motor vehicle theft. Police strategists have therefore recognised the importance of targeting crime prevention messages at younger audiences.

The education of residents and the strengthening of the relationship between police and the community is also essential to the success of crime prevention initiatives. Another continuing challenge over the reporting period has been the need to promote preventative concepts within the organisation. This has been difficult given traditional and entrenched commitments to a largely enforcement based approach to policing in the Territory. The Crime Prevention Team has been active in educating police members in the simple steps they can take to add to the success of preventative strategies.

The Crime Prevention Team has contributed to the following objectives:

- reducing crime;
- reducing the fear of crime;
- helping victims of crime; and
- increasing children’s road safety awareness.

The Team aims to achieve these objectives through:

- educating the community about crime prevention and harm minimisation;
- maximising affirmative police interaction with the community;
- diverting at-risk young people including juvenile offenders;
- engaging the community, government agencies and non-government organisations in the development and delivery of crime prevention services and strategies;
- compiling a leading edge body of knowledge about crime prevention initiatives, practices and methodologies;
- playing a key role in ongoing development of the ACT interagency Family Violence Intervention Program; and
- improving delivery of crime prevention services to the community.

During 2002-2003 significant attention was focused on the structure of the Crime Prevention Team in order to improve its effectiveness in delivering services to the community. A review of the portfolio was undertaken which saw a new structural model developed. See Figure 2c.1.
SECTION 2C: CRIME PREVENTION

The new structure, which will be implemented in the 2003-2004 year allows for efficiency in service delivery with enhanced business continuity features and greater opportunities for staff development. The revised structure is underpinned by a philosophy of research and evaluation. Through proper research and evaluation the portfolio is aiming at a true evidence based response to crime prevention services and initiatives.

During the current reporting period the Crime Prevention Team implemented a number of new initiatives, which will be subject to ongoing formal evaluation of their effectiveness. The evaluation of programs is integral to ensuring resources are efficiently allocated and that program managers take responsibility for ensuring the delivery of results and program outcomes.

The Australian Institute of Criminology has been a key partner in a number of crime prevention initiatives. A survey conducted by ACT Policing Victim Liaison Officers was the subject of research and a report by the Institute. The report, Residential Burglary: An Analysis of Self-reported Repeat Victimisation and Residential Burglary in the ACT is a key example of the portfolio’s drive to evaluate policing strategies and implement evidence based responses.

As discussed earlier, one of the major issues that impacted on the Crime Prevention Team over the last 12 months was the resurgence in burglary and motor vehicle theft offences in the Territory. These two areas of crime have caused much concern amongst the community and as a result Operation Halite incorporates a major crime prevention component. The provision of services in support of Operation Halite was a priority for the Crime Prevention Team and created a new direction in education and marketing strategies for the Team.

Operation Halite is conceptually different from previous burglary and stolen motor vehicle investigations and has a project plan that covers the period August 2002 to July 2005. The operation has a long term focus that is directed towards a holistic multi-agency approach aimed at reducing

Table 2c.1: Crime Prevention Indicators 2002-2003

<table>
<thead>
<tr>
<th>Crime Prevention</th>
<th>Target Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Percentage of persons satisfied or very satisfied with police support for community programs</td>
<td>Exceed National Average (70.8%)</td>
</tr>
<tr>
<td>Number of diversionary conferences conducted for juvenile offenders</td>
<td>35 or more</td>
</tr>
<tr>
<td>Percentage of juveniles diverted who have not re-offended in the reporting period</td>
<td>80%</td>
</tr>
<tr>
<td>Number of referrals to SupportLink</td>
<td>Maximum of 3,000</td>
</tr>
<tr>
<td>Number of referrals to drug diversion programs (drug demand reduction effort)</td>
<td>40 or more</td>
</tr>
<tr>
<td>Number of children attending the traffic centre</td>
<td>3,400 or more</td>
</tr>
</tbody>
</table>

Source: ACT Policing Purchase Agreement
burglary and stolen motor vehicle related crime in the Territory.

For its part, the Crime Prevention Team's objective is "To deliver crime prevention services to the community to assist in achieving the aims of Operation Halite with consideration to the findings of the Stolen Property Market Report". To achieve this objective, the Crime Prevention Team has employed a number of strategies that centre on education, community interaction and diversion. The strategies include:

- increasing awareness in the wider community of the costs to the community of stolen goods;
- encouraging target hardening of private and business premises;
- making disposal of stolen goods more difficult due to greater education and awareness throughout the community;
- diverting at risk young people from the criminal justice system; and
- identifying repeat victims of crime and providing pro-active victim support.

An ongoing commitment over the reporting period for the Team has been the focus on improving relationships with special interest groups particularly the gay and lesbian community and the multicultural community. During the year new promotional items and publications were developed for both communities including Gay and Lesbian Liaison Officer business and post cards, and translated crime prevention brochures on a range of topics for the multicultural community. There have also been a number of new events involving these communities.

The AFP (ACT Policing specifically) improved its accountability mechanisms for addressing the needs of culturally and linguistically diverse communities through ongoing development of the Police Multicultural Advisory Board in the ACT and enhanced relationships with the Canberra Islamic Centre.

**Gay and Lesbian Liaison Officer Events**

During the reporting period the Crime Prevention Team, in conjunction with the AIDS Action Council, coordinated the Gay and Lesbian Liaison Officer pizza night. This event brought together members of the gay, lesbian, bisexual, transgender and intersex communities with ACT Policing members who have undertaken specialised training to become Gay and Lesbian Liaison Officers. The pizza night, held in May 2003, also saw the launch of new Gay and Lesbian Liaison Officer business cards that were developed and designed in consultation with the gay and lesbian community. Following on from the pizza night, the Crime Prevention Team attended the AIDS Action Council trivia night to help raise funds for people in the ACT living with HIV.

These events are particularly important in breaking down barriers between police and the gay and lesbian community and help to ensure that police are accessible and sensitive to the particular needs of this group of people. A trusting relationship built on mutual respect and understanding greatly enhances the probability of emergent issues being appropriately and promptly resolved.

**Indigenous Community Liaison Officers**

The Indigenous Community Liaison Officer Team has undertaken a wide variety of tasks over the financial year ranging from negotiations at the Aboriginal Tent Embassy to facilitating diversionary conferencing for indigenous youth and more recently, working in conjunction with Operation Halite. Over the past 12 months the Team has been compiling a list of key government and community contacts which are vital to ACT Policing while networking and promoting the services of the Team to all community stakeholders.

A major initiative to come from the team is Dhanyana Yerra ("Come Talk"). This program targets children who are displaying antisocial behaviour or behaviour which is bordering on criminal activity or has resulted in criminal activity. Indigenous
community elders and community youth organisations are involved in the initiative with the aim of assisting the children to identify their inappropriate behaviour and its consequences.

The Indigenous Community Liaison Team has also initiated Project Waterloo which is aimed at developing strategies to divert youth from misdemeanour offences at the Woden Bus Interchange which are linked to alcohol consumption in Waterloo Park.

**Police-Multicultural Advisory Board**

The ACT Police-Multicultural Advisory Board is a recently formed local strategic body designed to overcome some of the barriers to developing strong community-police relationships. It is an in-built community accountability mechanism. Over the past 12 months, the Board has worked on a range of issues and advised the Chief Police Officer on various multicultural questions. Some of the issues the board has tackled include multicultural media descriptors, the international Police Summit scheduled for later in 2003 and nominations for multicultural project grants.

**Canberra Islamic Centre**

Following increased community tensions produced by the war in Iraq, the AFP proactively forged links with Islamic communities across Australia. In the ACT, the Chief Police Officer and other senior officers met with local Islamic leaders on two occasions and provided them with assurances of support, service and accountability. Following these meetings they participated in a community information evening at the Canberra Islamic Centre. Additionally, the Crime Prevention team funded 12 positions for police officers to undertake a basic course on Islam. Together, this series of initiatives improved the relationship and accountability links between police and the Canberra Islamic community.

**Family Violence Intervention Program**

The Family Violence Intervention Program continues to be a leading example of criminal justice intervention in family violence. In December 2002 the Family Violence Intervention Program training package received a certificate of merit and a $5 000 grant at the Australian Institute of Criminology Crime and Violence Prevention Awards.

In recognition of the success of the program, contributing agencies, including ACT Policing, have been invited to present information regarding the program to NSW criminal justice and health agencies and co-host workshops in Western Australia, Queensland and the Northern Territory. ACT Policing has also been invited to discuss the Family Violence Intervention Program on local and multicultural radio networks.

In accordance with its commitment to the Family Violence Intervention Program, ACT Policing facilitated the attendance of 93 personnel at the three-day Family Violence Training course. Family Violence Intervention training was incorporated as a mandatory module within AFP recruit training. Numerous personnel from other participating agencies such as the Office of the ACT Director of Public Prosecutions, the ACT Department of Family and Community Services and the Domestic Violence Crisis Service also attended the training. To complement the training, a new family violence brochure developed by ACT Policing is to be published early next financial year.

The Family Violence Intervention Program has been successful in securing ongoing funding from the ACT Government. Participating agencies are currently undertaking a comprehensive planning process to ensure the program's ongoing success.

**Police Scouts**

Canberra Police Scouts celebrated their first birthday in July 2002. ACT Policing and Scouting ACT have worked together closely in the formation and maintenance of the Police Scouts. Chief Police Officer John Murray is the patron of the Police Scouts, and he regularly attends scout meetings to award merit and achievement badges to young scouts.

More than 30 young people from diverse backgrounds across the Territory and 11 police officers have become involved in the program. The program provides Canberra youth with the unique opportunity to get to know police on an informal basis.

Funds provided by the ACT Government have provided scouts with the opportunity to attend a variety of camps and excursions, some of them interstate. The scout members have taken part in activities including rock climbing, abseiling, sailing and bushwalking. The ACT Government has also funded uniforms and equipment, and the scouts also raised money to attend the World Jamboree in Adelaide at the end of 2003.

**Police and Citizens Youth Club Incorporated**

The Police and Citizens Youth Club has continued to increase its membership...
base in 2002-2003, with memberships surpassing 4,600. During this period, the club successfully achieved two major goals:

- the official opening of an indoor rock climbing wall at the Erindale club in July 2002. The ten station rock wall is open daily and is built to industry safety standards; and
- in 2002, the RecLink project received the ACT Sports and Recreation Industry Award for Innovation.

RecLink is a separately funded program targeting at-risk youth, which runs from the Police and Citizens Youth Club premises. ACT Policing provides a police member to the program. RecLink and the Police and Citizens Youth Club have developed a close working relationship.

The Police and Citizens Youth Club has been allocated a block of land in Gungahlin for the development of a third Club. The final plans for the block are yet to be confirmed however, work is set to begin in the near future.

Redevelopment and/or refurbishment of the Turner premises may also be an outcome of the Gungahlin development.

**Neighbourhood Watch**

ACT Policing regards the Neighbourhood Watch Association as an active partner in crime prevention and crime solutions with 62 Neighbourhood Watch areas operating in the Territory. ACT Policing provides a police member to the Association on selected offences in suburbs where Neighbourhood Watch areas are active. ACT Policing also provides meeting facilities in City Police Station and attends Neighbourhood Watch meetings upon invitation from the various groups.

**Diversionary Conferencing – Youth at-risk**

Diversionary conferencing was established in 1994 to provide victims of crime with the opportunity to meet with offenders outside the court system to resolve issues arising from crime. Diversionary conferencing is conducted for both youths and adults, with excellent results.

The Purchase Agreement between ACT Policing and the ACT Government sets a major target in relation to diversionary conferencing which is correctly directed at gauging the effectiveness of conferencing on preventing or delaying repeat offending by juveniles. The target for the 2002-2003 year was to limit the rate of re-offending among juveniles diverted to conferencing to no more than 20 per cent within the reporting period, a target success rate of 80 per cent. This target was exceeded with 90 per cent of juveniles failing to come to police attention again during the reporting period.

During this financial year ACT Policing conducted 38 diversionary conferences for 49 juvenile offenders, an increase from 23 in 2001-2002. This was largely due to the increased number of experienced staff available to conduct conferences throughout the year.

The ACT Government has assigned a high priority to restorative justice practices and subsequently these practices are being examined by the ACT Sentencing Review Committee to determine how young offenders are being dealt with in terms of sentencing options. A Restorative Justice Sub-Committee which includes ACT Policing, has been reviewing the diversionary conferencing process to identify the best model to operate in the ACT. The committee has recognised the value of police participation in conferencing and is likely to recommend continuation of police diversions as a complement to other diversion programs across the criminal justice system.

In April 2003, 12 members of ACT Policing Crime Prevention participated in the Diversionary Conferencing Facilitator Training Program which is the first facilitator training since the original training program was introduced in 1994. This program has been developed to train conference facilitators in conferencing methodology and principles of restorative justice. The program ran over four days covering the skills required to be an effective facilitator. Expert lecturers including Professor John Braithwaite from the Australian National University who conducted the evaluation of the Re-Integrative Shaming Experiment in the ACT, presented part of the program.

The Diversionary Conferencing Team continues to be involved in recruit training and team training days to ensure that all police members are aware of options for resolution of matters through diversionary conferencing.

**SupportLink**

SupportLink is a new concept in early intervention, providing a unique referral pathway between ACT Policing and the social support sector. This referral mechanism has improved the levels and diversity of early intervention delivered to the ACT community via police.

Operational personnel confront a wide range of family and personal issues
within the community on an almost daily basis. The implementation of the referral mechanism is supporting officers to facilitate specialist support for vulnerable families and individuals in the hope that it will reduce unnecessary hardship.

The success of the referral mechanism has been seen in the positive public feedback, reduced call-backs and rates of officer utilisation. The following public feedback seems to sum up the appreciation felt by recipients of the referral system:

'I think it's just amazing how helpful you are, we've never been in strife before but just from this one incident with the police, so much help has come out of it ....thank you'.

As this service has only been in operation under formal contract since March 2003, SupportLink is yet to develop a numerical recording system sufficiently advanced to ensure compliance with audit standards. Accordingly, there is no data to report on referrals for the 2002-2003 financial year. It is expected SupportLink data will be of sufficient quality to report results in the 2003-2004 financial year.

**Constable Kenny Koala**

The relaunching of the Constable Kenny Koala program in 2001-2002 has proved to be a major success with the number of school visits and community events exceeding the set target for 2002-2003. The Constable Kenny Koala education package has been developed up to and including Year 4 and will be released next financial year.

During this reporting period, the Constable Kenny Koala Program visited over 200 classes and over 120 schools, during which almost 6,000 primary school children attended safety and crime prevention classes. The core of the program is to educate primary school children at various levels in relation to issues of personal safety. Although the main focus of the program is safety, a range of curriculum based elements is also included in the classes covering language, mathematics and social skills. Inclusion of the curriculum based elements within the learning package is a successful component of the program that allows schools to easily integrate the Constable Kenny Koala message into school activities.

Many of the Constable Kenny Koala activities are designed to encourage interaction between teachers and children. The homework and ‘take-home activities’ provide children with the opportunity to share what they have learnt with parents and siblings. As a result, the program then reaches a much wider audience across the ACT.

The Constable Kenny Koala campaign endeavours to build stronger links between the community and ACT Policing. Importantly, as a result of the program, children feel more at ease in approaching police and asking for help. Constable Kenny Koala reinforces the message that police are friendly, caring people who are there to help children just like them.
After the January 2003 fires Constable Kenny Koala was heavily involved in supporting children who had lost their homes and presented a range of Constable Kenny Koala merchandise including water bottles, pens and rulers to the children of Duffy Primary School. He also visited evacuation centres across the Territory.

**Crime Prevention Road Shows**

The Crime Prevention Team continues to be involved in major community events hosted in the Territory. During the financial year the Team attended the National Multicultural Festival, National Youth Week, Harmony Day and the Royal Canberra Show with the highlight being a Highly Commended award for the ACT Policing Royal Canberra Show stand.

Road shows provide an important opportunity for policing to present a friendly face to the Canberra community and for officers to provide information about the service and the programs available to assist people in need of police support. Road shows also provide an opportunity for people interested in seeking a career in policing to make informal contact and seek related recruitment information.

During this reporting period the target for the number of children attending the traffic centre was 3,400 or more. The number of children who attended the traffic centre was 3,334. As this result was only slightly outside the target area it is not of significant concern to ACT Policing.

**Women’s Multicultural Workshop**

In March 2003, the first women specific multicultural workshop was held, making information available to women from Canberra’s diverse multicultural community on topics including family violence, police procedures, personal safety, sexual assault and child abuse. Attendees evaluated the workshop as highly successful.

**Business Liaison Workshops**

In February 2003, a partnership was formed with the ACT Chamber of Commerce and Industry, the NRMA and ACT Policing to run business and retail security workshops in the Territory. Two grants from NRMA CrimeSafe totalling $10,000 enabled ACT Policing and the ACT Chamber to conduct six business and eight retail security workshops in 2003. To date, 17 retail and business workshops, with a total of 351 attendees, have been completed.

The internet site for ACT Policing’s Business Liaison Officer was redeveloped in November 2002 resulting in a positive response from the business community. An average of over 300 hits a month are registered on the site with the highest number of hits registered for May 2003 at 556, approximately 18 hits every day.

The Business Liaison Officer is currently developing a new business safety handbook that will be available in July 2003.

**Crime Prevention Through Environmental Design Course**

In February 2003, 12 crime prevention officers attended and successfully completed a Crime Prevention Through Environmental Design course run by the International Security Management and Crime Prevention Institute. The course provided officers with the skills to assess the security needs of businesses and facilitated the development of new partnerships.
with organisations in the ACT. Since the course, 11 security assessments have been completed and prior to the course, 14 assessments were made on various premises in the ACT.

Following on from this a new partnership has been formed with Housing and Urban Parks and Places within the Department of Urban Services. All new government housing developments and refurbishments are being assessed by officers trained in crime prevention through environmental design principles. This includes general public housing and housing for the elderly. All refurbishments of local shopping centres are also being assessed by police using these principles. To date four shopping centres and six housing complexes have been assessed.

Suburban Crime Prevention Teams

ACT Policing remains at the forefront of crime prevention with the recent establishment of two Suburban Crime Prevention Teams.

This initiative centres on the deployment of two police officers into suburbs selected on the basis of crime and social data for a period of six months. The strategic objective of the project is to reduce the incidence of crime and the fear of crime within the suburbs. Officers have adopted a community policing approach, engaging businesses, government and non-government organisations and the wider community in the development and delivery of proactive crime prevention strategies. Such strategies are focused to directly address the causes of crime and antisocial behaviour within the suburbs including the scope for intervention and diversion of youth at-risk.

An overwhelming community response to the Narrabundah Pilot Project has seen the expansion of suburban crime prevention into the suburbs of Wanniassa and Holt. This project is aimed at providing support to operational areas beyond the Crime Prevention Team, including District Patrols and Traffic Operations.

External evaluations are being conducted for all three suburbs, the results of which are currently incomplete. The Australian Institute of Criminology closely monitored the Narrabundah Project, including both pre and post implementation evaluations. Results from this project are expected in November 2003. An external agency, Market Attitude Research Services, is monitoring the impact of the Suburban Crime Prevention Teams on crime and the perceptions of crime in Wanniassa and Holt.

Redevelopment of Crime Prevention Educational and Promotional Material

As part of the marketing focus taken by the Crime Prevention Team during the 2002-2003 financial year the entire suite of crime prevention brochures and publications was designed and market tested with positive results. Also new publications also developed in line with the ACT community’s requirements including Understanding Family Violence, Welcome to
Australia’s Capital: Safety tips for travellers and Policing in the ACT.

New challenges during the reporting period arose from the war in Iraq. The impact of the war resulted in Crime Prevention making specific efforts with the multicultural community to ensure their issues were being addressed. This was particularly important for the Arab and Islamic communities which were subject to racist attacks and needed an outlet to discuss their concerns and seek assistance in a non-threatening environment. This was provided in the form of workshops and forums initiated and coordinated by the Crime Prevention Team.

Highlights, achievements and significant accomplishments within the Crime Prevention Team during this reporting period include:

• Nubu Bayahyn Nubu - a photographic exhibition and narrative history of Indigenous employees of the AFP. The exhibition was compiled on behalf of the Chief Police Officer and the AFP Commissioner as part of the AFP’s Reconciliation morning tea. This was the first exhibition of its kind in the ACT;
• hosting the annual Reconciliation Touch Football Challenge;
• Introduction to Country morning tea. This event was the first time an Indigenous Community Liaison Officer Team was officially introduced to the community;
• nomination for a 2003 National Aboriginal and Islander Day of Celebration Award for Non-Indigenous organisations;
• Highly Commended Award at the 2003 Royal Canberra Show for the Crime Prevention Stand;
• Family Violence Intervention Program training package received a Certificate of Merit and a $5 000 grant at the Australian Institute of Criminology Crime and Violence Prevention Awards; and
• ReClink received the ACT Sports and Recreation Industry Award for Innovation.

Persons Placed in Custody

As part of the custodial services provided by ACT Policing, the City Police Station Watch House operates 24 hours a day accommodating persons who have been taken into custody.

During the reporting period the number of people arrested increased by ten per cent (from 3,590 in 2001-2002 to 3,951 in 2002-2003) but remained four per cent down on 2000-2001. The most outstanding results for the year were recorded in the intoxication categories. The number of disorderly intoxicated persons taken into custody decreased by 27 per cent during 2002-2003 (from 523 in 2001-2002 to 384 in 2002-2003). This is a 39 per cent decrease on the 2000-2001 financial year.

Both incapacitated intoxicated persons and intoxicated persons likely to cause injury rose slightly in 2002-2003. Although there has been a slight increase in the numbers in these categories in 2002-2003, when compared to the 2000-2001 financial year these numbers are down by 39 per cent and 54 per cent respectively.

Information recorded on the number of indigenous people processed through the Watch House is collected on the basis of self identification in accordance with the recommendations of the Royal Commission into Aboriginal Deaths in Custody. In 2002-2003 there were no deaths in custody of indigenous or non-indigenous people.

Community Satisfaction with Police Involvement in Community Programs

The ACNielsen Survey seeks to identify the extent to which the community is satisfied with the involvement of police in community programs. This is an important indicator of public perceptions of police interaction with preventative and educational programs which support traditional law enforcement activities. The 2002-2003 result was 64.9 per cent satisfied or very satisfied, almost six per cent lower than the national average. This result is not unexpected due to the need to focus resources on addressing the resurgence in property crime. Given these limitations, ACT Policing has worked hard to maintain involvement in a range of community programs and initiatives over the reporting period and has concentrated significant effort in refining preventative programs in association with Operation Halite.
### Table 3.2: Persons Taken into Custody

<table>
<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Persons arrested</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Juvenile</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aboriginal</td>
<td>70</td>
<td>21</td>
<td>91</td>
<td>49</td>
<td>41</td>
<td>90</td>
<td>61</td>
<td>43</td>
<td>104</td>
</tr>
<tr>
<td>Non-aboriginal</td>
<td>317</td>
<td>80</td>
<td>397</td>
<td>226</td>
<td>79</td>
<td>305</td>
<td>257</td>
<td>93</td>
<td>350</td>
</tr>
<tr>
<td>Total</td>
<td>387</td>
<td>101</td>
<td>488</td>
<td>275</td>
<td>120</td>
<td>395</td>
<td>318</td>
<td>136</td>
<td>454</td>
</tr>
<tr>
<td><strong>Adult</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aboriginal</td>
<td>261</td>
<td>95</td>
<td>356</td>
<td>213</td>
<td>66</td>
<td>279</td>
<td>247</td>
<td>78</td>
<td>325</td>
</tr>
<tr>
<td>Non-aboriginal</td>
<td>2 849</td>
<td>437</td>
<td>3 286</td>
<td>2 531</td>
<td>385</td>
<td>2 916</td>
<td>2 757</td>
<td>415</td>
<td>3 172</td>
</tr>
<tr>
<td>Total</td>
<td>3 110</td>
<td>532</td>
<td>3 642</td>
<td>2 744</td>
<td>451</td>
<td>3 195</td>
<td>3 004</td>
<td>493</td>
<td>3 497</td>
</tr>
<tr>
<td>Total</td>
<td>3 497</td>
<td>633</td>
<td>4 130</td>
<td>3 019</td>
<td>571</td>
<td>3 590</td>
<td>3 322</td>
<td>629</td>
<td>3 951</td>
</tr>
<tr>
<td><strong>Disorderly intoxicated persons</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Juvenile</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aboriginal</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>-</td>
<td>3</td>
<td>2</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>Non-aboriginal</td>
<td>30</td>
<td>7</td>
<td>37</td>
<td>17</td>
<td>5</td>
<td>22</td>
<td>16</td>
<td>7</td>
<td>23</td>
</tr>
<tr>
<td>Total</td>
<td>31</td>
<td>9</td>
<td>40</td>
<td>20</td>
<td>5</td>
<td>25</td>
<td>18</td>
<td>7</td>
<td>25</td>
</tr>
<tr>
<td><strong>Adult</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aboriginal</td>
<td>38</td>
<td>17</td>
<td>55</td>
<td>20</td>
<td>7</td>
<td>27</td>
<td>24</td>
<td>11</td>
<td>35</td>
</tr>
<tr>
<td>Non-aboriginal</td>
<td>490</td>
<td>42</td>
<td>532</td>
<td>437</td>
<td>34</td>
<td>471</td>
<td>296</td>
<td>28</td>
<td>324</td>
</tr>
<tr>
<td>Total</td>
<td>528</td>
<td>59</td>
<td>587</td>
<td>457</td>
<td>41</td>
<td>498</td>
<td>320</td>
<td>39</td>
<td>359</td>
</tr>
<tr>
<td>Total</td>
<td>559</td>
<td>68</td>
<td>627</td>
<td>477</td>
<td>46</td>
<td>523</td>
<td>338</td>
<td>46</td>
<td>384</td>
</tr>
<tr>
<td><strong>Incapacitated intoxicated persons</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Juvenile</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aboriginal</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Non-aboriginal</td>
<td>13</td>
<td>4</td>
<td>17</td>
<td>4</td>
<td>5</td>
<td>9</td>
<td>5</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>Total</td>
<td>13</td>
<td>4</td>
<td>17</td>
<td>4</td>
<td>5</td>
<td>9</td>
<td>5</td>
<td>5</td>
<td>10</td>
</tr>
<tr>
<td><strong>Adult</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aboriginal</td>
<td>20</td>
<td>5</td>
<td>25</td>
<td>8</td>
<td>1</td>
<td>9</td>
<td>5</td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>Non-aboriginal</td>
<td>302</td>
<td>25</td>
<td>327</td>
<td>177</td>
<td>22</td>
<td>199</td>
<td>180</td>
<td>28</td>
<td>208</td>
</tr>
<tr>
<td>Total</td>
<td>322</td>
<td>30</td>
<td>352</td>
<td>185</td>
<td>23</td>
<td>208</td>
<td>185</td>
<td>31</td>
<td>216</td>
</tr>
<tr>
<td>Total</td>
<td>335</td>
<td>34</td>
<td>369</td>
<td>189</td>
<td>28</td>
<td>217</td>
<td>190</td>
<td>36</td>
<td>226</td>
</tr>
<tr>
<td><strong>Intoxicated persons likely to cause injury</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Juvenile</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aboriginal</td>
<td>-</td>
<td>2</td>
<td>2</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Non-aboriginal</td>
<td>10</td>
<td>3</td>
<td>13</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td>10</td>
<td>5</td>
<td>15</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>5</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td><strong>Adult</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aboriginal</td>
<td>15</td>
<td>4</td>
<td>19</td>
<td>6</td>
<td>1</td>
<td>7</td>
<td>3</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>Non-aboriginal</td>
<td>186</td>
<td>17</td>
<td>203</td>
<td>80</td>
<td>16</td>
<td>96</td>
<td>89</td>
<td>9</td>
<td>98</td>
</tr>
<tr>
<td>Total</td>
<td>201</td>
<td>21</td>
<td>222</td>
<td>86</td>
<td>17</td>
<td>103</td>
<td>92</td>
<td>12</td>
<td>104</td>
</tr>
<tr>
<td>Total</td>
<td>211</td>
<td>26</td>
<td>237</td>
<td>88</td>
<td>18</td>
<td>106</td>
<td>97</td>
<td>13</td>
<td>110</td>
</tr>
</tbody>
</table>

Source: PROMIS database as at 23 July 2003
SECTION 2D: PROSECUTION AND JUDICIAL SUPPORT

Prosecution and Judicial Support is a diverse portfolio that has responsibility for the prosecution and regulatory functions of ACT Policing. This support is provided through coordination of briefs to the Director of Public Prosecutions, service of orders and summonses, processing of warrants and firearms registration processes. The area also adjudicates traffic representations, processes requests for access to police information and assists in the management of coronial functions.

The aim of the portfolio is to provide a high level of support to the functions of ACT Policing in order to meet the performance targets in the Purchase Agreement for Police Services and provide quality prosecution support services to the ACT community.

Currently there are five teams within Prosecution and Judicial Support which are:

- Brief Management;
- Firearms Registry and Order Service;
- Warrants Registry and Information Access;
- Traffic Representations and Autocite; and
- Coroner’s Office.

Prosecution and Judicial Support aims to achieve a number of performance targets under the Purchase Agreement for Police Services with related services delivered by the Teams listed above. Measurement of ACT Policing’s success in maximising the number of successful prosecutions in Court through the provision of support to the Director of Public Prosecutions and the Courts is determined with reference to the measures shown in Table 25.

Development of Performance Measures

This is the benchmark year for three critical performance measures:

- percentage of prosecutions finalised by offence proved in court;
- percentage of prosecutions finalised by a not-guilty verdict or otherwise withdrawn; and
- percentage of prosecutions otherwise resolved.

These performance measures have been introduced into the Purchase Agreement for Police Services in an effort to provide greater focus for police investigations by having police actions distinguishable in terms of court outcomes as successful, unsuccessful or otherwise resolved. This is a significant development and challenge for the community and police because current reporting systems do not permit clear interpretation of these outcomes in the Territory. As a result there is no clear indication of whether police are regularly putting cases before the courts which are being lost, indicating that significant investigative, prosecution and court resources could have been better allocated at the outset of a case. Similarly, it is important, at the case level, to know how many cases are successful as there are lessons to be learnt and efficiencies to be gained from such analysis.

The principal issue which prevents this from occurring in the ACT and several other jurisdictions is that court outcomes are reported at the charge level rather than the case level. The case level is more complicated as each case may involve several charges related to one or more incidents and incidents may overlap or change as additional charges are laid or withdrawn. Reporting of results at the charge level has advantages in terms of simplicity but can provide a misleading impression of success or failure as some charges may not proceed if the major charge is proven. By way of example, a burglary may involve additional offences of trespass, criminal damage and theft. If the burglary is proven it may be determined not to proceed with the lesser charges. At a charge level this would result in only one charge out of the four being proven in court. If treated as a case however, a conviction was obtained on the most serious charge and the prosecution would be regarded as successful.

ACT Policing has developed counting rules to produce a case based view of prosecutions. This requires some further refinement in respect of those matters otherwise resolved. For example, a defendant dies before prosecution or is referred for mental health assistance without a prosecution resolution. The framework does contain limitations in terms of grouping charges as one case but has, in trial form, proven extremely insightful in terms of prosecution success or failure. The trial system also allows all officers involved with each case
HISTORICAL

The first courthouse was established in the ACT in 1930. The building, located in Acton, was renovated from the personal home of one of the original settlers in the Canberra district, to a joint courthouse and police station. The establishment of a courthouse in Canberra followed acceptance by Federal Cabinet in 1927 that the Federal Capital Territory Police Force should operate independently from State control.

Table 2d.1: Supporting the Judicial Process Indicators 2002-2003

<table>
<thead>
<tr>
<th>Measures</th>
<th>Annual Target</th>
<th>Financial Year Result</th>
<th>% Variation from Target</th>
<th>Target Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supporting the Judicial Process</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of hearing briefs of evidence delivered to the DPP</td>
<td>1 115</td>
<td>1 284</td>
<td>15.2%</td>
<td>Y</td>
</tr>
<tr>
<td>Percentage of prosecutions finalised by offence proved in court</td>
<td>Benchmark year</td>
<td>Systems under development</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Percentage of prosecutions finalised by a not-guilty verdict or otherwise withdrawn</td>
<td>Benchmark year</td>
<td>Systems under development</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Percentage of prosecutions otherwise resolved.</td>
<td>Benchmark year</td>
<td>Systems under development</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>


to be identified so that case based prosecution histories can be analysed to assess effectiveness and target training.

The system is in its final stages of development and requires some further refinement to produce audit quality data. Complete data have been produced for 2002-2003 however these are not yet of publishable standard. Data will, however, be available for the 2003-2004 report.

Major Initiatives During 2002-2003

The Prosecution and Judicial Support portfolio has been responsible for the coordination and development of several major initiatives during the current reporting period which have included:

Prosecution Review During the first half of 2003 an external and independent review of the Prosecution
and Judicial Support portfolio was conducted. The review examined the functions of the portfolio and included an establishment review. As a result, a new structure has been identified which should improve management of the work demands of the portfolio. Incorporating a less segregated structure with a focus on multi-skilling and flexible work arrangements, the new structure will be implemented in the near future.

**National Handguns Buyback**
The National Handguns Buyback is being conducted in the ACT for six months from 1 July to 31 December 2003. ACT Policing has expended significant resources including staffing, training, computer systems development and equipment to establish the mechanisms required to implement the initiative. Officers liaised with pistol clubs to educate their members on the impact of the buyback and the legislative changes to their sport, prior to the commencement of the buyback.

**ACT Firearms Storage Audit**
From 1 January to 1 April 2003 police conducted a random audit on the storage of firearms across the ACT. Police were required to audit ten per cent of registered gun-holders across the Territory which meant that 510 people were to be audited. Police attended the homes of these registered gun-holders to ensure they had adequate storage facilities for their firearms. A small number of firearms were seized during the audit as a result of insufficiently secure storage facilities. In some instances owners were given one month to remedy any minor breaches of storage requirements. The ACT Firearms Storage Audit provided an opportunity to educate the community about the storage requirements for registered firearms in the Territory and to increase awareness about police involvement in monitoring firearms.

Of the 510 licensees selected for audit 496 were actually audited during the reporting period with 268 passing inspection. Police were refused entry for inspection in 16 cases. Thirteen failed inspection and were required to update their firearm storage facilities. The remaining inspections were not finalised at the time of reporting.

**Coroner’s Office Review** A review of the Coroner’s Office function was being conducted at years end. This review process will examine and improve the standard of coronial investigations. The review will be completed in the near future.

**Nominal Informant** Late in the 2001-2002 financial year, the Nominal Informant initiative was launched in the ACT. In consultation with the Director of Public Prosecutions, it was decided that a Nominal Informant would attend all Case Management Hearings in place of individual police informants for each matter. The initiative has been highly successful and resulted in a significant reduction in the number of police required to attend court for case management hearings. This in turn has increased the capacity of these officers to attend to operational duties.

**Autocite** The Autocite computerised traffic infringement system was upgraded resulting in improvements and increased efficiencies in issuing Traffic Infringement Notices. An automated query system was also constructed enabling all areas and members of the AFP to electronically access Autocite infringement data.
Prosecution of Offenders

The apprehension and prosecution of offenders is a core function of ACT Policing. The Prosecutions Team (Brief Management Team) provides the coordination point for the preparation and presentation of briefs of evidence to support the prosecution of offenders in the ACT Courts. The Team is responsible for the functions set out below:

**Quality Assurance** The Team assesses all briefs of evidence before they are forwarded to the Office of the Director of Public Prosecutions. This ensures that briefs comply with protocol and court requirements and that they are provided to the Courts in a consistent and acceptable format.

**Protocols** The Team monitors and manages compliance with the AFP and Director of Public Prosecutions Protocol on Prosecution and Judicial Support, ACT Magistrates Court Practice Directions and associated Guidelines regarding brief submission. These generally relate to time-frames for the provision of briefs of evidence, the appropriate format and content of evidentiary documentation, and when police will be required to attend Court.

**Legislative Review** A number of legislative reform proposals have been identified and projects are underway to develop submissions seeking legislative changes for the ACT. One review covers alternative verdicts. In the ACT alternative verdicts are only available for jury trials in the Supreme Court. If alternative verdicts were introduced in the Magistrates Court, police would no longer be required to use back-up charges on such a regular basis and this would reduce workloads and increase administrative efficiencies for ACT Policing, the Office of the Director of Public Prosecutions and the Courts.

**Training** Developing training material and providing input to the AFP Training College regarding prosecution processes and legislative issues is a priority for the Team. The Team also provides prosecution based training to new members and in-service training.

**Nominal Informant** As mentioned previously a nominal informant from the portfolio attends case management hearings (excluding Family Violence) to represent the majority of police informants.

**Self-Assessment** The Team is responsible for examining the end result of prosecutions to identify investigational work practice and training issues. It also conducts an early review of prosecutions attracting a not guilty plea, prior to the completion of a full hearing brief of evidence by the informant. By conducting self-assessment in this manner it is possible to remedy systemic issues across the portfolio or ACT Policing in general.

**Strategic Directions** The Team is responsible for examining the strategic direction of hearing brief management and ACT Policing investigational and prosecution practices and standards. It also develops and advises on policy regarding the investigation and prosecution of offences against the laws of the ACT and Commonwealth.

### Table 2d.2: Number of Matters Where the Director of Public Prosecutions Represented the AFP

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Magistrates Court</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of completed charges - adult</td>
<td>10,503</td>
<td>9,981</td>
<td>11,722</td>
</tr>
<tr>
<td>Number of convictions - adult</td>
<td>6,681</td>
<td>6,059</td>
<td>7,211</td>
</tr>
<tr>
<td>Number of completed charges - children</td>
<td>1,890</td>
<td>2,313</td>
<td>1,834</td>
</tr>
<tr>
<td>Number of convictions - children</td>
<td>1,238</td>
<td>1,545</td>
<td>1,138</td>
</tr>
</tbody>
</table>

Source: ACT Director of Public Prosecutions

**Prosecution Outcomes**

There has been a significant increase in the number of completed charges during this reporting period, with 11,722 charges against adults finalised by the Magistrates Court, with a total of 7,211 convictions, up by more than 1,000 convictions on the previous year. The number of charges against children finalised by the court dropped during the 2002-2003 year from 2313 in 2001-2002 to 1,834 in 2002-2003. This result is significant in that it shows a reversal in the trend which was beginning to emerge over the two previous reporting periods in which the number of charges against juveniles had increased. The number of convictions relating to juveniles also dropped significantly from 1,545 in 2001-2002 to 1,138 in 2002-2003. A reversal in the trend of young people’s involvement in formal criminal justice processes is a primary objective of police involvement in early intervention and diversion programs including those outlined in the Crime Prevention Section of this report.

**Order Services Team**

The Order Services Team is responsible for:

- service of Domestic Violence Orders, Workplace Protection Orders and Protection Orders,
- Interim Domestic Violence and
Workplace Protection Orders and service of Protection Order Revocations and Amendments issued by the ACT Magistrates Court;

- service of summonses issued by Prosecution and Judicial Support, summonses issued by interstate jurisdictions, subpoenae (both locally and from interstate police services) and other associated documentation as directed by the ACT Magistrates Court;
- execution of Family Court Recovery Orders and Mental Health Warrants;
- service and execution of Residential Tenancy Tribunal Warrants for evictions; and
- direct liaison with court staff, representative stakeholders and other interested parties associated with the framework of the Protection Orders Act 2001.

The Family Violence Intervention Program has improved awareness in the community of these issues and subsequently applications to the courts for Domestic Violence Orders and Restraining Orders have increased, directly increasing the workload of the Order Services Team.

The services provided by this Team are often directed towards people and families in crisis where children are taken from parents, domestic violence is prevalent or people are being evicted from their homes. The Team is accordingly alert to the potential for firearms or other weapons to be involved in incidents of this nature. Situations can be very volatile and utmost care needs to be taken by police to ensure the processes are managed in a way that limits the impact on the people involved and the community. The Order Services Team comprises very experienced and dedicated police officers who use their skills, honed over many years, to achieve positive outcomes in difficult circumstances.

Unfortunately the Team has observed a growing trend in the number of Restraining Orders requiring service that reflect a tendency by members of the community to rely on the courts and police to resolve private disputes.

The Order Services Team, as part of the court related tasks undertaken by ACT Policing, is responsible for various orders subpoenaeae and summonses in accordance with the ACT Magistrates Court instructions. During the reporting period the service rate for Interim Restraining Orders, Restraining Orders and Protection Orders was 83 per cent, slightly down on the previous year at 85 per cent. There was also a slight decrease in the number of Domestic Violence Orders served with 1 551 being served in 2001-2002 compared with 1 425 in 2002-2003. Most of the Domestic Violence Orders served were as a direct result of the Family Violence Intervention Program.

Service of Interstate Orders and Interstate Summonses has been included in Table 2d.4 again this year to provide a complete picture of the work undertaken by the Team both within and external to the ACT. Persons wanted interstate in relation to criminal matters or who have breached bail in another jurisdiction are served with Interstate Orders or Summonses

### Table 2d.3: Orders Received and Served 2001-2002

<table>
<thead>
<tr>
<th>Type of Order</th>
<th>Received</th>
<th>Served</th>
<th>Percentage Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restraining Orders</td>
<td>2 271</td>
<td>1 848</td>
<td>81.37%</td>
</tr>
<tr>
<td>Domestic Violence Orders</td>
<td>1 932</td>
<td>1 551</td>
<td>80.28%</td>
</tr>
<tr>
<td>Interstate Orders</td>
<td>147</td>
<td>106</td>
<td>72.11%</td>
</tr>
<tr>
<td>Summons</td>
<td>5 160</td>
<td>4 557</td>
<td>88.31%</td>
</tr>
<tr>
<td>Interstate Summons</td>
<td>411</td>
<td>328</td>
<td>79.81%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>9 921</strong></td>
<td><strong>8 390</strong></td>
<td><strong>84.57%</strong></td>
</tr>
</tbody>
</table>

Source: ACT Policing, Prosecution and Judicial Support as at 24 September 2002.

### Table 2d.4: Orders Received and Served 2002-2003

<table>
<thead>
<tr>
<th>Type of Order</th>
<th>Received</th>
<th>Served</th>
<th>Percentage Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restraining Orders</td>
<td>2 467</td>
<td>2 003</td>
<td>81.19%</td>
</tr>
<tr>
<td>Domestic Violence Orders</td>
<td>1 847</td>
<td>1 425</td>
<td>77.15%</td>
</tr>
<tr>
<td>Interstate Orders</td>
<td>154</td>
<td>94</td>
<td>61.04%</td>
</tr>
<tr>
<td>Summons</td>
<td>4 451</td>
<td>3 939</td>
<td>88.50%</td>
</tr>
<tr>
<td>Interstate Summons</td>
<td>365</td>
<td>276</td>
<td>75.62%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>9 284</strong></td>
<td><strong>7 737</strong></td>
<td><strong>83.34%</strong></td>
</tr>
</tbody>
</table>

Source: ACT Policing, Prosecution and Judicial Support as at 19 August 2003.
by ACT Policing. During the reporting period, ACT Policing served 94 Interstate Orders and 276 Interstate Summonses.

**Firearms Registry**

The firearms registry is responsible for:

- providing a shopfront service for firearm related matters including licensing, the provision of related permits and public enquiries;
- providing senior management and the Registrar of Firearms with advice and recommendations on requirements for change to the *Firearms Act 1996* and related legislation, and matters arising from the ACT Firearms Consultative Committee;
- investigating offences against the *Firearms Act 1996*;
- seizing firearms;
- maintaining a database of all registered firearms and licensed firearms holders;
- vetting new licensees and conducting inspections of storage facilities to ensure they conform with the *Firearms Act 1996*;
- representing the Registrar of Firearms at the Administrative Appeals Tribunal in accordance with Section 113 of the *Firearms Act 1996*;

### Table 2d.5: Firearms Licence Processing 2002-2003

<table>
<thead>
<tr>
<th>Licence type</th>
<th>Issued</th>
<th>Surrendered</th>
<th>Expired</th>
<th>Suspended</th>
<th>Granted</th>
<th>Cancelled</th>
<th>Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armourers licence</td>
<td>11</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Business licence</td>
<td>86</td>
<td>2</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Business licence (second)</td>
<td>3</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Collectors licence</td>
<td>20</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Composite entity</td>
<td>9</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Dealers licence</td>
<td>4</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Firearms licence</td>
<td>1,020</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Heirlooms licence</td>
<td>18</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Instructors permit</td>
<td>20</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Minors permit</td>
<td>11</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Temporary</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>2</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,202</td>
<td>7</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>4</td>
<td>2</td>
</tr>
</tbody>
</table>

* Source: AFP Information Management

### Table 2d.6: Regulatory Activity, Registration of Firearms

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ACT Firearms Act 1996</td>
<td>Section 50</td>
<td>Registrations</td>
<td>1,032</td>
<td>1,506</td>
</tr>
<tr>
<td></td>
<td>Section 59</td>
<td>Endorsements</td>
<td>760</td>
<td>1,066</td>
</tr>
<tr>
<td></td>
<td>Section 72</td>
<td>Disposed Interstate</td>
<td>962</td>
<td>550</td>
</tr>
<tr>
<td></td>
<td>Section 78</td>
<td>Surrendered (unconditional)</td>
<td>124</td>
<td>176</td>
</tr>
<tr>
<td></td>
<td>Section 39</td>
<td>Seized (Domestic Violence)</td>
<td>9</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Seized (Other)</td>
<td>40</td>
<td>78</td>
</tr>
<tr>
<td></td>
<td>Section 110</td>
<td>Reported Lost (ACT)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reported Stolen (ACT)</td>
<td>3</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Section 116</td>
<td>Firearms sent for Destruction</td>
<td>176</td>
<td>189</td>
</tr>
</tbody>
</table>

* Source: PROMIS as at 17 September 2003

* Data in this table have been derived using refined counting rules. Previously reported data were based on manual extraction methodologies which were dependent on judgements by individual officers. This method has been replaced by an automated extraction tool. Figures reported for the 2001-2002 year have been revised and may differ from those published in the 2001-2002 ACT Policing Annual Report.*
The Firearms Act 1996 and the Criminal Code have also been amended to include provisions such as cross border firearms trafficking offences.

**Regulatory Activity**

Counting rules for the registration of firearms table have been reviewed and substantial changes made to reporting of this information. The review revealed that counting rules were qualitative in nature and based on judgements made by individual officers. As a result, inclusions in certain categories were found to vary in accordance with the views held by individual officers.

Comprehensive revision to counting rules have been tested and found to provide stable results which provide benchmark figures for the future. Automated extraction procedures have been established which no longer require manual intervention or judgements by individual personnel.

**Warrants Registry and Information Access Team**

The Warrants Registry and Information Access Team is a small team responsible for administrative functions and debt recovery procedures associated with the receipt and execution of warrants and the processing of requests for access to AFP information holdings.

The major challenges faced by the Warrants Registry Team during the year included the increasing number of unexecuted warrants held by the Registry. Proactive measures have been used to highlight the issue including information sessions and training of police officers and recruits.

The Registry is investigating the use of a bar-coding system to monitor the movements of warrants to heighten accountability and ensure removal of the warrants from the police database once executed. This will limit the possibility of a person being stopped by police for an outstanding warrant that has already been executed.

**Information Access**

The Information Access Team receives requests from members of the public, solicitors and government departments which usually involve the retrieval and release of recorded incidents and other agency documents. Careful scrutiny is required to protect individual privacy and to limit the release of information to include only that to which the applicant is entitled. A fee of $37.00 is charged for this process and a time frame of fourteen days is permitted.

This business unit also deals with subpoenas from Australian courts and tribunals. These are orders from the courts to the AFP for provision of all documents relating to an individual and/or a particular incident. Such documents need to be closely scrutinised to protect the rights of individuals and ensure investigations are not compromised. The court sets the due date, often only a few days, and a fee of $30.00 is charged.

The major challenge to this area is the tight return time frames demanded by the courts for the supply of information. Often the requested information is historical and difficult to trace. Employees in the area are very experienced with a thorough knowledge of information systems and the policing environment which assists them in meeting processing deadlines.

**Traffic Representations and Autocite Management**

The Traffic Representations and Autocite Management Team is responsible for:

- exercising the Chief Police Officer’s delegation with regard to Traffic Infringement Notices;
- processing infringement representations and requests for extensions of time to pay made by the public on both police issue and camera detected offences;
- processing camera detected offences involving police vehicles;
- preparing summons and briefs of evidence for camera detected offences including the contravention of speed limits and red traffic light signals;
- liaising with the Office of the Director of Public Prosecutions regarding briefs of evidence for traffic infringement matters and providing necessary certification;
• conducting licence and registration checks; and
• managing and maintaining the Autocite computerised traffic infringement system.

As part of their traffic representation role, Prosecution and Judicial Support oversees the Autocite Traffic Infringement Service for ACT Policing. Information collected on traffic infringements is supplied to the Road Transport Authority for entry into their database and subsequent management of traffic fines and suspension of drivers’ licences. Prosecution and Judicial Support also processes camera detected offences and parking tickets issued by ACT Policing officers.

Letters to the Chief Police Officer for the ACT requesting individual Traffic Infringement Notices be reviewed decreased this financial year. In 2002-2003, ACT Policing received 6 037 letters requesting review of traffic infringements compared with 7 518 in the previous reporting period. Since the introduction of both speed and red light cameras, the process of reviewing requests has become increasingly labour intensive. The dramatic increase from 3 362 requests in 1998, prior to the introduction of red light and speed cameras, to the current figure represents an average increase of over 50 per cent or more in workload for the Team.

**Coroner’s Office**

The Coroner’s Office oversees post-mortem examination in all cases of sudden death where a medical certificate is not provided by a registered medical practitioner stating the death was due to natural causes. In addition, the Coroner’s Office has responsibility to:

• manage and coordinate the investigation of deaths and fires within the ACT by members of the AFP and the ACT Fire Service;
• co-ordinate the investigation of non-suspicious fires;
• manage the operations of the Kingston Medical Centre (morgue);
• ensure that coronial briefs are prepared to a high standard;
• train AFP members and ensure compliance with current policy relating to the investigation of deaths and fires by AFP members; and
• report regularly to the Chief and Duty Coroners on matters which may be of concern or significance from a coronial perspective.

During the current reporting period, the Coroner’s Office managed coronial inquiries into 354 deaths including 50 for New South Wales. Of all the deaths managed, 164 were subject to investigations by ACT Police. These included suicides, traffic related, illness related (where a death certificate was not provided) and deaths resulting from fires.

As mentioned earlier, a review of the Coroner’s Office is currently being conducted in order to refine procedures and deliver a higher standard of investigation and management of coronial matters to the ACT Office of the Coroner. Whilst all care must be taken, there is scope for decreasing the resources required to investigate matters where there are no suspicious circumstances. A close working relationship with the ACT Coroner has seen the development of initiatives designed to create an environment of efficiency as well as provide a high level of service to the community under difficult circumstances.
SECTION 2E: OPERATIONS SUPPORT SERVICES

The delivery of operational policing services is supported by a group of specialist support teams comprising:

- Operations Monitoring and Intelligence Support;
- Police Communications;
- Research and Policy;
- Media and Public Relations;
- People Strategies; and
- Finance.

These services are integral to the success of ACT Policing in achieving key operational objectives and meeting the needs of the Canberra community. Police Communications and Operations Monitoring and Intelligence Support link directly with front line policing on a daily basis, providing vital operational and intelligence services.

Effective communications systems are imperative, not only to the efficiency and effectiveness of operational deployment, but also in terms of ensuring the safety and protection of general duties and investigational staff as they undertake their daily duties. Communications staff coordinate the allocation of tasks to patrols and monitor the location and conditions in which patrol officers are working.

Similarly, effective intelligence data is vital in ensuring that officers are well prepared to respond to incidents involving individuals or locations which may pose particular threats or issues.

ACT Policing is also increasingly making resource allocation decisions based on crime trend analysis and associated intelligence information.

Effective public relations and media communications strategies play a significant role in ensuring that operational priorities are met and that the community is appropriately informed about emerging trends and issues.

People Strategies and Finance take responsibility for the maintenance of effective human and other resource management strategies. They ensure operational competencies are maintained and enhanced in response to changes in the law enforcement environment and maintain organisational capacity to effectively target resources.

The Research and Policy Team has a strategic role in identifying emerging challenges for the organisation and developing associated legislative, policy and procedural responses to assist the organisation in achieving its corporate and operational objectives.

Operations Monitoring and Intelligence Support

Recent world events including the 11 September 2001 terrorist attacks and the Bali bombings have well and truly propelled police intelligence services into the public domain. Accurate and reliable intelligence gathering and reporting is vital to disrupt criminal activity and protect the Australian way of life.

At the local level, ACT Policing places importance on intelligence services. Intelligence officers contribute significantly to both the overall direction and day-to-day work of police investigators and patrol members by identifying crime trends and crime ‘hot spots’, tracking the movements and activities of ‘persons of interest’ as well as preventing crime by identifying issues and patterns early-on and piecing together information to help solve crime.

The Operations Monitoring and Intelligence Support Group combines three distinct but inter-connected areas, Intelligence, Operations Monitoring Centre (including Information Services) and Surveillance and has responsibility for a range of important and complex tasks.

Effective management of criminal intelligence is a three phase process comprising data/information collection; identification of links and operational validity and finally analysis. The Operations Monitoring and Intelligence Support Group is responsible for ensuring that a coordinated approach is taken to the management of intelligence holdings within ACT Policing and for identifying the operational priorities and crime trends uncovered through detailed analysis of
formal and informal data holdings. The Operations Monitoring and Intelligence Support area is an essential support service materially assisting operational teams in meeting requirements of the Purchase Agreement.

As mentioned previously, a structural review was conducted during the reporting period leading to significant changes in the structure, role and responsibilities of Operations Monitoring and Intelligence Support teams. Changes implemented as a result include the introduction of:

- crime analysts to provide tactical and strategic intelligence support to ACT Policing;
- a financial analyst;
- a Human Source Development Team;
- a DNA Intelligence Team; and
- a Data Integrity Team (a trial program implemented in conjunction with the Crime Prevention portfolio).

In addition, Operations Monitoring and Intelligence Support was able to provide staff specifically trained in the area of Disaster Victim Identification to support Operation Alliance, the AFP investigation of the Bali bombings. The group also supported investigations flowing from work generated by use of the National Security Hotline, a new Commonwealth Government initiative.

During the reporting period, Operations Monitoring and Intelligence Support was heavily involved in a number of major initiatives and operations which included:

- **Operation Kyanite** – an investigation into the murder of Ms Ana Louise Hardwick;
- **Operation Mersey** - continuing intelligence support for the investigation into the murder of Ms Kathryn Grosvenor;
- **Operation Dunedin** - intelligence support for the ongoing investigation into the murder of Ms Janelle Patton on Norfolk Island;
- **Operation Legato** - an investigation into the manufacture and distribution of illicit drugs throughout the ACT and surrounding NSW;
- **Operation Halite** - a three year strategy to combat the incidence of property crime in the ACT;
Operation Legato
The targets of the Operation were an organised group of individuals responsible for the distribution of amphetamine. The operation was a good example of intelligence and investigations staff working together to achieve a successful outcome. The operation crossed over several state borders and resulted in extensive liaison with other state law enforcement agencies as well as the National Crime Authority (now the Australian Crime Commission) and the disruption of other criminal networks in these states. Through the attachment of a dedicated intelligence officer the investigating team was provided with more timely and effective information allowing them to target the most appropriate individuals at the right time.

- Operation Garron - an intelligence led operation, leading to seizures of “Ice" in the ACT;
- implementation of the Data Integrity Team which produced significant quality improvements from an intelligence perspective;
- continued involvement in the development and implementation of the CrimTrac framework for sharing of information between jurisdictions;
- involvement in ACT Crime Stoppers, hosting the 2002 National Crime Stoppers Conference in Canberra;
- Operation New Deal - a joint Commonwealth-State counter-terrorism exercise conducted in Canberra on 29 May 2003. This operation involved the Australian Security and Intelligence Organisation, the Australian Defence Force and the AFP as well as a host of other Commonwealth and ACT agencies, to test measures for dealing with terrorism in the current security environment;
- implementation of DNA legislation, associated procedures and guidelines in the ACT. This included development of Memoranda of Understanding between the AFP, the Commonwealth and State and Territory Governments for capturing DNA samples from serious offenders convicted in the ACT; and
- upgrade of the Facial Automated Composition and Editing system to interface with Microsoft XP software and expansion of related database holdings.

Structural Review
The review process referred to earlier, produced 40 recommendations to help streamline the structure and performance of Operations Monitoring and Intelligence Support. All recommendations were generated from the following three key findings:

1. Definitive roles and responsibilities
   Review findings highlighted the need for definitive core roles and responsibilities to be established and for the clarification of performance expectations for each Operations Monitoring and Intelligence Support area. This finding has been discussed in detail with the ACT Policing Executive and measures, including the implementation of structural changes, have been introduced to meet this need.

2. The development of an intelligence led policing model
   This was seen as a key tool to help promote the role and function of intelligence within ACT Policing and to encourage police officers to accept and embrace the concept of intelligence gathering as a core part of their duties. Consultation about the new model is continuing with all ACT Policing business areas and other key external stakeholders. A draft model has been developed, with the final document expected to be completed early in the next reporting period.

3. The restructure of the Operations Monitoring and Intelligence Support
   The structure and staffing levels in Operations Monitoring and Intelligence Support were reviewed in consultation with a workforce planner to identify an appropriate structure including numbers of staff, required skills, capabilities and competency development opportunities required to meet the long term needs of the area. All vacant positions, including four newly created intelligence analyst roles, were advertised and most are
now filled. The new structure allows Operations Monitoring and Intelligence Support to be more responsive to the needs of all areas of ACT Policing.

The Staff Opinion Analysis and Review results have been evaluated during the reporting period and an implementation plan was prepared to incorporate many of the issues identified in the audit, particularly the identification of a clear career path for intelligence officers.

**Challenges**

Perhaps the greatest challenge Operations Monitoring and Intelligence Support faced during the reporting period was managing the extra workload created by the increased focus on the terrorism environment. In particular, the implementation of the National Security Hotline following the Bali bombings required Operations Monitoring and Intelligence Support to investigate and analyse hundreds of pieces of information reported by the public about unusual or criminal activity.

The newly created DNA Team also experienced serious impediments to the back capture program, which resulted in a number of outcomes not being met. The back capture program was established following the introduction of legislation allowing DNA samples to be collected from convicted ACT offenders.

Before this back capture can occur, the legislation requires the ACT to have Memoranda of Understanding in place between the ACT Government and State and Territory Governments as well as the AFP and State and Territory Corrections Services. As all ACT prisoners are held in NSW jails, signing a Memorandum of Understanding with the NSW State Government was made first priority. However, the signing has been delayed and is yet to take place, meaning back capture has not commenced.

**Crime Stoppers**

The Crime Stoppers telephone information line continues to be a valuable intelligence link between ACT Policing and the community, providing a means for Canberrans to report information about crime in their neighbourhood.

During the reporting period, the Crime Stoppers Team received 1,468 calls. Of these, many contributed significantly to the resolution of a number of criminal investigations in the Territory. For example, information received by Crime Stoppers in January 2003 led police to a Downer residence where they discovered a hydroponic system and cannabis worth approximately $26,000. One man was later charged with a range of drug offences.

In March 2003, a call to Crime Stoppers subsequently led to the arrest of a man for an armed robbery at the BP Service Station in Braddon. In June 2003, members of the Crash Investigation and Reconstruction Team were able to locate a witness vital to the investigation of a fatal motor vehicle collision at the Glenloch Interchange, thanks to Crime Stoppers.

In total, information received through Crime Stoppers during 2002-2003 also resulted in the arrest of at least 37 offenders, the recovery of more than $50,000 worth of stolen property and the seizure of drugs worth more than $170,000.

**Police Communications**

ACT Police Communications receives requests from the ACT community for police assistance and manages the policing resources available to respond to those requests. The Police Communications Centre is located at the Winchester Police Centre in Belconnen and oversees and coordinates policing activity throughout the Territory.

The main objective of the Communications Group is to assist in the provision of efficient and effective police responses to calls for assistance from members of the community. When managing responses to community calls, Police Communications uses a priority response model. Two sergeants are responsible for management, administration and ongoing evaluation of this system in order to advise on operational effectiveness.

As indicated earlier, ACT Policing conducted a review of the previous three level Priority Response Model during 2001-2002. A new four level system was introduced on 1 July.
The previous three level priority system was found to be insufficiently flexible to accurately reflect the needs of the varied incidents requiring police attention.

The Computer Aided Dispatch system used in the Police Communications Centre has been modified to the four level response model at no extra cost to ACT Policing, and only minimal training was required for Communications Centre staff to begin using the new system.

During the reporting period, there was a significant increase in the number of dispatched patrols from 54,626 to 56,920. This surge is due to an increase in the demand for police services by the community and is reflective of increases in crime rates in the Territory over the reporting period.

The average response time to Priority One incidents was however reduced during the reporting period from 8 minutes 15 seconds to 7 minutes 19 seconds, with 69 per cent of patrols arriving within the target time of eight minutes. The financial year target for this measure was 60 per cent within 8 minutes and 90 per cent within 12 minutes. The response time for Priority One incidents within 8 minutes exceeded the target. The response time for Priority One incidents within 12 minutes was 89 per cent and not on target. This result was only slightly outside the target and this situation will be monitored closely over the next 12 months.

The financial year target for Priority Two incidents was 60 per cent within 20 minutes and 95 per cent within 30 minutes. The response time for Priority Two incidents was 72.5 per cent within 20 minutes and 91.7 per cent within 30 minutes.

HISTORICAL

Historically, the core business of Police Communications has not altered, but its effectiveness in delivering services to the community has been greatly enhanced through technological advances which have changed considerably the way Police Communications now operates.

In 1979 Communications recorded requests for assistance on ‘Job Cards’ which were then passed to a radio operator for allocation to a patrol. The radio operator also maintained a ‘Patrol Card’ for each police vehicle working at the time, recording their movements throughout the shift.

In 1989 the first computer aided dispatch system was introduced into ACT Policing for electronically tracking requests for assistance and the movements of the patrols replacing the Job Cards and Patrol Cards.

In 1998 two major upgrades occurred within Police Communications. The analogue radio network was replaced with a digital system and a new Computer Aided Dispatch system was introduced. The current computer aided dispatch system incorporates a mapping function to verify the location of incidents against digital maps of the ACT.
Two incidents within 20 minutes was at 77 per cent and exceeded target. The response time for Priority Two incidents within 30 minutes was at 87 per cent and not on target. This result was significantly outside the target range and is of concern to police as it reflects increasing pressure on patrol resources. ACT Policing is considering options for reprioritisation of other work in an effort to produce a solution to this problem.

The financial year target for response times to Priority Three was 60 per cent within 2 hours and 95 per cent within 3 hours. The response time for Priority Three incidents within 2 hours was at 88 per cent, which again exceeded the target. The response time for Priority Three incidents within 3 hours was 93 per cent and only slightly outside the target and will be monitored over the next 12 months.

The target response times for Priority Four incidents was 95 per cent within 24 hours. The response time for Priority Four incidents was 93 per cent and not on target. The result was only slightly outside the target and reflective of difficulties police experience in being able to organise mutually convenient times to meet with victims of low priority offences or incidents.

The Police Communications Centre did not dispatch patrols to 8,249 reported incidents. This is consistent with previous years and generally covers calls which are the responsibility of other agencies. The Police Communications Centre will provide advice to members of the community about which agency should be contacted to resolve such matters.

The Police Communications Centre was pivotal in coordinating the police response to the 18 January 2003 bushfire crisis. Police were widely dispersed across the ACT to help the community during the crisis, many of them working in difficult and dangerous situations. Their only link with other patrols and the Police Operations Centre was through the Police Communications Centre. This situation became especially critical following the failure of the mobile telephone network for much of south Canberra.

Additional police communications operators were called in to manage an
extremely high volume of radio traffic throughout the crisis, working long hours and under high pressure. At the height of the crisis on 18 and 19 January 2003, the Communications Centre fielded a total of 3,984 telephone calls.

The professionalism of these specially trained personnel was vital to not only the safety of police in the field but ACT Policing’s coordinated response to the crisis. While the various police communications networks did become congested during peak periods of the crisis, the system continued to function and provide highly reliable support to officers in the field.

Police Assistance Line

The number for police assistance changed from 11 444 to 131 444 during July 2002 as part of a national campaign to adopt a uniform number across Australia. A recorded message remained in place on the original line until well into 2003 to give the community extra time to adjust to the change. In July 2002, 51 per cent of calls were still to the original 11 444 number, however a month later the figures dropped to 28 per cent. When a situation is non-urgent the 131 444 number should be used. Triple zero (000) remains the number to call in a life-threatening emergency situation.

Initiatives 2003-2004

Major initiatives to be considered over the next 12 months will include an evaluation of:

• a research proposal for development of a Police Call Centre. The possible benefits of this initiative could include reducing the demand on busy patrol staff by dealing with high volume calls to police stations, the introduction of a ‘one stop shop’ for all matters relating to police and the establishment of more efficient administrative arrangements for the allocation of tasks;

• proposals for automated tracking and mapping of police vehicle locations across the ACT. Possible benefits of this initiative include better coordination during major police operations and in emergencies. This initiative would also have safety benefits for operational personnel; and

• further enhancements to PROMIS (the main police computer system) to simplify data entry requirements. This has possible benefits in terms of reducing time on processing tasks for operational personnel and improving the timeliness of police reporting.

Police Technical Services Team

The Police Technical Services Team which is administered as part of the Police Communications Centre is responsible for monitoring all police communications equipment and radio networks in the ACT. This work is vital in terms of support to police patrol and investigative teams which are heavily reliant on radio communications for safe, effective and efficient delivery of operational outcomes. This Team also contains radio and video specialists who are responsible for maintaining and updating equipment used for recording interviews and preserving the security of police premises.
Research and Policy

Research and Policy has responsibility for the delivery of policy development, government liaison and corporate reporting functions in support of the operations of ACT Policing. Research and Policy plays an important role in facilitating relationships between ACT Policing and other government and non-government agencies involved in the delivery of community safety and support in the ACT. The area also facilitates the exchange of information between government and the policing executive in relation to a wide variety of policy issues and operational developments.

The area employs 12 full time staff across three teams:

- Ministerial and Policy Team;
- Drug and Alcohol Policy Coordination Team; and
- Performance and Evaluation Team.

Research and Policy is responsible for the delivery of the following key outputs:

- accurate and timely advice to Government and the ACT Policing Executive on law enforcement and drug policy issues, operations and initiatives (including comment on Cabinet and legislative proposals);
- research and analysis relating to emerging trends and issues in law enforcement and drug policy which may impact on ACT Policing and the conduct of associated risk assessments;
- maintenance of a contemporary corporate governance framework which reflects best practice;
- coordinated professional liaison links between ACT Policing, ACT Government agencies, non-government agencies, community groups and the ACT Legislative Assembly;
- provision of timely, accurate and robust data to inform internal corporate and operational planning at both strategic and tactical levels;
- provision of timely, accurate and robust data to satisfy external reporting requirements to the ACT Government, Australian Bureau of Statistics and other clients as required; and
- professional representation of ACT Policing interests at inter-agency and inter-jurisdictional meetings.

Ministerial and Policy Team

The Ministerial and Policy Team comprises one Team Leader, two Senior Policy Officers and a Ministerial Liaison Officer. During the reporting period the Ministerial and Policy Team prepared 64 briefs for the information...
of Government and prepared 194 responses to correspondence from members of the public seeking advice from the Minister for Police and Emergency Services. This Team has primary responsibility for ensuring that the Government is kept informed of emergent trends and issues affecting the policing portfolio and facilitates ACT Policing’s contribution to legislative reform and general policy development. During the reporting period, the Team prepared 15 responses to questions taken on notice in the Legislative Assembly, and 40 Possible Assembly Question Briefs.

Major issues requiring the attention of the Ministerial and Policy Team during the 2002-2003 year included the ACT Policing submission to the McLeod Inquiry into the January bushfire crisis. The team was involved in consolidating the volumes of operational and administrative data collected over the bushfire period and presenting a position paper to the Inquiry which clearly set out ACT Policing’s roles and responsibilities on the day and recommendations for improvements in ACT emergency procedures and management response.

The team also coordinated ACT Policing’s contribution to the 2004 Review of Commonwealth/State Relativities. This is the process by which the Commonwealth Grants Commission reviews the allocation of special purpose grants across States and Territories. ACT Policing’s submission focused on the impact of young male offenders between the ages of 17 and 25 on the total volume of crime in the ACT.

It is an established criminological observation that young men in this age group have a greater propensity to be involved in crime and in particular property crime. Research indicated that between 36 and 40 per cent of all apprehended offenders in the ACT are aged between 17 and 25. Young males are further responsible for one third of all Traffic Infringement Notices issued in the Territory (whether they be internally or externally registered drivers). Young males account for 36 per cent of all positive breath tests recorded in the ACT, 44 per cent of all apprehended burglary offenders and 43 per cent of apprehended car theft offenders.

The submission also canvassed a variety of cross-border impacts on crime and policing in the Territory including the inherent difficulties involved in identifying and prosecuting interstate based offenders responsible for committing offences in the Territory. This work not only provided useful information for the Grants Commission’s deliberations but also in identifying issues for internal consideration and review.

The Team also provided input to the Sentencing Review Committee which was established to examine the purposes of sentencing in the ACT and to consider whether existing sentencing options available are effective at achieving these purposes. ACT Policing’s contribution to the review particularly focused on an examination of restorative justice processes and the future development of diversionary conferencing options at various stages through the justice system.

**Drug and Alcohol Policy Team**

The Drug and Alcohol Policy Team which comprises one sergeant and one constable is responsible for coordinating ACT Policing’s input to the ACT Drug Strategy and for providing briefings in relation to the Ministerial Council on Drug Strategy. The Team also provides briefings in relation to a variety of other inter-governmental and inter-agency drug policy forums. The Team also facilitates ACT Policing’s Early Intervention and
Drug Diversion Program which is reported on in more detail in the Crime Prevention Section of this report. This program provides opportunities for illicit drug offenders to be diverted from the criminal justice system to education and treatment in the health system.

To be eligible for a diversion, offenders must have committed an offence of possession of an illicit drug or illicit possession of a pharmaceutical drug under the Drugs of Dependence Act 1989. Police must be satisfied that there is sufficient admissible evidence that the offender is in possession of a small quantity of illicit drugs (25 per cent of a trafficable quantity of a substance listed in Schedules i or ii of the Drugs of Dependence Regulations). During the reporting period 11 offenders were recommended for diversion. ACT Policing is concerned that eligibility criteria for the progression may be too restrictive and will examine this issue further in 2003-2004.

Other major initiatives developed by the Team during the reporting period include a policy proposal to incorporate certain categories of precursor chemicals in the schedule of prohibited substances under the Drugs of Dependence Act 1989. Such chemicals, which are readily available from pharmacies, have been used by illicit drug manufacturers to create illicit party drugs including a variety of methamphetamines. This issue has been referred to the ACT Department of Justice and Community Safety for further consideration and development.

Performance and Evaluation Team

The Performance and Evaluation Team comprises two full time statisticians and one research officer. The Team also includes one sergeant who maintains ACT Policing’s Corporate Governance Framework and related Memoranda of Understanding with external agencies.

The Team coordinates both internal and external statistical reporting and manages quarterly reporting obligations to the ACT Government in respect of the Purchase Agreement for the Provision of Policing Services. The Team operates in support of intelligence-led policing methodologies and plays an integral role in facilitating evidence based tactical planning and resource allocation.

During the reporting period the Team contributed to development of the Australian Bureau of Statistics Offender Based Statistics collection and provided data for the Recorded Crime Australia publication. The Team has contributed to a variety of academic research projects including the Australian Institute of Criminology’s Recidivist Offender Project and the National Homicide Monitoring Program, the National Armed Robbery Monitoring Program, the Australian Illicit Drug Reporting System Report and the Suburban Crime Prevention Program evaluation.

The Team also supported People Strategies in undertaking a number of internal reviews of deployment and rostering practices and assisted the Australian National Audit Office throughout the audit of the 2002-2003 Purchase Agreement.

The Team also supported People Strategies in undertaking a number of internal reviews of deployment and rostering practices and assisted the Australian National Audit Office throughout the audit of the 2002-2003 Purchase Agreement.

Practical Guidelines and Memoranda of Understanding

In response to recommendations of the 2001 audit of ACT Community Policing Governance - Part 1, Research and Policy is currently reviewing all existing policies and procedures (Practical Guides, Standard Operating Procedures and Memoranda of Understanding) to ensure they are comprehensive, to eliminate duplication and conflicting advice and to consolidate like material. The review is based on an analysis of the operational roles and responsibilities of ACT Policing and the matching of these to existing policies and procedures.

This also involved a review of the structure and organisation of policy and procedural material on the intraweb to ensure that all these documents are able to be readily located and easily identified. Consideration has been given to updating documentation standards to recognise the issues associated with electronic publishing, including the need for embedded hypertext links in documents where appropriate.

Practical Guides reviewed during the reporting period include:

- Bail;
- Urgent Duty Driving and Pursuits;
- Use of Tyre Deflation Devices;
- Impaired Drivers, Alcohol and Drugs;
- Drug Search Procedures; and
- Vehicle Crashes, Reports and Investigation.

At the same time, further policies and procedures were developed to address identified needs such as:

- Drink Spiking;
- Stolen, Recovered and Abandoned Motor Vehicles; and
- Volunteers in Policing.

Memoranda of Understanding have been negotiated between ACT Policing and the ACT Department of Corrective Services relating to working relationships with the Belconnen Remand Centre and Home Detention, The ACT Fire Brigade, ACT Bush Fire Brigade and the ACT Coroner in relation to the investigation of fires; and Calvary Hospital and the ACT Ambulance Service.
Media and Public Relations Team

As an enabling service, the Media and Public Relations Team assists other areas of ACT Policing to achieve key objectives under the Purchase Agreement.

Within the ACT Policing Media Team there is one Coordinator and two staff who report directly to the Coordinator. During the next reporting period, it is expected the Team will grow to approximately five staff.

The Video Operations Team also reported to the Coordinator Media and Public Relations during 2002-2003. This Team is expected to transfer to the Specialist Response and Security Team in the new financial year.

Through effective media and issues management, and the use of integrated marketing strategies, the Media and Public Relations Team aims to:

- enhance feelings of public confidence in police;
- reduce the fear of crime in the community and engender feelings of public safety;
- promote community participation in policing and, in particular, gain public assistance in criminal investigations;
- help prevent future crime by increasing awareness of crime trends and promoting crime prevention initiatives;
- contribute to road safety through effective promotion of traffic initiatives and road safety principles;
- help minimise the risks associated with major events by keeping the public informed of key issues; and
- inform the community about possible danger and manage public fear in the event of major disasters or emergencies.

During the reporting period, ACT Policing’s Media and Public Relations Team disseminated 426 media releases, facilitated hundreds of television, radio and print media interviews, produced a range of information pamphlets and flyers, coordinated advertising campaigns, and produced display material for shows, expositions and other community events.

The biggest challenge for the Team came during the January 2003 bushfires when the office operated 24-hours a day during the worst period of the fires in response to demands from Australian and overseas media. Police media specialists supported by media liaison officers from AFP headquarters and other government agencies, issued news releases and alerts, and coordinated media conferences, often twice-daily, to ensure the community was kept up-to-date on policing issues, particularly during the bushfire recovery phase.

Other key events and incidents impacting on the Team during the period included the murder of local resident Ms Anna Louise Hardwick in October 2002 and the launch of Operation Halite, an on-going proactive campaign targeting property crime in the ACT. Both issues demanded extensive and prolonged communication strategies and included regular community updates, media releases and appeals for community assistance. In particular, the need for on-going communication strategies publicising Operation Halite and its successes was recognised early-on as an integral part of the overall campaign’s goals.

Regular media publicity since the start of Operation Halite has helped to increase public awareness and reduce fear of crime in the community. It has also contributed to the success of the Operation by encouraging residents to work with police to combat crime in their neighbourhoods by identifying and reporting suspicious activity promptly and implementing simple measures to protect their personal property.

Video Operations Team

The primary role of the Video Operations Team is the production of evidentiary material. The Team is used in cases where forensic or other types of video evidence are required. During the reporting period, the Team assisted with 1,832 incidents for a total time of 4,930 hours. Other tasks undertaken included providing video evidence of fatal motor vehicle collisions, fires, murder scenes, bomb incidents and accidental deaths.

A total of 77 video photo boards were produced and 105 video photo board identifications conducted. The Team also produced a number of training and information videos over the reporting period. The main work undertaken by the Video Operations Team relates to the production of evidentiary material. This footage is then used in cases where forensic or other types of video evidence are required. During the reporting period, the Team assisted with 2,016 incidents for a total time of 5,773 hours.
People Strategies

ACT Policing People Strategies is functionally grouped to provide services to ACT Policing through the work of four teams. These teams are:

- Strategic Planning;
- People Management;
- People Resources; and
- OH&S and Rehabilitation.

ACT Policing People Strategies consists of 16 unsworn employees and one sworn employee and has a mission: ‘To deliver excellent, customer focused People Strategies service to all levels of ACT Policing’.

The seven ACT Policing People Strategies organisational objectives for 2002-2003 are:

- improving the quality of personnel administration services;
- developing an effective and sustainable staffing establishment management process;
- delivering effective planning, development and ongoing management of ACT Policing people strategy policies and programs;
- enhancing people management skills across ACT Policing by contributing to improvements in the timing and delivery of non-operational management training;
- establishing internal programs to support the professional development and career progression needs of all employees;
- providing effective, timely and compassionate rehabilitative support to employees who become injured or ill in the course of their duties; and
- contributing to a safer workplace.

The major challenges for People Strategies during the reporting period were:

- managing the under remuneration process which developed from an industrial situation where junior members made claims that they were required to perform duties which would normally be undertaken by more senior personnel;
- providing advice and support to the development of a new certified agreement to replace the AFP Certified Agreement 1999-2002. The AFP Certified Agreement 2003-2005 was formally certified on 27 June 2003;
- the development of a streamlined promotion system to reduce the period of time from advertising to filling of positions;
- resolving mobility and deployment issues in the context of a dynamic AFP;
- arranging the development and presentation of courses on writing job applications and interview skills to create a ‘level playing field’ within ACT Policing;
- refocusing people strategies to concentrate on the fundamentals of human resource management;
- restoring development strategies to enhance the achievement of organisational objectives which balance work and home life; and
- coordinating personnel arrangements for the 18 January 2003 bushfire crisis which included transferring large areas of ACT Policing to 12 hour shifts and managing the wide range of consequences for the individual members involved, ACT Policing as an organisation and the community more generally.

These challenges required People Strategies to maintain a constant balance between numbers of sworn and unsworn personnel needed to achieve operational objectives, the hours they worked and monitoring with Financial Services the budgeting consequences. Funding competition between areas, training commitments, welfare outcomes and the changing demands of the ACT, national and new international criminal environments add increasing layers of complication to this task.
Finance Services

The Financial Services Group comprises three Teams:

- Financial Services;
- Property and General Services; and
- Property and Drug Registries.

The Group of 19 staff provides infrastructure and corporate support across a wide range of functions to assist ACT Policing in achieving a broad range of operational outcomes.

ACT Financial Services supports ACT Policing in achieving its goals through provision of high quality and timely financial advice and through meeting or exceeding accountability requirements regarding the deployment and allocation of resources.

The Financial Services Team undertakes budget development, accounts processing and financial reporting functions. The Team comprises seven staff.

The Property and General Services Team provides corporate support and infrastructure to ACT Policing through the provision of property, fleet and uniform services. The Team aims to ensure services and facilities are available continuously to a high standard in support of operational and other units to maximise service provision without disruption. There are three staff in the Team. An additional temporary position was created during 2002-2003 to assist with building and accommodation issues. This position has now lapsed.

The Property and Drug Registries aim to provide secure storage and preservation of property and drug exhibits held by ACT Policing. It ensures correct procedures are followed to ensure the continuity and integrity of exhibits is maintained. The registries also assist police in the identification and subsequent return of property to rightful owners and arranges the disposal of property and drugs held in relation to finalised matters in accordance with legislative requirements. The Team comprises six staff.

Since the last reporting period, the Financial Services Group has been reduced by two positions. A position in the Drug Registry has been abolished as significant work on procedures, processing and the amalgamation of the Property and Drugs Registries over the past two years has reduced the workload in that area and capitalised on flexibilities gained through multi-skilling. The Registry staff are now co-located at the Belconnen Property Office.

Property and General Services Team

The ACT Government reduced funds available for Minor Capital Works by $200,000 due to a commitment to fund a new police station at Woden. Despite this, a number of urgent works were facilitated by the Team. In particular, additional security measures were implemented to address OH&S concerns until the new building is constructed.

Property and Drug Registries Team

There were over 9,900 seizures of property during 2002-2003, an increase of 15 per cent. Of these, 1,610 items were returned to the...
owners. Two hundred and sixty eight vehicles were seized during the reporting period, almost double the number of the previous year.

Almost 4 000 found items were handed to police, of which 1 422 were returned to the owners and 114 were returned to the finders. The remainder were sold at auction.

During this reporting period, the Registries dealt with a large number of items seized through Operation Halite. In addition, increased liaison between ACT Policing and ACT Electricity and Water resulted in identification and seizures of large-scale hydroponic equipment used in relation to drug production. The seizure of an entire shop of guns and other weapons resulted in handling and storage challenges for the Property Office. The large holdings of guns and ammunition caused ACT Policing to examine facilities and an upgrade has been approved to enhance the security and to address the OH&S issues associated with such large scale seizures.

The bushfires also resulted in additional work for all sections of the Financial Services Team. Financial Services costed the additional services provided by all ACT Policing employees during the bushfire crisis and negotiated additional funding with the ACT Government. Data supporting an application to ACT Government insurers and to the National Disaster Relief Arrangements was also collected and provided.

The Property and General Services Team worked to ensure the integrity of police facilities through the bushfire period by reducing fire hazards, providing additional fire fighting equipment and monitoring security arrangements.

<table>
<thead>
<tr>
<th>Table 2e.3: Property Seizures</th>
<th>2001-2002</th>
<th>2002-2003</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of seizures</td>
<td>8 600</td>
<td>9 900</td>
</tr>
<tr>
<td>Firearms seized</td>
<td>266</td>
<td>178</td>
</tr>
<tr>
<td>Other weapons seized</td>
<td>117</td>
<td>175</td>
</tr>
<tr>
<td>Vehicles seized</td>
<td>144</td>
<td>268</td>
</tr>
<tr>
<td>Found items</td>
<td>4 000</td>
<td>3 860</td>
</tr>
<tr>
<td>Returned to owner</td>
<td>1 400</td>
<td>1 422</td>
</tr>
<tr>
<td>Returned to finder</td>
<td>120</td>
<td>114</td>
</tr>
</tbody>
</table>

Source: ACT Financial Services Team.

The operations of the Property and Drug Registries were severely affected by bushfire damage to ACT Government Analytical Laboratories and undertook storage of drug seizures for the ACT until alternative arrangements could be implemented.

A complete physical stocktake of the holdings in the Property Registry did not occur during this reporting period due to workload pressures. This stocktake is likely to occur during the next reporting period with new staff coming on board for this purpose.

In addition over the next 12 months AFP National Financial Services is undertaking a review of the delivery of financial services to operational areas. There are likely to be a number of functional and establishment changes within the Local Business Support Groups as a result.
Policing is a labour intensive process and the bulk of resources provided for this type of service translate directly and indirectly into people. These people are both sworn and unsworn employees of the AFP with an increasing diminution of distinctions in the type of work performed in achieving the outcome of creating a safer and more secure community. There are significant challenges to managing a workforce undertaking a wide range of tasks which can vary from being dangerous and confronting at times to tedious and routine at others. ACT Policing employs a diverse range of people who have a variety of previous occupational experiences and cultural backgrounds. Over time a greater representation of female staff, minority groups, and young highly educated sworn and unsworn employees has developed.

With rapid changes in the complexity of policing functions in the ACT and changes in the local political and social environment, it is very important that ACT Policing’s staff are representative of the community. This enables police members to draw upon a range of experience and knowledge to meet the challenges of their day to day responsibilities.

On average AFP employees work long hours, are more prone to injury than other groups in the workforce and have a strong desire to serve their community. Many have experienced policing in other countries, been recognised for bravery and commitment to succeeding with difficult jobs, and will spend most, if not all of their careers, in policing.

### Staffing Profile

**Table 3.1** describes the staffing profile by level, gender and sworn status of AFP employees providing services to the Territory. This profile excludes personnel working for the Chief Police Officer on matters pertaining to Commonwealth interests in the ACT but includes personnel employed elsewhere in the AFP who provide services to ACT Policing. Personnel in this latter group include, by way of example, forensic analysts and information technology specialists. The total number of personnel providing services to the ACT in June 2003 was 817 full time equivalent employees.

As at 30 June 2003, 73.9 per cent of staff employed in providing services to the ACT were sworn. Of the 603.8 ACT Policing sworn members, 1.5 per cent held the rank of superintendent or higher.

During the reporting period approximately 23.6 per cent of people working in the ACT were women. There was also an increase in women holding senior positions. In 2002-2003, sworn female officers were appointed to the rank of superintendent in charge of Operations Monitoring and Intelligence Support and ACT South District. Most other sworn female staff are currently at constable level (88 per cent) with approximately 10 per cent being at sergeant level. Fifty four per cent of unsworn staff working within ACT Policing during the reporting period were female. Unsworn female staff comprise almost 15 per cent of the total ACT Policing work force which is an increase on the last reporting year of approximately five per cent.

### Recruitment

Recruitment figures include only those people working in the ACT Business Unit of the AFP and do not reflect recruitment into operational support areas funded under the enabling service arrangements such as Forensic Services and Information Technology.

ACT Policing’s People Strategies Team is responsible for the recruitment of people into unsworn positions. The national arm of the AFP undertakes the recruitment of sworn members. The ACT People Strategies Team does however, coordinate related local testing, interviewing and assessment processes.

Selection of applicants to fill all vacancies within ACT Policing is undertaken in accordance with merit based selection principles with selection panels being required to address the principles of equity and diversity in assessing candidates.

The achievement of organisational staffing stability and the capacity to staff all portfolios of ACT Policing with the right people, at the right time, presented the greatest challenge to
People Strategies in the last financial year. During the reporting period, a total of 199 new employees began their careers with ACT Policing. Of this total, 109 were police recruits, 63 were unsworn employees and 27 were lateral police recruits. This is a total increase of 67 on the previous year’s recruitment of 132 employees. In addition, movement internal to the AFP saw 112 sworn members transfer into ACT Policing from AFP National within the reporting period.

People Strategies is responsible for management of short-term employment opportunities within the organisation and does this through a formal ‘Expressions of Interest’ process. This allows members within ACT Policing and other parts of the AFP to be selected into higher level roles to backfill for short to medium term timeframes. This process ensures that all members have an equal opportunity to apply for higher duties and that selections are transparent and fair. Throughout this reporting period, ACT Policing advertised 48 temporary vacancies for Expressions of Interest from staff internal to the organisation.

The Expression of Interest process is particularly important for ACT Policing because a large number of promotions, transfers and appointments are made internally. Transparency and accountability in the Expression of Interest process ensures that principles of equity, diversity and fairness are properly adhered to, and all staff are confident that merit based selection is valued by the organisation.

During the reporting period People Strategies commenced a work experience project within ACT Policing. The project, which is still under development, will involve placing secondary school students in short term placements to broaden their experiences and career opportunities. Students will undertake ‘job sampling’ in areas which they believe may be of interest when seeking full time employment. ACT Policing is appreciative of the potential benefits of this project, not only in terms of promoting policing as a career opportunity for local youth, but also in breaking down barriers with young people, increasing accessibility and broadening awareness of the diverse functions performed by police. This project will complement other more targeted programs focusing on youth at-risk of offending in the ACT.

ACT Policing has not been involved in the ACT Government’s Graduate Recruitment Program during 2002-2003.

Worklife Diversity

The AFP promotes worklife diversity as an important initiative in ensuring that the organisation is more representative of the community and that employees are supported in balancing commitments across their working and home lives. Productivity and job satisfaction can be maximised through effective staff management processes that recognise the complexity of the modern working environment. Successful job share arrangements have recently been introduced to ACT Policing in order to maximise the contribution of employees balancing work, child-care or study commitments.

Job share arrangements allow members to fill a full time equivalent position by working part time and sharing the workload of that position with another part time employee.
A recent example of successful worklife diversity in ACT Policing involved making arrangements for two women returning from maternity leave to job share a position within Operations Monitoring and Intelligence Support. The role was equivalent to one full time position and both women wanted to work part time hours. The position duties were split and days and hours managed so that a total of 40 hours per week were contributed between the two women.

The People Strategies Team has developed a Skills Database which records all AFP and tertiary qualifications, re-certification of defensive skills training, and currency of second language skills for every member of ACT Policing. This database will ensure that the range of skills and experience held by employees can be monitored and quickly referred to as particular incidents emerge. The Skills Database provides a capacity to identify skill sets at short notice to support contingency operations and a facility for maintaining an accurate overview of competencies and contemporary skills across teams, portfolios and ACT Policing. The database has been utilised regularly to assist police operations and was particularly useful in addressing the need for interpreters during recent events such as the Bali bombings investigations and the Solomon Islands operations.

Women in Policing

ACT Policing, like many law enforcement organisations across the world, aims to encourage more women to consider a career in policing. Approximately 24 per cent of employees working within ACT Policing are women who come from a wide variety of backgrounds and bring a range of skills and experience to their roles. The 2002-2003 year saw international recognition of the contributions of women in policing through the Women in Policing Globally Conference.

The following profiles of a selection of women working within ACT Policing highlight the diversity offered through law enforcement careers.

Profiles

Constable Kathryn McRae

Constable Kathryn McRae is a recent graduate from the AFP College. Prior to joining the AFP Kathryn gained experience in child care after completing her Associate Diploma through the Canberra Institute of Technology. She commenced working in child care centres in Canberra, and has also worked as a nanny in Australia and England. Kathryn has also worked within the hospitality industry as well as pursuing a career within university student administration.

Kathryn is an active member of the ACT Community. She is involved with the Ginninderra Rotaract Club where she holds the position of Professional Development Director. Prior to this Kathryn was the Community Service Director for the club. In addition, she is an active participant in the Barnardos Program for disadvantaged children. She is a role model and ‘big sister’ to a young seven year old girl, offering friendship through engaging in educational and other activities.

Kathryn has also been a ‘Homestay Host’ for approximately two years, providing a temporary home for overseas students travelling to Canberra. During this time, she has hosted students from Japan, Thailand, China and South Korea. Through this experience, she has gained skills in cross-cultural communication which are invaluable to the AFP and assist us in serving the community.
During the relatively short time Kathryn has been with the AFP, she has undertaken a varied range of roles including working as part of the Bushfire Coronial Investigation Team (Operation Parrel), Traffic Operations, City Watch House and is now attached to Woden Patrol.

Kathryn says she is thoroughly enjoying the diversity of experiences and challenges offered by her role as a general duties police officer in the AFP. In addition she has a keen interest in the health and welfare issues of women and children and intends to pursue a future placement within the Sexual Assault and Child Abuse Team.

Detective Sergeant Melissa Ward

As a member of the AFP for the past fifteen years, Detective Sergeant Melissa Ward has always worked within the ACT, mostly attached to ACT Policing. During this time she has worked in a variety of areas and has gained broad exposure to the many roles offered by the organisation.

Melissa performed general duties policing at Woden and City Stations. In addition she spent two years working in the Juvenile Aid Bureau attached to the old Tuggeranong Station, before taking some time off to have her first child and work in administrative roles.

In 1996 Melissa completed a Basic Police Negotiators Course and is now also a counter-terrorism trained police negotiator. She has found this to be one of the most satisfying and challenging roles she has performed in the AFP. Melissa has utilised this training in response to incidents including the negotiated execution of high risk search warrants, dealing with people with mental illnesses, suicide interventions and during formal

HISTORICAL

Women in Policing

The skills that women bring to policing have been recognised since 1915, when both the South Australian and New South Wales Police forces first appointed women to undertake the duties of law enforcement officers. The first female ACT Police Officer was Miss Alice Clark who joined the service in 1947. Today in ACT Policing there are a total of 223 women with 146 sworn members and 77 unsworn employees.
Women and Policing Globally 2002 Conference

The Women and Policing Globally Conference was held in Canberra between 20 and 23 October 2002 with 660 delegates attending from 49 countries. This was the first international women and policing conference to be held in Australia and was co-hosted by the AFP, the Australasian Council of Women and Police and the International Association of Women Police.

The opening of the conference was coordinated by Detective Superintendent Chris Lines, with an “All Nations Parade” from the Australian War Memorial to the National Convention Centre.

During the four days, a wide range of presentations were made and included such issues as international and domestic terrorism, trafficking in women, improving the status of women in policing, human rights, violence against women and the investigation and prosecution of war crimes.

A range of other issues were also raised with the ten Australasian Commissioners in attendance. These included covert discrimination against women in the workplace, leave, access to child care, flexible and family friendly work places, middle management issues and women’s networks within policing. The issues are to be addressed by the South Pacific Commissioners Forum.

Extensive planning over a period of three years prior to the conference ensured the success of this international event which was hailed by both Australian and overseas delegates as the best women’s conference ever!

counter-terrorism exercises conducted in cooperation with the Protective Security Coordination Centre.

As a member of the AFP Confidant Network, Melissa provides guidance to AFP employees in relation to integrity and welfare issues.

Melissa obtained her detective designation following the completion of a three month trial of investigations at the former Fraud Squad and a period of time working in the former Regional Investigations Team.

After a further period of maternity leave she accepted a position as an instructor within the School of Community Policing for two years. Melissa then won a promotion to the position of Drug and Alcohol Policy Coordinator. This role requires the identification, development, management and oversight of the implementation of initiatives and strategies dealing with the misuse of drugs in society.

Melissa is soon to embark on a full time role within Counter-Terrorism Training.

Detective Superintendent Leanne Close

Detective Superintendent Leanne Close has been a member of the AFP for more than 17 years, joining in 1986. During this time she has taken advantage of the many diverse career opportunities.

Leanne worked in various national policing roles in Sydney for more than ten years, including intelligence and investigations associated with major fraud and drug related offences. During this period she obtained her detective designation. While in Sydney she also worked in Internal Investigations on a six-month secondment, investigating complaints made against police following the AIDEX demonstrations in the ACT.

Whilst on maternity leave during 1995 she was promoted to Sergeant. On her return she was deployed to the Australian Securities and Investment Commission on secondment for six months, prior to a transfer to the AFP College in Canberra where she delivered training in investigations and police practice. One of her proudest achievements was developing the nationally accredited AFP Diploma of Policing and Certificate IV in Fraud Control (Investigations). The AFP Diploma of Policing was awarded to more than 500 AFP recruits before it was replaced recently by the Diploma of Public Safety (Policing).

In 2001, Leanne was promoted to the position of Coordinator Training Delivery, managing ten training teams at the AFP College and four training teams based in other AFP offices throughout Australia.

For the past three years, Leanne has participated actively as a member of the AFP’s National Women’s Consultative Team. She is keen to encourage other women in the organisation to identify opportunities for personal and professional development through similar forums.

In September 2003, Leanne joined ACT Policing in the role of Coordinator, Operations Monitoring and Intelligence Support. In this role, she manages 56 people working in three diverse areas - Operations Monitoring, Intelligence and Surveillance. Leanne finds this role extremely interesting, varied and challenging. She is particularly enthusiastic about the operational focus this role brings to the community policing environment.
Australian Workplace Agreements

During this reporting period there were no Australian Workplace Agreements negotiated or discontinued within ACT Policing.

Workplace Accidents and Injuries

During the reporting period, the Occupational Health and Safety Manager has focused attention on trends in injury and on management strategies to reduce the likelihood and consequences of such incidents. Part of this process has been to encourage increased incident reporting. Due to the high-risk nature of police work each incident report is investigated and strategies for the prevention of repeat incidents are closely considered. All areas have been reminded of responsibilities for Risk Management Programs and the need to focus on all facets of this process from administration to operational perspectives. Raised awareness of reporting obligations amongst all employees led to an increase in incident reporting during 2002-2003. Training in the reporting of incidents and the introduction of a Compensation Pack for employees has assisted in achieving this increase. More comprehensive reporting has provided a clearer view of the ACT Policing injury profile (See Table 3.2).

Analysis of incident data shows that:

- 76 per cent (147) incidents occurred in the course of performing operational duties;
- the most frequent injuries were falls (22 per cent) and being hit by moving objects (22 per cent); and
- 33 per cent (64) of reported incidents resulted from sprain and strain injuries.

### Table 3.2: Workplace Accidents and Injuries

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Falls, trips and slips of a person</td>
<td>30</td>
<td>42</td>
</tr>
<tr>
<td>Hitting objects with a part of the body</td>
<td>8</td>
<td>19</td>
</tr>
<tr>
<td>Being hit by moving objects</td>
<td>26</td>
<td>43</td>
</tr>
<tr>
<td>Sound and pressure</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Body stressing</td>
<td>52</td>
<td>24</td>
</tr>
<tr>
<td>Heat, radiation and electricity</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Chemical and other substances</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>Contact with or exposure to biological factors</td>
<td>18</td>
<td>7</td>
</tr>
<tr>
<td>Exposure to mental stress</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Vehicle accident</td>
<td>13</td>
<td>19</td>
</tr>
<tr>
<td>Other and unspecified mechanisms of injury</td>
<td>19</td>
<td>11</td>
</tr>
<tr>
<td>Other/multiple mechanisms</td>
<td></td>
<td>7</td>
</tr>
<tr>
<td>Repetitive movement</td>
<td></td>
<td>6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>178</strong></td>
<td><strong>193</strong></td>
</tr>
</tbody>
</table>


### Table 3.3: Accidents Involving Loss of Working Days

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than one day lost due to accident</td>
<td>126</td>
<td>144</td>
</tr>
<tr>
<td>More than one day lost due to accident</td>
<td>47</td>
<td>49</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>178</strong></td>
<td><strong>193</strong></td>
</tr>
</tbody>
</table>

Compensation Claims

The number of open compensation claims as at 30 May 2003 was 99 compared with 102 last year. Numbers for the previous financial year differ from those published in the 2001-2002 Annual Report due to definitions of the reporting periods.

Of the 193 incidents reported in 2002-2003, 70 resulted in the submission of compensation claims of which 65 were accepted. As of 31 May 2003 there were 45 open pre-premium experience claims (claims prior to the last 4 years) and 54 open premium experience claims (claims within the last 4 years).

Positive intervention strategies and rehabilitation support continue to be applied to active claims both within and outside the premium experience years.

The rehabilitation case manager has implemented quick, safe and durable return to work policies following injury in cooperation with external service providers and in-house case management. The process has continued to include education, liaison with all key participants and close monitoring of outcomes.

The predominant focus during this reporting period has remained on issues such as the rehabilitation process, prevention of re-injury and early injury reporting.

The success of rehabilitation processes relied heavily on commitments to modify duties as part of graduated return to work plans. Long term claimants have been encouraged to be forward thinking in their careers. Training in curriculum vitae writing and interview skills was offered to all affected personnel and the introduction of career development planning was encouraged as a way of identifying training gaps and suitable positions for employees unable to return to pre-injury duties.

The introduction of an administrative officer to the OH&S and Rehabilitation area has provided the opportunity to streamline work systems, support the case manager and general management of all claims.

Close adherence to the AFP’s National Guideline on Occupational Rehabilitation and Return to Work has contributed to the implementation of uniform practices in the management of all cases. Effective liaison, cooperation and consultation between ACT Policing and other parts of the AFP has underpinned a commitment to providing appropriate rehabilitation to all injured employees regardless of work area.

Learning and Development

A total of 1 905 staff completed 218 courses across four categories; Operations, Management, Administration and Function. Specific training. The details of this participation are shown in Table 3.4.

The total expenditure on Learning and Development incurred by ACT Policing during this reporting period was $283 784. This figure does not include the cost of recruit training and some courses funded by AFP National.

Operational Safety (community policing skills) training has been of primary concern for the People Strategies Team over this reporting period. Forty courses have been conducted resulting in 574 members being re-certified. This is a mandatory course which consists of defensive skills training including conflict de-escalation techniques, communication and negotiation skills as well as firearms and oleoresin capsicum spray techniques. Maintenance of competencies in this area has been particularly important in the context of changes in the security environment in the ACT.
ACT Policing coordinated six courses in the AFP's nationally recognised Joint Selection Committee training for 51 employees. This training was facilitated by the Public Service Commission and ensured that recruitment and promotion committees are fully aware of all principles relating to equity, merit, fairness, transparency and consistency when recruiting people into the organisation.

Other training coordinated by People Strategies for ACT Policing included the Career Self-Assessment and Planning System program. Forty eight employees participated in this course. First Aid training saw 183 personnel qualified in first aid techniques and the Resume Writing and Interview skills workshops ensured that 228 employees were provided with standardised training in the skills of application preparation and interview techniques. Interview and application techniques as well as professional development and career planning skills were identified as a priority training area as a result of the Staff Opinion Analysis and Review survey conducted in 2001. This survey highlighted a concern across ACT Policing that merit based selection principles

<table>
<thead>
<tr>
<th>Total Courses Attended</th>
<th>No. of Courses</th>
<th>ACT Policing Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational</td>
<td>123</td>
<td>1,031</td>
</tr>
<tr>
<td>Function Specific</td>
<td>43</td>
<td>404</td>
</tr>
<tr>
<td>Management</td>
<td>26</td>
<td>154</td>
</tr>
<tr>
<td>Administration</td>
<td>26</td>
<td>316</td>
</tr>
<tr>
<td>Totals</td>
<td>218</td>
<td>1,905</td>
</tr>
</tbody>
</table>

Source: ACT Policing People Strategies Team. The information provided is drawn from records maintained by ACT Policing People Strategies Team on training conducted for, and attended by, members of ACT Policing during the reporting period. Only training activities coordinated by People Strategies are included in this information. These figures do not include police recruit training conducted at the AFP College.

### Table 3.5: Executive Leadership Development Programs

<table>
<thead>
<tr>
<th>Title</th>
<th>Targeted Participants</th>
<th>Intended Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive level program</td>
<td>Director level and above</td>
<td>Currently under development. Due to commence in February 2004.</td>
</tr>
<tr>
<td>Senior Leadership Development Program</td>
<td>Team leaders and coordinators</td>
<td>Improving understanding of AFP business, and the associated role requirements of leaders and managers.</td>
</tr>
<tr>
<td>Leadership program</td>
<td>Experienced team members and Team Leaders</td>
<td>Scheduled for commencement in August 2003. The specific focus of this course will be related to people and financial management. This program will be piloted in the ACT.</td>
</tr>
</tbody>
</table>

Source: ACT Policing People Strategies.
may be overlooked in preference for appointments based on less transparent criteria. The AFP has been concerned to ensure that all staff are appropriately equipped to compete for relevant vacancies in a merit-based process and that selection processes are transparent, fair and equitable.

**Induction Training**

The ACT People Strategies Training Officer is responsible for arranging for unsworn employees to attend the mandatory Induction Course at the AFP College and processes nominations for the course. New employees are nominated to attend the Induction Course as soon as possible after commencing employment with ACT Policing. This course provides an overview of the functions, responsibilities and commitments of the AFP. It aims to equip new staff to navigate through the organisation and understand their own responsibilities in ensuring accountability and professionalism in service delivery.

**Leadership Training**

During the reporting period ACT Policing identified a need for leadership programs in response to the increasing demand for command and control, and general management skills in the conduct of operational activities at the middle management levels of the organisation. Leadership training at this level will also assist the organisation in succession planning in respect of vacancies at senior levels. A Team Leader Training package will be delivered in the coming financial year which will incorporate prosecution related issues including brief adjudication processes. It is proposed that ACT Policing team members will also undergo training in these areas. In addition re-development of the ACT
Brief of Evidence training package for recruits has been conducted. This training package has also been delivered to operational ACT Policing members to ensure that emergent policy and legislative changes impacting on brief adjudication are addressed.

**Employment Management Plans**

The AFP's performance management tool is titled the Employment Management Plan. It offers career management advantages for both the AFP and individual employees working within the organisation. The functions of the Employment Management Plan are to:

- define work tasks and responsibilities;
- outline expected performance objectives (outcomes) and how they will be measured;
- indicate where an individual’s contribution fits into the AFP corporate goals;
- provide mechanisms for further reward through grade advancement, incremental advancement and performance bonus payments;
- identify competencies required for further development;
- encourage a medium and long term career focus;
- identify training and development needs; and
- assist in the identification of employee deployment and career development preferences.

An Employment Management Plan is entered into on an operational or administrative goal basis for a maximum of 12 months and tasks included can be short, medium or protracted. Employment Management Plans are evaluated in February of each year. All staff employed within ACT Policing are required to have a current Employment Management Plan in place, with the exception of the Executive. As at 1 March 2003 559 employees had finalised their Employment Management Plans for the 2002 calendar year. Employees were rated as follows:

- 32 at Excellent (5.8 per cent);
- 226 at Highly Effective (40.4 per cent);
- 239 at Fully Effective (42.8 per cent); and
- 62 at Satisfactory rating (11 per cent).

During this reporting period no employee was rated as unsatisfactory.

**Command and Control Training**

A Command and Control program is currently being developed by the AFP College. This program will be targeted towards coordinators and team leaders, and will provide training in the control of major incidents, or incidents where there is a requirement to command a larger than normal number of personnel.

The Command and Control program will cover criminal operations (including armed robberies), domestic situations (including sieges), counter terrorist operations and natural and domestic disaster operations.

Although the formalised training package is still being developed, a Command and Control exercise was scheduled for July 2003. External agencies such as Parliamentary Security, the Australian Protective Service and the Australian Defence Force, which have an appreciation of Police Command and Control procedures will participate actively in the exercise. The exercise package is to be delivered at Parliament House, Canberra.

This exercise will assist participants to lead and manage a multi-agency response focused on Command and Control principles including inter agency operability, legislation, primacy, cooperation, decision making and the delivery of collective outputs.

In addition during this reporting period, ACT Policing received training from the National Counter Terrorist Committee, through the Protective Security Co-ordination Centre. This training is provided by the Commonwealth in the interests of national security and standardised best practice for all policing jurisdictions.

**Complaints**

During the reporting period, the Commonwealth Ombudsman received 513 complaints concerning ACT Policing personnel, an increase on the 2001-2002 result of 444. This result is attributable in part to the large number of new members working in ACT Policing during the reporting period and highlights the importance of appropriate mentoring and supervision of new members as they adapt to the challenges of a policing career. These 513 complaints referred to a total of 800 separate issues. The Ombudsman records complaints based on the actual number of complaint issues raised rather than the number of persons making complaints.

Of all complaints investigated by the Ombudsman, 24 were recorded as
substantiated. One complaint involved injury during an arrest, where the complainant advised that she was not provided with medical assistance for an injury to her hand sustained while resisting arrest. This is classified as an injury while in custody. Investigative outcomes recommended the incorporation of revised procedures into care in custody guidelines at the Watch House.

Approximately 67 per cent of complaints relating to ACT Policing were conciliated through workplace resolution. Cases that were resolved this way include matters that might have otherwise been substantiated had they not followed this process.

From the total number of complaint issues raised this year, 158 (20 per cent) were investigated. Of the issues investigated:

- 24 issues (15 per cent) were determined to be substantiated;
- 69 (44 per cent) were found unsubstantiated;
- 5 (3 per cent) achieved a conciliated outcome;
- 19 (12 per cent) were incapable of determination; and
- 3 (2 per cent) were withdrawn by the complainant.

The Ombudsman’s office declined to further investigate 38 matters (24.6 per cent), for reasons including the ability of the complainant to raise the matter with a court or a tribunal, matters being out of jurisdiction or due to other circumstances.

Ombudsman Investigations

Investigations still under active consideration include:

- a review of the administrative review processes for Traffic Infringement Notices issued in the ACT; and
- a review of the effectiveness of the workplace resolution process.

Consideration is also being given to re-opening previous investigations into property and exhibit management and ACT Policing responses to incidents involving domestic violence.

Volunteers in Policing

Police volunteers have made a significant contribution to the AFP in the past twelve months and continue to support officers by greeting members of the public at the front office of police stations. Volunteers assist people with generic enquiries or guide them when completing minor accident reports. Both members of the public and police staff have warmly accepted volunteers.

Volunteers continue to work behind the scenes in areas such as Police Scouts and interacting with young people through Police and Citizens Youth Club activities. They also support Crime Prevention and Suburban Crime Prevention Team outreach activities.

During the January bushfire crisis, Police Volunteers worked around the clock to provide catering services and support services for police. Later, volunteers distributed flyers and posters to areas affected by the bushfires to advise residents of the upcoming Coronial Inquiry.

A new initiative progressed during the year was the Key Holder Registry
Update, where teams of volunteers visited local businesses to obtain contact details of the business key holders, so that business premises can be accessed quickly in the event of an emergency. This will be an ongoing role, where volunteers will liaise extensively with members of the public whilst collecting this information.

January Bushfires Crisis

The morning of 18 January 2003 began like any other typical Saturday morning. However the events which unfolded that day, and the days that followed, were extraordinary and unique. By the end of the day four Canberrans had tragically lost their lives and over 400 homes were destroyed. The extent of the bushfire crisis brought about the first State of Emergency ever declared in the ACT. The Canberra bushfires were the second biggest fire disaster in Australia behind Ash Wednesday in 1983 in which over 2 000 homes and 75 lives were lost in Victoria and South Australia. Temperatures of 40 degrees and humidity below 10 per cent were recorded and winds up to 100 kilometres an hour were fanning flames as high as 60 metres in the air. The heat generated by the fires was estimated to be over 1 000 degrees celsius.

Officers involved in the operation on the streets of Canberra included general duties, Specialist Response and Security and traffic members. Although they all had specific roles under the emergency plan, when the situation escalated, everyone contributed where they could by responding to calls of residents trapped by the fires, enforcing roadblocks, directing traffic at intersections where traffic lights had gone out and evacuating people for their own safety.

Behind the scenes, members from Police Communications, People Strategies, the Media Team, the Welfare Officer, Occupational Health and Safety staff, executive support areas and police volunteers were working around the clock to support operations in the field.

The ACT Emergency Services Bureau had been monitoring three separate fires that were ignited by lightening strikes in Namadgi National Park and the MacIntyre Hut region on 8 January 2003. Sergeant Steve Kirby had been working from the ACT Emergency Services Bureau as the ACT Policing liaison officer. His role was to monitor the progress of the fires and liaise with his NSW counterparts.

Around 8am on Saturday morning, Sergeant Kirby telephoned Commander Operations, Mandy Newton with the news that three fire fronts were converging and travelling rapidly through the Tidbinbilla Nature Reserve toward Canberra’s south-west, fanned by high winds and soaring temperatures. It was estimated the fires would reach suburban areas by around 6.00 pm. In response to this forecast the Police Operations Centre was immediately activated.

One of the first items on the agenda was the establishment of an evacuation plan for the Canberra suburb of Duffy, predicted to be the suburb at highest risk due to its position near the Stromlo Forest pine plantation on Canberra’s south-west. The fire approaching from the MacIntyre Hut region was moving rapidly towards the Uriarra Pine Forest and Canberra’s northern suburbs.
By midday, the fire approaching the northwest of Canberra had already swept through the Uriarra area and the Namadgi fires had progressed as far as the Cotter, already three hours ahead of the time predicted and showing no signs of slowing. Small rural settlements in the Cotter area were the first to be asked to evacuate by police, with many residents reluctant to abandon their homes despite the risks posed by the impending fire.

At 2.45pm on 18 January 2003, based on advice from Chief Police Officer John Murray in consultation with the fire authorities, Chief Minister Jon Stanhope formally declared a State of Emergency. Mr Murray immediately assumed the role of Territory Controller. This declaration enacted additional powers under the Emergency Management Act 1999, including the power for police to direct people to evacuate and stop people from entering areas under threat from the approaching fires.

As part of the evacuation plan for Duffy, police established roadblocks on all major roads to prevent people from entering the endangered suburb and to ensure residents were able to get out by the safest and most expedient routes. With smoke blanketing the area and reducing visibility to around 20 metres, the evacuation plan also aimed to ensure emergency services members had unimpeded access to the streets and were safe to focus on their assigned tasks without the hazard of traffic disrupting operations and further endangering their personal safety.

Constable Jane MacKenzie recalled that one of the most difficult jobs was to prevent anxious residents, along with concerned people, entering the suburbs which had been evacuated to check on friends, relatives, homes or pets.

“It’s such a terribly hard situation to have to go through and then be told you can’t go back to your house... I can understand why people were really worked up and anxious,” she said.

These scenes were to be repeated throughout the afternoon and into the evening, as fire took hold in Duffy, enveloped the south side of Canberra and destroyed homes in Holder, Rivett, Chapman, Kambah, Weston, Torrens, Lyons and Curtin.

Meanwhile, the arc of the fire, which was travelling up to 200 metres in front of the firewall had ignited a petrol station in the middle of Duffy, disrupting the planned evacuation route and forcing officers to find an alternative escape route.

Senior Constable Bruce Harris had been directing residents away from the fire at the petrol station when he was called on to rescue a woman, her two daughters and their dog from a Duffy home which was virtually surrounded by fire. When he arrived at the house the back patio was alight, along with the shed and garden furniture, and the houses on both sides were also well alight.

“We just pulled them out of the house, put them in the police car and got them out of there as quickly as possible,” Senior Constable Harris said.

AFP National was also mobilised to support the Canberra response, with 42 members from Eastern Region arriving in Canberra on Sunday 19 January 2003 and around 60 members from National and Southern Operations placed on stand-by for possible deployment in the days that followed. Seventy police recruits were also put on stand-by, with 30 of these starting their policing careers early when they were deployed to assist with traffic direction and roadblocks.

NSW Police also responded on 19 January 2003 with 24 officers and 13 vehicles to assist with patrol duties as the emergency situation continued to hover over Canberra.

As Territory Controller, John Murray assumed responsibility for the coordination of Canberra’s recovery in the wake of the devastating firestorm. This task required coordination of daily meetings of the Emergency Management Committee which consisted of representatives from a broad range of government and non-government services. The committee was tasked with restoring the city’s infrastructure. Evacuation centres were established to cater for those most in need, and ActewAGL and Telstra staff worked around the clock to restore services.

To investigate the four deaths during the fires, a coronial investigation team, Operation Parrel was established. Detective Sergeant Therese Barnicoat heads the team of ten investigators and support staff.

Between 18 and 21 January 2003 ACT Communications received nine reports of theft or burglary from suburbs most affected by the fire, and a 15 year old youth appeared before court on 20 January 2003 charged with looting a house in Weston. A further six people were arrested for the deliberate lighting of fires during a total fire ban in the days following 18 January 2003.

As the fire brigade and rural fire services bravely performed the duties required of them, ACT Policing members displayed dedication and professionalism in managing the difficult and sensitive tasks of forcibly removing residents from their homes in suburbs such as Duffy, Chapman and Kambah. They also stopped residents desperate to find loved ones, save pets and gather up treasured possessions from returning to their homes until it was safe to do so.
Awards

The commitment and excellence displayed by ACT Policing employees is given credence by an awards process which provides an opportunity to recognise long serving officers and those who have displayed efforts above and beyond the requirements of normal policing duties.

**ACT Community Policing Medal**

The ACT Community Policing Medal is awarded to police officers who have provided at least ten years diligent service to the Territory since self-government. The first ACT Community Policing Medals were awarded on 7 December 2001. In 2002-2003 the recipients of the ACT Community Policing Medal were:

- Detective Superintendent Michael Chew
- Detective Sergeant Ingrid Kuster
- Detective Sergeant Donna Phillips
- Sergeant Alf Turketo
- Sergeant Robin Wheeler
- Sergeant Paul Whittaker

**Police Overseas Service Medal**

The Police Overseas Service Medal is awarded in recognition of service by AFP members in peacekeeping operations. Each subsequent mission that an AFP member serves on is represented by a separate mission clasp on the medal in the order of countries served.

In 2002-2003 the following members of ACT Policing were awarded the Police Overseas Service Medal or a clasp to the medal:

- Detective Sergeant Adrian Craft
- Sergeant Louise Denley
- Sergeant Anthony Marmont
- Sergeant Rodney Millican
- Sergeant Steve Walsh
- Detective Senior Constable Rachelle Heath
- Detective Senior Constable David McCarthy
- Senior Constable Brett Cunningham
- Senior Constable Dave Fearnside
- Senior Constable Adam McCormack
- Senior Constable David McDowell
- Senior Constable Craig McPherson
- Detective Senior Constable David O’Meara
- Detective Constable Robert Muir
- Constable Nicolle Haigh
- Constable Raquel Isley
- Constable Mark Lehmann
- Constable Glen Pitkethly
- Constable Andrew Radcliffe
- Constable David Tink
National Medal

The National Medal is awarded to members of the AFP and other police, emergency and corrective service organisations who have completed 15 years of diligent service.

The ACT Policing members listed below were awarded the National Medal in 2002-2003:

Detective Sergeant Peter Crozier
Detective Sergeant Marcus Tawton
Sergeant Brett Simpson
Sergeant Geoffrey Woodman
Detective Senior Constable Peter McMahon
Detective Senior Constable Alan Stunden
Detective Senior Constable Brian Tadic
Detective Senior Constable William Evans
Senior Constable Peter Kossatz
Senior Constable Paul Sherring
Senior Constable David Quilty
Senior Constable Mark Anderson
Constable Wesley Herold
Constable Rick Baker
Constable Geoffrey Hincksman
Constable Michelle West
Constable Peter Withers

Clasp to the National Medal

The first clasp to the National Medal is awarded to police who have completed 25 years of diligent service. Subsequent clasps may be awarded for each additional ten years service.

The following members were awarded a Clasp to the National Medal in 2002-2003:

1st clasp
Deputy Chief Police Officer Andy Hughes

Detective Superintendent Chris Lines
Detective Sergeant Jim Muir
Detective Sergeant Gary Noble
Sergeant Alf Turketo
Sergeant Allen Le Lievre
Sergeant Rod Millican
Sergeant Kerry Smith
Sergeant Robert Sobeys
Sergeant Stephen Ward
Sergeant Steve Wood
Sergeant Geoffrey Woodman
Detective Senior Constable Mervyn Carnall
Senior Constable Glen Pithketthy
Senior Constable Eric Sluga
Senior Constable Andrew Warr
Senior Constable Ian Andrew Fuller
Senior Constable David Gibbs
Senior Constable Sue Ross

2nd clasp
Detective Superintendent Brian Hepworth
Sergeant Jeffrey Brown
Senior Constable George Dubickas

ACT Policing Commendations

ACT Policing commendations are awarded to members of ACT Policing and members of the community in recognition of outstanding service or acts of good nature toward the community.

The following people received commendations in 2002-2003:

Mr Harvey Chambers
Mr Derrick Craig
Mr Graham Louis
Detective Senior Constable Frank Gill
Detective Senior Constable Toby Seppings

Australia Day Medallion

Ms Pippa Mitton received the Australia Day Medallion for her work in the field of resource management. Ms Mitton’s achievement has translated to real and tangible benefits for operational police in the form of better equipment, uniforms and conditions of employment. She was responsible for developing a model for police resourcing to underpin the Purchase
Agreement for Police Services which saw the first significant real terms increases in police resourcing for over a decade.

**Community Protection Medal**

The ACT Community Protection Medal was introduced by the ACT Government during this reporting period to recognise contributions made by emergency service personnel above and beyond normal duty. Former ACT Deputy Chief Police Officer, Denis McDermott was awarded an inaugural ACT Community Protection Medal for distinguished and outstanding service to Canberrans. Denis McDermott’s dedication and commitment to serving and protecting the Canberra community has been an example to everyone performing a community focused role.

**Australian Police Medal**

Australian Police Medals are a decoration under the Australian Honours system, for which nominations are accepted every Australia Day. The Honours system celebrates outstanding achievements and contributions of Australians in a diverse range of fields or endeavours.

Detective Superintendent Ray Sweeney and retired Detective Sergeant Donald Bailey were honoured at Government House in April 2003 with the presentation of Australian Police Medals. The medals for distinguished service were awarded in recognition of outstanding achievements in criminal investigation.
Aboriginal and Torres Strait Islander Reporting

ACT Policing’s Indigenous Community Liaison Team liaises between the local Indigenous community and ACT Policing in order to establish and maintain positive relationships and foster mutual understanding. In support of this role, the Indigenous Community Liaison Officers assist in the coordination and monitoring of Aboriginal and Torres Strait Islander community activities within the ACT.

During this reporting period the Indigenous Liaison Officers played a vital role in facilitating discussions between police and representatives of the Aboriginal Tent Embassy. There were a range of issues at the embassy site which led to requests from the National Capital Authority for police intervention. Indigenous Liaison Officers play an important role in ensuring that the requirements of the National Capital Authority are balanced with the views and interests of the embassy representatives. Mediation was particularly important during the 2002-2003 year when police were requested to supervise the removal of a number of unauthorised structures at the Tent Embassy site. The Indigenous Community Liaison Officers also arranged for the supply of fire safe barbecues to Aboriginal Tent Embassy residents during the total fire ban in January.

In addition to specific negotiations, the Team plays a major role in encouraging and facilitating broader police participation in local and national reconciliation events. The reconciliation touch football matches conducted within the Aboriginal community in conjunction with the Team are an excellent example of the positive contribution the unit can make to early intervention and youth focused policing programs. The touch football matches were originally started as a fundraising event, and although the matches are no longer conducted to raise funds, they have continued as an enjoyable community activity on a three monthly basis.

The unit also acts as a referral agency for indigenous children to services and activities provided by other organisations. This initiative involves a high level of interagency networking. Such programs have included indigenous sporting and mentoring programs.

A number of new initiatives have been developed and implemented during this reporting period and have included crime prevention strategies. A highly effective initiative introduced during this reporting period was a program with Indigenous Youth called Dhanyana Yerra (Come Talk). This initiative developed and implemented by Team Leader, Kerry-Lee Lindgren, targeted children who were displaying either antisocial behaviour or behaviour which indicated these children may be likely to engage in criminal activity in the future. The Team, in conjunction with Indigenous community elders and community youth organisations, taught indigenous children how to identify inappropriate behaviour patterns and implement effective strategies to change such behaviour.

The Team also supports the activities of the AFP National Recruitment Team. The unit and the recruitment teams have cooperated in the implementation of various strategies designed to assist with the development of recruitment strategies, retention of indigenous recruits and staff members, and career management and development opportunities for indigenous employees.

The Indigenous Community Liaison Officers also undertake a wide range of other duties which include:

- developing and maintaining a network of contacts between the police and the local indigenous communities within the ACT to strengthen cooperation and communication between the parties;
- the improvement of community knowledge about policing services, and law and order issues;
- attendance at new recruit training sessions to provide training on Indigenous culture, heritage, behaviour and traditions;
- providing information to operational police about local issues that may affect relations between the Indigenous community and police;
- establishing and maintaining close personal rapport with the elders of the Aboriginal community;
• attending schools and working closely with indigenous children;
• assisting in the mediation of disputes involving police and people from the Indigenous community;
• advising police about areas of potentially high crime rates, and suggesting preventative measures;
• making representations to AFP management and government committees on behalf of the local Indigenous community;
• participating in community events; and
• consulting with government and non-government agencies, community groups and businesses within the ACT, concerning crime prevention strategies relating Aborigines and Torres Strait Islanders.

Multicultural Framework

ACT Policing in conjunction with key community representatives from different cultural groups regularly implement initiatives to support the ACT’s multicultural community.

The local ACT Police-Multicultural Advisory Board has continued its efforts to overcome perceived barriers between police and culturally and linguistically diverse groups. Such barriers can result in negative experiences or lack of appropriate information and support for socially isolated members of the community. The objectives of the Police-Multicultural Advisory Board are to:

• promote harmony between the ACT multicultural community and police;
• actively seek ways to improve the partnership and communication between police and the multicultural community; and
• identify important issues of mutual concern and consider how these issues can be addressed in cooperation with relevant government and non-government agencies;
• assist police in developing programs aimed at increasing awareness and understanding of police procedures and services;
• assist police in encouraging people from the multicultural community to have confidence in dealing with police and accessing police services; and
• assist and provide advice to the Chief Police Officer for the ACT in dealing with specific issues affecting the ACT multicultural community.

Several meetings held by the Police-Multicultural Advisory Board during this reporting period discussed and helped resolve a range of issues which included:

• the development of culturally sensitive media guidelines;
• an international police summit involving police and policy officers from countries with a significant multicultural population, which served as a forum to share and exchange programs, policies and experiences with a view to meeting the challenges of diversity in the new millennium; and
• recruitment and retention of employees from multicultural backgrounds.

ACT Policing’s Crime Prevention portfolio, as part of upholding the guidelines outlined in the Charter of Public Service in a Culturally Diverse Society undertakes a number of initiatives as outlined in Chapter Two including:

• the Multicultural Policing Interfaces, which are designed to facilitate better communication between police and multicultural groups in the ACT;
• Crime Prevention stalls at multicultural festivals and events throughout the year designed to encourage multicultural recruitment;
• participation in the Police-Multicultural Advisory Board; and
• involvement in a monthly multicultural community radio segment which has covered a number of issues including the Family Violence Intervention Program, community safety, road safety and crime prevention in the community.

A publication was launched during this reporting period entitled Practical Reference Guide to Religious Diversity. This document, produced and published by the Australasian Policing Multicultural Advisory Bureau, was developed in conjunction with all Australian police services and a range of religious leaders from across Australia. Its purpose is to respond to the growing requirement to assist police in delivering culturally appropriate, and customer oriented services to all Australians. The guide describes the tenets of the belief systems of the largest religious groups in Australia, as well as the spiritual beliefs of the Aboriginal and Torres Strait Islanders. The distribution of the reference guide was also supported by visits at station parades by Crime Prevention Coordinator, Superintendent Chris Lines, to provide examples of appropriate ways of interacting with various groups. At a national level, the AFP also purchased additional copies for officers deployed overseas.

In support of this initiative the Chief Police Officer, Mr John Murray, and several senior officers met with members of the Islamic Community during 2002-2003, to reinforce the message that policing is for everyone. They offered police support should any members of the Islamic community feel marginalised or become a victim of bullying following the events of 11 September 2001.

Fraud and Corruption Risk Assessment
ACT Policing reviewed the outcomes of the Fraud and Corruption Risk Assessment conducted in the 2001-2002 financial year. Risk categories and treatments were examined to ensure that the plan remains contemporary and addresses emerging issues. Issues reviewed included a number of risk categories such as:
• information technology;
• e-commerce and outsourcing;
• services provided to the community;
• use of government credit cards; and
• physical security and client/strategic partner relationships.

Risk treatments previously identified have continued. Counter signing for all alterations concerning miscellaneous property and periodic reviews of the handling of the property of those that have since deceased were undertaken. In addition, periodic reviews of security arrangements at all remote storage facilities used by the AFP continue to be assessed and monitored.

Anti-corruption
The AFP implemented the Professional Reporting Guidelines in 1996 as part of its anti-corruption program. The Guidelines apply to criminal and disciplinary offences as well as legislative obligations such as OH&S issues. They are reviewed annually with independent assistance from the Ombudsman, the AFP Association and an independent consultant.

The Confi dent Network is an AFP program, established under the auspices of the Professional Reporting Guidelines, and is designed to provide support and assistance to AFP personnel in dealing with behaviour that is contrary to the AFP core values of Integrity, Commitment, Excellence, Fairness, Accountability and Trust. The long-term goal of the Network is to embrace and foster an AFP culture that has no tolerance of corruption and unethical or inappropriate behaviour.
The Program is coordinated by a dedicated team of members specifically trained to provide the necessary support and assistance to 300 AFP Confidants Australia wide. The role of a confidant can best be described as a conduit for information between the reporting member and the organisation. When an AFP employee has concerns about the inappropriate or unethical behaviour of another AFP member they can contact a representative of the Confidant Network Coordination Team direct or speak to a confidant of their choice. There is a list of trained confidants on the AFP intraweb. The confidant will refer the issue to the Confidant Network Coordinator and every effort will be made to ensure the confidentiality of the reporter.

Matters referred to the Program through confidants during this reporting period 2002-2003 included the following:

- criminal allegations;
- inappropriate behaviour;
- conflict;
- harassment /discrimination;
- failure to comply with Information Technology guidelines;
- disagreement with policy or management; and
- requests for support or advice.

In response to the growing number of confidant referrals that originate from or are directly linked with conflict in the workplace, research was conducted with other law enforcement agencies to explore and address such issues prior to matters compounding and escalating to more serious incidents. Following on from innovative techniques utilised by the Royal Canadian Mounted Police, a submission was recently presented to the AFP recommending that a new position titled ‘Alternative Dispute Resolution Officer’ be created to address workplace disputes.

Justice Options and Prevention Policy Framework

During the reporting period the ACT Government released a new policy framework to promote the safety of women, entitled ‘Justice, Options and Prevention, Working to Make the Lives of ACT Women Safe’. In consultation with the community, a 15 member reference group consisting of government and non-government representatives developed the framework addressing ways to mitigate violence against women. An action plan, designed to implement the key objectives of the framework, was also developed and released. It supports three outcomes, to provide protection and justice, options for women, and prevention of violence. Given the Government’s commitment to this project, it requested that relevant agencies report progress against outcomes in their annual reports.

ACT Policing has key responsibilities that impact on women’s well-being, affect their perceptions of security and levels of fear as well as their involvement in crime and violence, especially as victims of crime. ACT Policing has developed award winning initiatives including, for example, the Family Violence Intervention Program, which adopts a multi-agency approach to address persistent problems.

The organisation also participates in strategic forums such as the Domestic Violence Prevention Council, and
undertakes general crime prevention activities and public information campaigns informing diverse stakeholders about acceptable and unacceptable behaviours and alerting groups to new risks such as drink spiking.

Given ongoing interest and action on such issues, ACT Policing has a number of tasks and allocated work to do as part of the action plan. A number of activities are well underway but many are still in initial phases given the relatively recent announcement of the framework. It is expected progress will be reported next year in more detail as initiatives will have had a longer duration of operation.

Customer Focused Public Service

As identified in our Commitment to Service Statement, ACT Policing seeks to provide a professional and credible police service to the ACT community. This is done by forging stronger partnerships with both the Government and community to preserve the peace, reduce the incidence of criminal activity and protect life and property.

ACT Policing recognises that it must work closely with the Government, other emergency service agencies and the community to achieve a safer community in the ACT.

The Crime Prevention portfolio presents the face of policing to the ACT community. Crime Prevention staff work in partnership with the community and other government agencies in providing information and education programs for groups such as:

- children and young people in schools;
- Neighbourhood Watch;
- business and multicultural communities;
- victims of crime;
- disadvantaged and at-risk children and young people;
- victims and perpetrators of family violence; and
- Aboriginal and Torres Strait Islander communities.

Further detail on each of these is reported in the Crime Prevention section of this report.

Commissioner for the Environment

During this financial year there were no requests made of ACT Policing to assist in the preparation of the State of the Environment Report.

Consultancy and Contractor Services

As a Commonwealth agency, the AFP complies with Commonwealth procurement and consultancy policy. A number of consultancies and contractor arrangements were entered into by the AFP, some of which relate in part to ACT Policing.

The following ten consultancy services were provided specifically to ACT Policing during 2002-2003. Total expenditure on consultancy services was $118,291 (excluding GST).

Included in the consultancy services provided to ACT Policing were:

- a review of the Community Policing uniform by ACEIT ($13,167). Following the review, Polartec jackets have been approved and are being sourced. This is the first of a number of alterations designed to improve the quality of uniforms issued to police;
- Corporate Project Management Group was engaged to assist project management for the Family Violence Intervention Program for 2003-2005 by scoping the program, undertaking a risk assessment, developing a project plan, and facilitating interagency communications and agreements ($6,000);
- Davidson Trahaire provided consultancy services through two conflict resolution processes at a total cost of $1,147;
- a contract was let to Mr Ashley Jones regarding physical selection tests for recruitment to the Special Response and Security Team ($1,250);
- Market Attitude Research Services undertook community attitude surveying in Holt and Wanniassa pre and post deployment of the Suburban Crime Prevention Team at a cost of $8,840;
- the same organisation provided an evaluation of Crime Prevention brochures and public information products through market surveys to determine whether the desired effect was realised ($3,200);
- development of a promotional plan for Constable Kenny Koala by National Promotions Australia Pty Ltd, including educational packages for delivery to children ($38,098);
- child psychology services provided by Optimal Health and Performance in relation to the assessment of child witnesses ($909);
- PricewaterhouseCoopers conducted a review into the governance arrangements relating to Crime Prevention’s relationships with non government organisations ($44,182); and
- a management examination of overtime practices and policies carried out by an officer of the Western Australia Police Service ($1,496).

Further information on consultancy services provided to the AFP can be found on the AFP Internet site www.afp.gov.au. Follow the link under
“Government and Corporate” to “Information Access”. Discrepancies may be noted between information in this report and material supplied on the internet site, as consultancies reported on within the web page only account for those let over $10,000 in the reporting period, rather than all services provided. All figures quoted are inclusive of the Goods and Services Tax.

Capital Works Management

This issue is not applicable to the AFP as a Commonwealth Government Agency.

Asset Management Strategy

This issue is not applicable to the AFP as a Commonwealth Government Agency.

Public Interest Disclosure

As a Commonwealth Government Agency, and due to the nature of our business, it is not appropriate for the Australian Federal Police to report under the Public Interest Disclosure Act 1994.

Occupational Health and Safety


The structure of the Designated Work Groups was reviewed during 2002-2003 and it was agreed there would be ten Designated Work Groups covering all work areas. Each Designated Work Group has a Health and Safety Representative and a Deputy. In areas where the Designated Work Group covers a number of groupings of employees, more than one Deputy has been elected.

Regional Occupational Health and Safety Committee meetings have been held regularly (usually bi-monthly). Issues successfully resolved during the reporting period include:

- introduction of new caged vehicles, modified to specific ACT Policing requirements;
- introduction of gun loading/unloading bays in line with Commissioner’s Order 3;
- introduction of telephone headsets for employee use to reduce risk of neck strain and encourage correct posture while using the telephone;
- investigations and reporting of incidents which occurred during the Canberra bushfires in January 2003. This has resulted in areas ensuring quick access to any equipment needed in an emergency;
- Influenza Vaccination Program continued; and
- OH&S Action Plan for 2002–2003 was reviewed at each committee meeting and continued to be a working document addressing issues relating to system management and adherence to Guidelines.

Other issues considered by the committee included:

- examination of the prevention of injury and reoccurrence of injury such as back strain and Occupational Overuse Syndrome continued throughout this year. Individual workstations were assessed and changed according to individual needs. Individual education on posture and work practices has assisted in maintenance and heightened awareness of self care;
- research into concerns from staff about injury and discomfort associated with wearing of the accoutrement belt has led to the development and distribution of an Accoutrement Belt Survey. The results will be analysed during 2003–2004;
- investigations and audit of equipment carried in police vehicles was performed and systems relating to this will be streamlined in 2003–2004;

Sergeant Steve Corrigan with the new caged vehicles that were specifically modified to ACT Policing requirements.
• establishing the Emergency Procedures Planning Committee according to guidelines and emergency procedure training was undertaken throughout ACT Policing. Emergency procedures for building evacuation are currently under review; and

• identifying stress within the workplace concentrating on better awareness of early warning signs, and information sharing and education of employees.

In 2002-2003, no Provisional Improvement Notices were issued under section 29 of the OH&S Act and no notices were issued by Comcare Australia during the reporting period.

During the reporting period, ACT Policing notified Comcare Australia of 44 incidents under section 68 of the OH&S Act.

### Government (Contractual Debts) Interest Act 1994

This issue is not applicable to the AFP, as the AFP is a Commonwealth Government Agency and is not bound by the *Government Contractual Debts (Interest) Act 1994*.

---

### Table 4.1: Access to Australian Federal Police Documents

<table>
<thead>
<tr>
<th>Type of information/documents sought</th>
<th>Who to write to</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police reports dealing with physical crimes against the person (eg. assault) (Criminal Injuries Compensation Claims)</td>
<td>Information Access City Station The Commissioner City Police Station Information Access Team Australian Federal Police GPO Box 401 Canberra ACT 2601</td>
<td>02 6245 7492</td>
</tr>
<tr>
<td>Service of summons/ subpoenae on AFP (ACT only)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Motor vehicle accident reports</td>
<td>Accident Records Weston Complex GPO Box 401 Canberra ACT 2601 Accident Records</td>
<td>02 6287 0640</td>
</tr>
<tr>
<td>Police reports dealing with theft, burglary and criminal damage Reports of lost or found property</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Character checks Criminal and traffic conviction reports</td>
<td>Criminal History Weston Complex GPO Box 401 Canberra ACT 2601</td>
<td>02 6287 0238</td>
</tr>
<tr>
<td>Freedom of Information Requests (Other documents held by the AFP)</td>
<td>The Commissioner Australian Federal Police GPO Box 401 Canberra ACT 2601 Attn: Freedom of Information Team</td>
<td>02 6246 2529</td>
</tr>
</tbody>
</table>

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

---

### Access to AFP Documents

Any person is entitled to apply for access to Commonwealth Government documents under section 15 of the *Freedom of Information Act 1982* (the Act). Requests under the Act must be in writing or sent by email. An address in Australia must be provided for correspondence.

Access to Documents forms are available from the AFP’s website www.afp.gov.au, and on request at ACT Policing Headquarters, Winchester Centre and at the Belconnen, City, Tuggeranong and Woden Police Stations. If applicants cannot obtain a form, a written request including full name, date of birth and address of the applicant should be provided. A request specifying which documents are sought should also be provided, including the dates and place of the incident and police who attended.

Application for access to documents must then be forwarded to the most appropriate as set out in Table 4.1.

### Categories of Documents Held by the AFP

The categories of documents listed below are maintained by the AFP in a variety of formats. The documents include:

- accounting and budgetary records, including estimates, claims, payment records held on files, in folders, on cards and in computer readable form;
- annual plans for internal audit activity;
- briefing papers and correspondence in relation to the Australasian Police Ministers’ Council and the common police services, the Australasian and South-West Pacific Region Police Commissioners’ Conference and South Pacific Chiefs of Police Conference;

---

102 ACT Policing Annual Report 2002-2003
• briefing papers and submissions prepared for the Commonwealth Attorney-General and Minister for Justice and ACT Government Ministers;
• computer software and hardware product evaluations;
• control registers concerning purchasing, official telephones, stores, assets, travel and internal services;
• copies of computer hardware and software purchase and maintenance contracts;
• correspondence on questions asked in Parliament or the ACT Legislative Assembly, together with related replies;
• correspondence received including Ministerials;
• court documents and associated statements;
• crime statistics and criminal investigation reports and associated documents;
• forensic analysis reports (fingerprints, document examination and scientific) and associated documents;
• general correspondence and files;
• internal control records, including working statistics and monthly reports;
• internal working papers;
• lost property reports and associated documents;
• manuals for computer operations standards and procedures;
• ministerial directions in accordance with section 13 (2) of the Australian Federal Police Act 1979;
• operational records covering infringement notices, statistics and associated reports;
• organisation and staffing records, both manual and computerised, including organisation proposals, organisation charts, duty statements, lists of staff and establishment and position occupancy records;
• personal records for all officers for whom standard personnel services are provided;
• policy documents, including recommendations and decisions;
• press statements and media releases;
• procedures, instructions and guidelines;
• register of relevant Cabinet decisions and submissions;
• reports and associated working papers resulting from internal audit reviews;
• reports to the coroner (death and fire);
• source listings of computer programs developed for the AFP’s use;
• staff recruitment campaign records; and
• subject indexes, nominal indexes and inward correspondence registers relating to departmental files.

Documents Available Free of Charge Upon Request

A number of documents not covered by the Freedom of Information Act 1982 are provided at no cost to the public as part of ACT Policing’s commitment to service delivery and the provision of information to the public.

Documents made available to the public free of charge include:

• Australian Federal Police information brochure;
• AFP Museum;
• Diversionary Conferencing in the ACT;
• Is There a Gun in Your House?;
• Safety House in the ACT;
• Victims of Crime;
• Canberra PCYC - your club;
• RecLink;
• Wear the Hardware (a word about bicycle helmets);
• CLASP; and
• Buying Stolen Property.

The following publications are also available to the public free of charge. Many of these publications are available in languages other than English including Spanish, Vietnamese, Arabic, Serbian, Chinese, Greek, Croatian and Italian:

• Policing in the Australian Federal Police;
• Motor Vehicle Security;
• Are you a Victim of Crime?;
• Welcome to Australia’s Capital (tips on safety for visitors in Canberra);
• Making your home more secure;
• Cannabis - The law in the ACT are you unsure?;
• irony - see the irony of ecstasy;
• Drug Rape. Watch yourself, watch your friends;
• How to prepare a victim statement;
• Streetwise - the way to be; and
• Security for Seniors.

Releasing Information Under the Privacy Act

Services provided by the AFP available for a fee under the Privacy Act include those set out in Table 5.2.

Freedom of Information Statement

The Chief Minister’s Annual Report Directions include reporting requirements under subsections 7(1) and 8(1) of the Freedom of Information Act 1989 (ACT). However, the AFP operates under provisions of the Freedom of Information Act 1982 (Commonwealth) and the ACT legislation does not apply to the AFP. No applications were received under ACT legislation.
Table 4.1: Fees for Access to Documents

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reports</strong></td>
<td></td>
</tr>
<tr>
<td>Road Accident</td>
<td></td>
</tr>
<tr>
<td>Making and giving a copy of a road accident report (where the accident caused injury or death)</td>
<td>$26.00</td>
</tr>
<tr>
<td>Making and giving a copy of a road accident report (where the accident did not cause injury or death)</td>
<td>$15.00</td>
</tr>
<tr>
<td>Making and giving a copy of road accident survey plan</td>
<td>$38.00</td>
</tr>
<tr>
<td>Lost Property</td>
<td></td>
</tr>
<tr>
<td>Making and giving a copy of a lost property report</td>
<td>$19.00</td>
</tr>
<tr>
<td>Incident</td>
<td></td>
</tr>
<tr>
<td>Making and giving a copy of an incident report</td>
<td>$37.00</td>
</tr>
<tr>
<td>Criminal Offence</td>
<td></td>
</tr>
<tr>
<td>Making and giving a copy of a criminal offence report</td>
<td>$37.00</td>
</tr>
<tr>
<td>Medical</td>
<td></td>
</tr>
<tr>
<td>Arranging or conducting a medical examination and preparing a report</td>
<td>$366.00</td>
</tr>
<tr>
<td>Making and giving a copy of an existing medical report</td>
<td>$19.00</td>
</tr>
<tr>
<td>Fire, Death, Industrial Accident, Mechanical Check</td>
<td></td>
</tr>
<tr>
<td>Making and giving a copy of one of the following reports: (a) fire report; (b) death report; (c) industrial accident report; (d) report of a mechanical check of a motor vehicle in AFP custody.</td>
<td>$38.00</td>
</tr>
<tr>
<td>Photographs</td>
<td></td>
</tr>
<tr>
<td>Making and giving a copy of a photograph</td>
<td>$19.00</td>
</tr>
<tr>
<td>Statements</td>
<td></td>
</tr>
<tr>
<td>Making and giving a copy of a statement</td>
<td>$37.00</td>
</tr>
<tr>
<td>Audio or Video Tapes</td>
<td></td>
</tr>
<tr>
<td>Making and giving a copy of an audio tape</td>
<td>$39.00</td>
</tr>
<tr>
<td>Making and giving a copy of a video tape</td>
<td>$41.00</td>
</tr>
<tr>
<td>Search Records</td>
<td></td>
</tr>
<tr>
<td>Searching AFP records for information about convictions for offences committed by a person and making a report on the search result</td>
<td>$36.00</td>
</tr>
<tr>
<td>Searching AFP records for incidents reported by a person, and making a report on the search result, about: (a) alleged harassment of the person; or (b) alleged violence, or threats of violence directed against that person</td>
<td>$20.00</td>
</tr>
<tr>
<td>Fingerprints</td>
<td></td>
</tr>
<tr>
<td>Taking a set of fingerprints, searching AFP records for any record of convictions for offences committed by a person and making a report on the search result</td>
<td>$130.00</td>
</tr>
<tr>
<td>Searching a set of fingerprints given by an applicant against AFP records and making a report on the search result</td>
<td>$67.00</td>
</tr>
<tr>
<td>Taking and giving a set of fingerprints to the applicant</td>
<td>$26.00</td>
</tr>
<tr>
<td>Attending a response</td>
<td></td>
</tr>
<tr>
<td>Attending, for the second and each subsequent time in a month, premises in response to a burglar alarm (if no evidence of intrusion is found)</td>
<td>$152.00</td>
</tr>
</tbody>
</table>
The processing of Freedom of Information requests is conducted by the Freedom of Information Team, Legal, in Canberra. The team leader is authorised pursuant to section 23 of the Act to make decisions concerning release under that Act.

**Fees and Charges Associated with Freedom of Information Requests**

In November 1986, the Commonwealth Government introduced the imposition of relevant fees and charges in respect to access to information under the Freedom of Information Act 1982 (the Act). As such, an application fee of $30.00 is charged for all requests made under the Act. This payment should accompany the written application and can be made by cheque or money order (in favour of the Receiver of Public Moneys). In some circumstances the application fee can be remitted, however evidence is required to meet the criteria and the AFP will consider whether:

- the payment of the fee or a part of the fee would cause financial hardship to the applicant or person on whose behalf the application was made; or
- the giving of access to documents is in the general public interest or in the interest of a substantial section of the public.

Until the application fee is paid, or a decision is made regarding a request to remit the application fee, the Freedom of Information request is not processed.

The Act provides for other fees and charges associated with the processing of the request, which include search and retrieval of documents, examinations, deletions, consultation with third parties, photocopying and preparation and notification of decision. Applicants are advised of an estimate of these associated charges in processing a Freedom of Information request as soon as possible. Examples of charges are as follows:

- $15 per hour for locating documents;
- $20 per hour for decision making and consultation; or
- 10 cents per page of photocopy.

If a decision has been made refusing access to AFP documents, an appeal for an internal review of that decision may be lodged, accompanied by a fee of $40.00.

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

**Information Access**

Information requests are received from members of the public, solicitors and government departments and usually involve the retrieval and release of information recorded on the Police Realtime On-Line Management Information System, and other agency documents. Careful scrutiny is required to ensure the rights of individual privacy are protected and only the release of information to which the applicant is entitled is approved.

This business unit also deals with subpoenas from Australian Courts and Tribunals. A subpoena is an order from the Court for the AFP to provide all documents relating to an individual and/or a particular incident. Such documents are closely scrutinised to protect the rights of individuals and ensure current investigations are not compromised. The Court sets the due date, often only a few days from the date of the application and a fee of $30 applies.

**Certified Agreement Negotiations**

A new Certified Agreement was negotiated in the course of the reporting period. This agreement was designed to streamline the AFP Purchase Agreement 1999-2002. The AFP Certified Agreement 2003-2005 was signed on 27 June 2003 and will come into effect on 2 July 2003.

Major changes incorporated into the new Agreement included increased roster flexibility introduction of a new classification structure, creation of a nightshift premium for shift workers and changes to arrangements such as ‘on-call’. The new agreement will include significant changes to the operations of ACT Policing as it is implemented over the next 12 months.

**Contact Numbers for Police Assistance**

In an emergency please call 000

For police assistance please call 131 444

To report suspicious or criminal activity you may also call Crime Stoppers on 1800 333 000

Information about the following Crime Prevention Programs can be obtained by calling 6245 7400:

- Police and Citizens Youth Clubs;
- Family Violence Intervention Program;
- Victim Liaison Officers; and
- Police Scouts.

The Community Liaison Advisory and Support Service (CLASP) is contactable on 6282 3777.
SECTION 5: APPENDICES

Appendix 1: Financial and Performance Reporting ............................................................... 107
Appendix 2: Reported Offences .......................................................................................... 124
Appendix 3: Purchase Agreement ...................................................................................... 128
Appendix 4: Glossary .......................................................................................................... 135
Alphabetical Index ........................................................................................................... 136
Compliance Index ............................................................................................................. 137
Appendix 1: Financial and Performance Reporting

INDEPENDENT AUDIT REPORT

To the Commissioner of the Australian Federal Police

Scope

I have audited the special purpose financial report of the Australian Federal Police (AFP) costs in the provision of ACT policing services for the year ended 30 June 2003. This report is prepared under an Arrangement between the Commonwealth Minister for Justice and Customs and the Australian Capital Territory for the provision of police services to the Australian Capital Territory.

The report comprises:

- Statement by the Chief Police Officer for the A.C.T and the Chief Financial Officer;
- Statement of Financial Performance; and
- Notes to and forming part of the Statement of Financial Performance.

The AFP’s Chief Police Officer for the ACT is responsible for the preparation and presentation of the report and the information it contains, and has determined that the accounting policies used and described in Note 1 to the report are appropriate and in accordance with the format and methodology provided by the ACT Department of Justice and Community Safety. I have conducted an independent audit of the report in order to express an opinion on them to the Commissioner of the AFP. No opinion is expressed as to whether the accounting policies used and described in Note 1, are appropriate to the needs of the parties to the Arrangement.

I disclaim any assumption of responsibility for any reliance on this report to any other person than the Commissioner of the AFP and the ACT Government.

The audit has been conducted in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards, to provide reasonable assurance as to whether the report is free of material misstatement. Audit procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the report. These procedures have been undertaken to form an opinion as to whether, in all material respects, the report is presented fairly in accordance with accounting policies described in Note 1.

The audit opinion expressed in this report has been formed on the above basis.

GPO Box 797 CANBERRA ACT 2601
Centenary House 19 National Circuit
BARTON ACT
Phone (02) 6283 7100 Facsimile (02) 6283 7177
Appendix 1: Financial and Performance Reporting

Audit Opinion

In my opinion the attached report presents fairly, in accordance with the accounting policies described in Note 1, the Australian Federal Police costs of ACT Policing activities for the year ended 30 June 2003.

Australian National Audit Office

Brandon Jarrett
Acting Executive Director
Delegate of the Auditor-General
Canberra

15 September 2003
Appendix 1: Financial and Performance Reporting
A.C.T. COMMUNITY POLICING 2002-2003

STATEMENT BY THE CHIEF POLICE OFFICER FOR THE A.C.T.
AND THE CHIEF FINANCIAL OFFICER

CERTIFICATION

We certify that the A.C.T. Community Policing financial statements for the period 1 July 2002 to 30 June 2003 are prepared in accordance with the format provided by the A.C.T. Department of Justice and Community Safety and are based on the Australian Federal Police accounts and records.

Signed

Date  12 September 2003

JOHN MURRAY
Chief Police Officer for the ACT

Signed

Date  12 September 2003

DIANNE CARLOS
Chief Financial Officer
### Appendix 1: Financial and Performance Reporting

<table>
<thead>
<tr>
<th>Year</th>
<th>Actual</th>
<th>Note</th>
<th>Budget</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001-02</td>
<td>$72,848</td>
<td>2.3</td>
<td>78,699</td>
<td>78,699</td>
</tr>
<tr>
<td></td>
<td>$802</td>
<td></td>
<td>628</td>
<td>658</td>
</tr>
<tr>
<td></td>
<td>$543</td>
<td></td>
<td>404</td>
<td>365</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>74,193</strong></td>
<td></td>
<td><strong>79,731</strong></td>
<td><strong>80,597</strong></td>
</tr>
<tr>
<td></td>
<td>$48,207</td>
<td>5</td>
<td>53,362</td>
<td>53,891</td>
</tr>
<tr>
<td></td>
<td>$15,197</td>
<td>6</td>
<td>15,871</td>
<td>15,742</td>
</tr>
<tr>
<td></td>
<td>$9,005</td>
<td>7</td>
<td>11,880</td>
<td>10,187</td>
</tr>
<tr>
<td></td>
<td>$738</td>
<td>8</td>
<td>1,105</td>
<td>968</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>73,147</strong></td>
<td></td>
<td><strong>82,218</strong></td>
<td><strong>80,487</strong></td>
</tr>
<tr>
<td></td>
<td><strong>$1,046</strong></td>
<td></td>
<td><strong>-2,487</strong></td>
<td><strong>110</strong></td>
</tr>
</tbody>
</table>
Appendix 1: Financial and Performance Reporting

A.C.T. COMMUNITY POLICING
NOTES TO THE STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2003

NOTE 1

STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

1.a - The statements have been prepared in accordance with the format provided by A.C.T.
Department of Justice and Community Safety.

1.b - The amounts shown in the A.C.T. Community Policing financial statements have been
rounded to the nearest thousand dollars with the exception of audit fees.

1.c - From 1 July 1990, the A.C.T. Department of Justice and Community Safety has had
responsibility to account for all assets and liabilities transferred under the Policing Agreement.
Therefore these statements do not include any assessed value for them.

1.d – The methodology for the price of “Enabling Expenses” in note 6 was agreed between the
AFP and the A.C.T. Department of Justice and Community Safety as part of the 2001-02
Purchase Agreement negotiations and includes adjustments to service delivery and staffing in
subsequent years.

1.e – The methodology utilised in preparation of notes 5, 7 & 8 was primarily Activity Based
Costing which utilised statistical analysis of individual Cost Centre activities to apportion costs
across Outcomes. Job Costing was used where a direct relationship between an activity and
Outcome could be established.

1.f - The ACT Government provides a range of facilities to ACT Community Policing free of
charge that have not been brought to account in the Statement of Financial Performance.

NOTE 2

REVENUE

2.a - Funds received from the A.C.T. Government, in terms of an established Purchase
Agreement for the 2002-03 financial year, are classified as receipts under Section 31 of the
Financial Management and Accountability Act 1997 and are deemed to be appropriated in
accordance with that section of the Act.

2.b - Funds received from other sources are also deemed to be appropriated under Section 31 of
A.C.T. COMMUNITY POLICING
NOTES TO THE STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2003

NOTE 3
ANNOTATED APPROPRIATIONS (SECTION 31)
The AFP has an ongoing Agreement with the Department of Finance and Administration that allows moneys recovered from:

(a) The sale, leasing, hiring out of, or other dealing with goods or personal property; and

(b) The provision of services
to be credited to the AFP's Section 31 account.
Section 31 receipts during 2002-03 have been allocated across all expenditure items.

NOTE 4
AUDIT FEE
The Australian National Audit Office undertakes the audit of the ACT Community Policing's annual financial report and statement of performance at a fee to the AFP. These audits are undertaken as a special purpose audit by arrangement. The fee for the annual financial report audit for 2002-03 is $33,000 GST exclusive (2001-02 fee - $25,000 ) and the statement of performance for 2002-03 is $50,000 GST exclusive (2001-02 fee - $49,000 ).
### Australian Federal Police
### ACT Community Policing
### Notes to and forming part of the Statement of Financial Performance
### for the year ended 30 June 2003

<table>
<thead>
<tr>
<th></th>
<th>2001-02 Actual $'000</th>
<th>2002-03 Budget $'000</th>
<th>2002-03 Actual $'000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NOTE 5 - Employee Expenses</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries (composite rates, higher duties &amp; allowances)</td>
<td>33,308</td>
<td>35,658</td>
<td>36,956</td>
</tr>
<tr>
<td>Overtime Expenses</td>
<td>3,643</td>
<td>4,253</td>
<td>3,972</td>
</tr>
<tr>
<td>Superannuation PSS &amp; CSS</td>
<td>3,793</td>
<td>5,543</td>
<td>4,752</td>
</tr>
<tr>
<td>Superannuation Productivity</td>
<td>872</td>
<td>171</td>
<td>936</td>
</tr>
<tr>
<td>Recreation Leave</td>
<td>3,826</td>
<td>4,276</td>
<td>3,070</td>
</tr>
<tr>
<td>Long Service Leave</td>
<td>1,508</td>
<td>1,777</td>
<td>1,397</td>
</tr>
<tr>
<td>Comcare Expenses</td>
<td>1,119</td>
<td>1,368</td>
<td>1,386</td>
</tr>
<tr>
<td>Other Employee Expenses</td>
<td>138</td>
<td>316</td>
<td>222</td>
</tr>
<tr>
<td><strong>Total Employee Expenses</strong></td>
<td>48,207</td>
<td>53,362</td>
<td>53,591</td>
</tr>
</tbody>
</table>

| **NOTE 6 - Enabling Expenses** |                      |                      |                      |
| Health & Safety | 242 | 246 | 246 |
| Finance | 426 | 491 | 491 |
| Professional Standards | 459 | 496 | 497 |
| People Strategies | 64 | 85 | 85 |
| Learning & Development | 1,322 | 1,723 | 1,593 |
| Forensic Services | 4,506 | 5,032 | 5,032 |
| Information Technology | 5,453 | 5,151 | 5,151 |
| Commercial Support & Policy | 2,222 | 2,157 | 2,157 |
| Technical Operations | 483 | 491 | 491 |
| **Total Enabling Expenses** | 15,197 | 15,871 | 15,742 |

| **NOTE 7 - Administrative Expenses** |                      |                      |                      |
| Accommodation | 1,578 | 2,154 | 1,916 |
| Vehicle Costs | 2,395 | 3,027 | 2,728 |
| Repairs & Maintenance | 555 | 569 | 484 |
| Other Administrative Expenses | 4,477 | 6,130 | 5,059 |
| **Total Administrative Expenses** | 9,005 | 11,880 | 10,187 |

| **NOTE 8 - Depreciation & Amortisation** |                      |                      |                      |
| Plant & Equipment | 676 | 1,039 | 964 |
| Other | 62 | 66 | 2 |
| **Total Depreciation & Amortisation** | 738 | 1,105 | 966 |
Appendix 1: Financial and Performance Reporting

INDEPENDENT AUDIT REPORT

To the Chief Police Officer for the Australian Capital Territory

Scope

I have audited the Statement of Performance for the Australian Capital Territory Policing including the Statement by the Chief Police Officer for the ACT in respect of the provision of ACT Community Policing for the year ended 30 June 2003. The Statement of Performance comprises an outcome statement, description and performance measures.

The Statement of Performance has been prepared under the 2002/2003 Purchase Agreement (variation) between the ACT Minister for Police and Emergency Services and the Chief Police Officer for the ACT for the provision of policing services to the ACT. The Agreement specifies the performance measures to be reported. No opinion has been expressed on the relevance or appropriateness of the reported measures for evaluating the effectiveness or efficiency of ACT Policing.

The AFP is responsible for the preparation and presentation of the Statement of Performance and the information it contains. I have conducted an independent audit of the Statement of Performance in order to express an opinion on it to the Chief Police Officer for the ACT. I disclaim any assumption of responsibility for any reliance on this report to any other person than the Chief Police Officer for the ACT and the ACT Government.

The audit has been conducted in accordance with Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards, to provide reasonable assurance as to whether the Statement of Performance is free of material misstatement. Audit procedures included examination, on a test basis, of evidence supporting figures and other disclosures in the Statement of Performance and the evaluation of policies adopted in arriving at those figures and disclosures. These procedures have been undertaken to form an opinion as to whether, in all material respects, the Statement of Performance has been prepared in accordance with the Variation to the 2002/2003 Purchase Agreement and fairly represents the performance in respect of ACT Policing for the year 2002/2003 as measured by the Agreement.

The audit opinion on the Statement of Performance expressed in this Report has been formed on the above basis.
Appendix 1: Financial and Performance Reporting

Unqualified Audit Opinion

In my opinion, the Statement of Performance for ACT Policing for the year ended 30 June 2003 is prepared in accordance with the ACT Policing Variation 2002-2003 Purchase Agreement and fairly represents the indicated performance of ACT Policing for the year ended 30 June 2003.

Brandon Jarrett
Acting Executive Director
Delegate of the Auditor General
Canberra ACT
15 September 2003
Appendix 1: Financial and Performance Reporting

ACT COMMUNITY POLICING 2002-2003

STATEMENT BY THE CHIEF POLICE OFFICER FOR THE ACT

CERTIFICATION

I certify that the ACT Policing performance statement for the period 1 July 2002 to 30 June 2003 is prepared in accordance with the format of the Purchase Agreement between the ACT Minister for Police and Emergency Services and the Chief Police Officer for the ACT for the Provision of Policing Services to the ACT and is based on Australian Federal Police records and related sources.

Signed

Date 11 September 2003

JOHN MURRAY APM
Chief Police Officer for the ACT
Appendix 1: Financial and Performance Reporting

STATEMENT OF PERFORMANCE
For the year ended 30 June 2003

OUTCOME

In partnership with the community, create a safer and more secure Australian Capital Territory 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
- Incident Response and Policing Support for the Community
- Crime Detection and Investigation

ACT Policing will provide a safer and more secure Australian Capital Territory so that members of the community can go about their daily lives without undue fear of crime.

This will be achieved by:

(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; and
(iii) maintaining a proactive presence in the community, driven by the analysis of police intelligence data.

Final cost: $66,586,000

TRAFFIC LAW ENFORCEMENT AND ROAD SAFETY

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.

Final cost: $5,239,000

PROSECUTION & JUDICIAL SUPPORT

ACT Policing will maximise the number of successful prosecutions in Court by providing support to the Director of Public Prosecutions and the Courts.

Final cost: $5,076,000

CRIME PREVENTION

ACT Policing will seek to prevent crime by targeting the causes of crime, educating members of the community about property and personal safety, and by pursuing inter-agency partnerships that assist in achieving this objective.

Final cost: $3,586,000
## Appendix 1: Financial and Performance Reporting

### PERFORMANCE MEASURES

<table>
<thead>
<tr>
<th>Issue of Community Interest</th>
<th>Measure</th>
<th>Original Target</th>
<th>Amended Target</th>
<th>Result</th>
<th>Variance from original target %</th>
<th>Variance from amended target %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level of Crime</td>
<td>1. Number of offences against the person reported or becoming known per 100,000 population.</td>
<td>Less than 822</td>
<td>1,041.0</td>
<td>26.6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Number of offences against property reported or becoming known per 100,000 population.</td>
<td>Less than 11900</td>
<td>10,537.6</td>
<td>-11.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Percentage of offences against the person cleared.</td>
<td>Exceed 55%</td>
<td>58.5%</td>
<td>6.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Percentage of offences against property cleared.</td>
<td>Exceed 10%</td>
<td>13.1%</td>
<td>31.3%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Number of ambulance attendances at heroin related overdoses reported by the ACT Ambulance Service (drug supply indicator) - see note.</td>
<td>Less than 888</td>
<td>Less than 311</td>
<td>1.9%</td>
<td>-9.7%</td>
<td>-48.9%</td>
</tr>
<tr>
<td>Fear of Crime</td>
<td>6. Percentage of persons who are concerned about being the victim of physical assault - excluding sexual assault.</td>
<td>Less than National Average (56.2%)</td>
<td>50.5%</td>
<td>-10.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7. Percentage of persons who are concerned about being the victim of sexual assault.</td>
<td>Less than National Average (42.7%)</td>
<td>36.9%</td>
<td>-13.6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>8. Percentage of persons who are concerned about being the victim of housebreaking.</td>
<td>Less than National Average (74.0%)</td>
<td>74.5%</td>
<td>6.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>9. Percentage of persons who are concerned about being the victim of motor vehicle theft.</td>
<td>Less than National Average (49.2%)</td>
<td>68.5%</td>
<td>-1.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>10. Percentage of persons who feel safe at home alone during the day.</td>
<td>Exceed National Average (91.8%)</td>
<td>92.4%</td>
<td>0.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>11. Percentage of persons who feel safe at home alone after dark.</td>
<td>Exceed National Average (91.0%)</td>
<td>91.7%</td>
<td>0.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police Responsiveness</td>
<td>12. Response times for Priority One:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Within 8 minutes</td>
<td>60%</td>
<td>69%</td>
<td>14.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Within 12 minutes</td>
<td>50%</td>
<td>89%</td>
<td>-1.1%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Appendix 1: Financial and Performance Reporting

<table>
<thead>
<tr>
<th>Issue of Community Interest</th>
<th>Measure</th>
<th>Original Target</th>
<th>Amended Target</th>
<th>Result</th>
<th>Variance from original target %</th>
<th>Variance from amended target %</th>
</tr>
</thead>
<tbody>
<tr>
<td>13. Response times for Priority Two:</td>
<td>• Within 20 minutes</td>
<td>60%</td>
<td>77%</td>
<td>28.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Within 30 minutes</td>
<td>95%</td>
<td>87%</td>
<td>-8.3%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Response times for Priority Three:</td>
<td>• Within 2 hours</td>
<td>40%</td>
<td>88%</td>
<td>40.2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Within 3 hours</td>
<td>95%</td>
<td>93%</td>
<td>-2.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Response times for Priority Four:</td>
<td>• Within 24 hours</td>
<td>95%</td>
<td>93%</td>
<td>-2.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Percentage of 000 calls answered on first or second presentation:</td>
<td>• On first presentation</td>
<td>90%</td>
<td>91%</td>
<td>1.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• On second presentation</td>
<td>98%</td>
<td>98%</td>
<td>0.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Confidence in Police</td>
<td>17. Percentage of persons satisfied or very satisfied with police services:</td>
<td>Exceed National Average (77.7%)</td>
<td>71.5%</td>
<td>-1.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>18. Percentage of persons who agree or strongly agree that police perform their job professionally:</td>
<td>Exceed National Average (81.2%)</td>
<td>82.7%</td>
<td>1.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>19. Percentage of persons who agree or strongly agree that police treat people fairly and equally:</td>
<td>Exceed National Average (67.8%)</td>
<td>66.7%</td>
<td>1.3%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>20. Number of substantiated complaint issues against police:</td>
<td>25 or less</td>
<td>24</td>
<td>-4.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>21. Number of substantiated complaint issues relating to persons injured in custody:</td>
<td>0</td>
<td>1</td>
<td>100.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Road Safety</td>
<td>22. Number of road crashes per 100,000 population:</td>
<td>Less than 3766.5</td>
<td>3603.0</td>
<td>-4.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>23. Number of road crashes resulting in death per 100,000 population:</td>
<td>Less than 4.4</td>
<td>3.1</td>
<td>-29.8%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>24. Number of road crashes resulting in injury per 100,000 population:</td>
<td>Less than 223</td>
<td>209.4</td>
<td>6.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>25. Percentage of persons who self-report to driving 15km or more over the speed limit:</td>
<td>Less than National Average (53.8%)</td>
<td>58.3%</td>
<td>8.4%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Appendix 1: Financial and Performance Reporting

<table>
<thead>
<tr>
<th>Issue of Community Interest</th>
<th>Measure</th>
<th>Original Target</th>
<th>Amended Target</th>
<th>Result</th>
<th>Variance from original target %</th>
<th>Variance from amended target %</th>
</tr>
</thead>
<tbody>
<tr>
<td>26</td>
<td>Percentage of persons who self-report to driving while not wearing a seatbelt.a</td>
<td>Less than National Average (9.1%)</td>
<td></td>
<td>6.9%</td>
<td>-24.2%</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Percentage of persons who self-report to driving while suspecting they are over the 0.05 alcohol limit.b</td>
<td>Less than National Average (9.2%)</td>
<td></td>
<td>11.6%</td>
<td>26.2%</td>
<td></td>
</tr>
<tr>
<td>Supporting the Judicial Process</td>
<td>Number of hearing briefs of evidence delivered to the DPP.</td>
<td>1113</td>
<td>1284</td>
<td></td>
<td>15.2%</td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>Percentage of prosecutions finalised by offence proved in court.</td>
<td>Benchmark year</td>
<td>Systems under development</td>
<td></td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>Percentage of prosecutions finalised by a not-guilty verdict or otherwise withdrawn.</td>
<td>Benchmark year</td>
<td>Systems under development</td>
<td></td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>Percentage of prosecutions otherwise resolved.</td>
<td>Benchmark year</td>
<td>Systems under development</td>
<td></td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>Crime Prevention</td>
<td>Percentage of persons satisfied or very satisfied with police support for community program.a</td>
<td>Exceed National Average (70.8%)</td>
<td></td>
<td>64.9%</td>
<td>-3.3%</td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>Number of diversionary conferences conducted for juvenile offenders.</td>
<td>35 or more</td>
<td>38</td>
<td></td>
<td>8.6%</td>
<td></td>
</tr>
<tr>
<td>34</td>
<td>Percentage of juveniles diverted who have not reoffended in the reporting period.</td>
<td>80%</td>
<td>90%</td>
<td></td>
<td>12.2%</td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>Number of referrals to SupportLink.</td>
<td>Maximum of 3000</td>
<td>n/a</td>
<td></td>
<td>n/a</td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>Number of referrals to drug diversion programs (drug demand reduction effort).</td>
<td>40 or more</td>
<td>10</td>
<td></td>
<td>-78.0%</td>
<td></td>
</tr>
<tr>
<td>37</td>
<td>Number of children attending the traffic centre.</td>
<td>3400 or more</td>
<td>3334</td>
<td></td>
<td>-1.9%</td>
<td></td>
</tr>
</tbody>
</table>

a. These measures are sourced from a self-reporting survey conducted by ACNielsen under the auspices of the Australasian Centre for Policing Research.
Appendix 1: Financial and Performance Reporting

Notes:

Comment on variance from target

Research conducted by ACT Policing has shown that increases in offences against the person are associated with domestic assaults. This increase reflects the success of the expanding Family Violence Intervention Program which has been developed in the ACT. This program is pro-active in character and will lead to an increase in the number of reported offences against the person.

2. Source: PROMIS case write-off as at 02 July 2003. Total property offences reported during period, 33,912.


Comment on variance from target

Increases in the percentage of offences against property cleared reflect the success of Operation Halite, a property crime task force which was formed in October 2002.

5. Source: ACT Ambulance Service as at 07 July 2003. During 2002-2003 this measure was changed from ‘Number of ambulance attendances at drug related incidents (drug supply indicator)’ to ‘Number of attendances at heroin related overdoses reported by the ACT Ambulance Service’ as data supplied by the Ambulance Service does not separate, with the exception of heroin, those overdoses which are due to illicit drugs.

Comment on variance from target

The low number of heroin overdoses reported by the ACT Ambulance Service reflects the continuing heroin drought in the ACT and across most areas of Australia.


Comment on variance from target

ACT Policing places a significant priority on responding to incidents within the required timeframe. ACT Policing will monitor this situation carefully over the next 12 months.


Comment on variance from target

The number of deaths caused by road accidents in the ACT is the lowest in Australia and absolute numbers of persons are small. As a consequence small changes can produce major percentage variations over time.


Comment on variance from target

The percentage of persons who self report to driving while not wearing a seat belt is much lower than the Australian average. This is pleasing as it demonstrates a high community awareness for compliance with the legislative requirement to wear a seat belt while driving within the ACT.


Comment on variance from target

The percentage of persons who self report driving while suspecting they are over the 0.05 alcohol limit is disturbing. The Traffic Operations Group has targeted this behaviour over the course of the year using non random testing methods and has recorded the highest ‘strike rate’ in Australia. The objective of this campaign is to remove offenders from ACT roads and publicise the consequences of ‘drink driving’.

29. Source: Prosecution and Judicial Support. This measure is under development and will require sophisticated charge matching to produce case based information.
30. Source: Prosecution and Judicial Support. This measure is under development and will require sophisticated charge matching to produce case based information.
Appendix 1: Financial and Performance Reporting

31. Source: Prosecution and Judicial Support. This measure is under development and will require sophisticated charge matching to produce case based information.


33. Source: Crime Prevention as at 08 July 2003.

34. Source: Crime Prevention as at 08 July 2003 and PROMIS apprehensions as at 02 July 2003. This percentage is calculated using the number of juveniles that re-offended during the reporting period (5) divided by the total number of juveniles that attended a diversionary conference during the reporting period (49).

35. Source: SupportLink. This measure is still under development as SupportLink has not fully developed an accountable measurement system and the service has only been in operation under a formal arrangement since March 2003.


Comment on variance from target
The number of referrals to drug diversion programs is significantly below target as this is a relatively new program where the requirements for referrals may be in need of further development in order to facilitate the achievement of higher targets by police.

Appendix 2: Reported Offences

Offences Reported or Becoming Known in the Australian Capital Territory 1 July 2002 to 30 June 2003

<table>
<thead>
<tr>
<th>Offence</th>
<th>Offences Reported</th>
<th>Cleared</th>
<th>Number of Offenders</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Homicide and related offences</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Murder</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Attempted murder</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Conspiracy to murder</td>
<td>3</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Manslaughter</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Driving causing death</td>
<td>4</td>
<td>4</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Homicide (unspecified)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total homicide and related offences</strong></td>
<td>11</td>
<td>7</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td><strong>Assaults (excluding sexual)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assaults causing grievous bodily harm</td>
<td>35</td>
<td>22</td>
<td>39</td>
<td>4</td>
<td>1</td>
<td>43</td>
</tr>
<tr>
<td>Assaults causing actual bodily harm</td>
<td>492</td>
<td>256</td>
<td>293</td>
<td>49</td>
<td>15</td>
<td>342</td>
</tr>
<tr>
<td>Assaults other</td>
<td>2 202</td>
<td>1 253</td>
<td>1 098</td>
<td>246</td>
<td>13</td>
<td>1 344</td>
</tr>
<tr>
<td><strong>Total assaults (excluding sexual)</strong></td>
<td>2 729</td>
<td>1 531</td>
<td>1 430</td>
<td>299</td>
<td>15</td>
<td>1 729</td>
</tr>
<tr>
<td><strong>Sexual assaults/offences</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sexual assault 1st, 2nd, &amp; 3rd degree</td>
<td>5</td>
<td>3</td>
<td>2</td>
<td>-</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>Sexual intercourse, no consent</td>
<td>106</td>
<td>66</td>
<td>14</td>
<td>1</td>
<td>1</td>
<td>15</td>
</tr>
<tr>
<td>Sexual intercourse, person &lt; 16 years</td>
<td>110</td>
<td>112</td>
<td>30</td>
<td>-</td>
<td>-</td>
<td>30</td>
</tr>
<tr>
<td>Indecent act, assault</td>
<td>11</td>
<td>6</td>
<td>3</td>
<td>-</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Indecent act, no consent</td>
<td>62</td>
<td>40</td>
<td>38</td>
<td>-</td>
<td>-</td>
<td>38</td>
</tr>
<tr>
<td>Indecent act, person &lt; 16 years</td>
<td>75</td>
<td>67</td>
<td>45</td>
<td>7</td>
<td>4</td>
<td>52</td>
</tr>
<tr>
<td>Incest</td>
<td>29</td>
<td>21</td>
<td>16</td>
<td>-</td>
<td>-</td>
<td>16</td>
</tr>
<tr>
<td>Abduction</td>
<td>5</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total sexual assaults/offences</strong></td>
<td>403</td>
<td>316</td>
<td>148</td>
<td>8</td>
<td>4</td>
<td>156</td>
</tr>
<tr>
<td><strong>Other offences</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kidnap</td>
<td>40</td>
<td>30</td>
<td>28</td>
<td>2</td>
<td>2</td>
<td>30</td>
</tr>
<tr>
<td>Other</td>
<td>167</td>
<td>77</td>
<td>86</td>
<td>13</td>
<td>10</td>
<td>99</td>
</tr>
<tr>
<td><strong>Total other offences</strong></td>
<td>207</td>
<td>107</td>
<td>114</td>
<td>15</td>
<td>20</td>
<td>129</td>
</tr>
<tr>
<td><strong>Total offences against the person</strong></td>
<td>3 350</td>
<td>1 961</td>
<td>1 695</td>
<td>322</td>
<td>31</td>
<td>2 017</td>
</tr>
</tbody>
</table>
### Appendix 2: Reported Offences

**Offences Reported or Becoming Known in the Australian Capital Territory 1 July 2002 to 30 June 2003**

<table>
<thead>
<tr>
<th>Offence</th>
<th>Offences Reported</th>
<th>Cleared</th>
<th>Number of Offenders</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Robbery and extortion</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Robbery</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Armed robbery</td>
<td>74</td>
<td>37</td>
<td>62</td>
<td>2</td>
<td>64</td>
<td></td>
</tr>
<tr>
<td>Other robbery</td>
<td>135</td>
<td>33</td>
<td>31</td>
<td>5</td>
<td>36</td>
<td></td>
</tr>
<tr>
<td><strong>Total robbery</strong></td>
<td>209</td>
<td>70</td>
<td>93</td>
<td>7</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td><strong>Blackmail and extortion</strong></td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td><strong>Total robbery and extortion</strong></td>
<td>210</td>
<td>70</td>
<td>93</td>
<td>7</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td><strong>Burglary, fraud and other offences of theft</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burglary</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burglary dwellings</td>
<td>3 925</td>
<td>213</td>
<td>313</td>
<td>41</td>
<td>354</td>
<td></td>
</tr>
<tr>
<td>Burglary shops</td>
<td>649</td>
<td>48</td>
<td>84</td>
<td>4</td>
<td>88</td>
<td></td>
</tr>
<tr>
<td>Burglary other</td>
<td>1 309</td>
<td>87</td>
<td>136</td>
<td>4</td>
<td>140</td>
<td></td>
</tr>
<tr>
<td><strong>Total burglary</strong></td>
<td>5 883</td>
<td>348</td>
<td>533</td>
<td>49</td>
<td>582</td>
<td></td>
</tr>
<tr>
<td>Fraud and misappropriation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fraud</td>
<td>837</td>
<td>754</td>
<td>319</td>
<td>219</td>
<td>538</td>
<td></td>
</tr>
<tr>
<td>Misappropriation</td>
<td>51</td>
<td>3</td>
<td>3</td>
<td>-</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Counterfeiting</td>
<td>62</td>
<td>1</td>
<td>2</td>
<td>-</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td><strong>Total fraud and misappropriation</strong></td>
<td>950</td>
<td>758</td>
<td>324</td>
<td>219</td>
<td>543</td>
<td></td>
</tr>
<tr>
<td>Handling stolen goods</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receiving</td>
<td>228</td>
<td>202</td>
<td>238</td>
<td>51</td>
<td>289</td>
<td></td>
</tr>
<tr>
<td>Unlawful possession</td>
<td>155</td>
<td>138</td>
<td>178</td>
<td>40</td>
<td>218</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>63</td>
<td>56</td>
<td>61</td>
<td>23</td>
<td>84</td>
<td></td>
</tr>
<tr>
<td><strong>Total handling stolen goods</strong></td>
<td>446</td>
<td>396</td>
<td>477</td>
<td>114</td>
<td>591</td>
<td></td>
</tr>
<tr>
<td>Theft or illegal use of vehicle</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle/vessel theft</td>
<td>2 443</td>
<td>197</td>
<td>333</td>
<td>37</td>
<td>370</td>
<td></td>
</tr>
<tr>
<td>Bicycle theft</td>
<td>686</td>
<td>13</td>
<td>12</td>
<td>1</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td>Boat theft</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Aircraft theft</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Other vehicle theft</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Unspecified theft</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td><strong>Total theft or illegal use of vehicle</strong></td>
<td>3 129</td>
<td>210</td>
<td>345</td>
<td>39</td>
<td>384</td>
<td></td>
</tr>
</tbody>
</table>
# Appendix 2: Reported Offences

Offences Reported or Becoming Known in the Australian Capital Territory 1 July 2002 to 30 June 2003

<table>
<thead>
<tr>
<th>Offence</th>
<th>Offences Reported</th>
<th>Offences Cleared</th>
<th>Number of Offenders</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other theft</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stock theft</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Shopstealing</td>
<td>1 111</td>
<td>675</td>
<td>409</td>
<td>389</td>
<td>798</td>
<td></td>
</tr>
<tr>
<td>Theft at burglary dwellings</td>
<td>2 860</td>
<td>161</td>
<td>238</td>
<td>33</td>
<td>271</td>
<td></td>
</tr>
<tr>
<td>Theft at burglary shops</td>
<td>369</td>
<td>31</td>
<td>66</td>
<td>4</td>
<td>70</td>
<td></td>
</tr>
<tr>
<td>Theft at burglary other</td>
<td>842</td>
<td>56</td>
<td>96</td>
<td>4</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Other theft</td>
<td>10 042</td>
<td>1 087</td>
<td>891</td>
<td>270</td>
<td>1 161</td>
<td></td>
</tr>
<tr>
<td><strong>Total other theft</strong></td>
<td>15 224</td>
<td>2 010</td>
<td>1 700</td>
<td>700</td>
<td>2 400</td>
<td></td>
</tr>
<tr>
<td><strong>Total burglary, fraud and other offences of theft</strong></td>
<td>25 632</td>
<td>3 722</td>
<td>3 379</td>
<td>1 121</td>
<td>4 500</td>
<td></td>
</tr>
</tbody>
</table>

## Property damage and environmental offences

<table>
<thead>
<tr>
<th>Offence</th>
<th>Offences Reported</th>
<th>Offences Cleared</th>
<th>Number of Offenders</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arson</td>
<td>401</td>
<td>17</td>
<td>23</td>
<td>2</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Damage at burglary dwellings</td>
<td>134</td>
<td>23</td>
<td>62</td>
<td>6</td>
<td>68</td>
<td></td>
</tr>
<tr>
<td>Damage at burglary shops</td>
<td>42</td>
<td>7</td>
<td>17</td>
<td>-</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>Damage at burglary other</td>
<td>124</td>
<td>11</td>
<td>20</td>
<td>-</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Other property damage</td>
<td>7 348</td>
<td>593</td>
<td>538</td>
<td>78</td>
<td>616</td>
<td></td>
</tr>
<tr>
<td><strong>Total property damage</strong></td>
<td>8 049</td>
<td>651</td>
<td>660</td>
<td>86</td>
<td>746</td>
<td></td>
</tr>
</tbody>
</table>

## Environmental offences

<table>
<thead>
<tr>
<th>Offence</th>
<th>Offences Reported</th>
<th>Offences Cleared</th>
<th>Number of Offenders</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pollution</td>
<td>6</td>
<td>2</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Flora and fauna</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Other environmental offences</td>
<td>15</td>
<td>6</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total environmental offences</strong></td>
<td>21</td>
<td>8</td>
<td>1</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total property damage and environmental offences</strong></td>
<td>8 070</td>
<td>659</td>
<td>661</td>
<td>86</td>
<td>747</td>
<td></td>
</tr>
</tbody>
</table>

## Offences against good order

<table>
<thead>
<tr>
<th>Offence</th>
<th>Offences Reported</th>
<th>Offences Cleared</th>
<th>Number of Offenders</th>
<th>Male</th>
<th>Female</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government security operations</td>
<td>16</td>
<td>13</td>
<td>9</td>
<td>1</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Justice procedures</td>
<td>2 222</td>
<td>1 934</td>
<td>2 208</td>
<td>504</td>
<td>2 712</td>
<td></td>
</tr>
<tr>
<td>Firearms and weapons</td>
<td>385</td>
<td>339</td>
<td>367</td>
<td>38</td>
<td>405</td>
<td></td>
</tr>
<tr>
<td>Indecent exposure</td>
<td>117</td>
<td>39</td>
<td>31</td>
<td>1</td>
<td>32</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>1 041</td>
<td>663</td>
<td>465</td>
<td>141</td>
<td>606</td>
<td></td>
</tr>
<tr>
<td><strong>Total offences against good order</strong></td>
<td>3 781</td>
<td>2 988</td>
<td>3 080</td>
<td>685</td>
<td>3 765</td>
<td></td>
</tr>
</tbody>
</table>
## Appendix 2: Reported Offences

### Offences Reported or Becoming Known in the Australian Capital Territory 1 July 2002 to 30 June 2003

<table>
<thead>
<tr>
<th>Offence</th>
<th>Offences Reported</th>
<th>Offences Cleared</th>
<th>Number of Offenders</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Male</td>
</tr>
<tr>
<td><strong>Drug offences</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possess and use</td>
<td>411</td>
<td>363</td>
<td>347</td>
</tr>
<tr>
<td>Deal and supply</td>
<td>95</td>
<td>159</td>
<td>160</td>
</tr>
<tr>
<td>Manufacture and grow</td>
<td>97</td>
<td>92</td>
<td>90</td>
</tr>
<tr>
<td>Other drug offences</td>
<td>11</td>
<td>11</td>
<td>9</td>
</tr>
<tr>
<td><strong>Total drug offences</strong></td>
<td>614</td>
<td>625</td>
<td>606</td>
</tr>
<tr>
<td>Other offences not elsewhere classifi ed</td>
<td>5 718</td>
<td>4 878</td>
<td>3 613</td>
</tr>
<tr>
<td><strong>All offences</strong></td>
<td>47 375</td>
<td>14 903</td>
<td>13 127</td>
</tr>
</tbody>
</table>

Note: Offence classifications are based on Australian Bureau of Statistics ANCO (1985), Catalogue No. 1234.0. Offences cleared do not necessarily relate to those offences reported in the time period. Agency = not an individual ie. public, private or government organisation. Unstated = undetermined sex. Offences reported in Jervis Bay are excluded. Includes drug offences.

Appendix 3: Purchase Agreement

Variation to the 2002-2003 Purchase Agreement between the ACT Minister for Police and Emergency Services and the Chief Police Officer for the ACT for the provision of policing services to the Australian Capital Territory.

Preamble
The 2002-2003 Purchase Agreement between the ACT Minister for Police and Emergency Services and the ACT Chief Police Officer gave notice at Clauses 15 and 16 that a review of the Agreement would be undertaken in the first three months of the current Agreement period. Revisions to the 2002-2003 Agreement resulting from the review are the subject of this variation.

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 15 March 2000, the Commonwealth Minister for Justice and Customs and the ACT Minister for Justice and Community Safety entered an Arrangement, which established the enabling framework for the provision by the AFP of policing services to the ACT. The Arrangement requires the ACT Police Minister (the ACT Minister) and the Chief Police Officer to enter a Purchase 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 and the agreed price for those services. The Agreement is subject to a yearly review.

Parties
3. This Agreement is between the ACT Minister and the Chief Police Officer for the ACT.

Scope
4. This Agreement covers all the goods and services to be purchased by the ACT from the AFP.
5. 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; and,
   (b) performance measures for the outputs, together with targets where appropriate.
6. The ACT Government agrees to provide at no additional cost to the AFP the range of facilities and services supplied for community policing prior to establishment of this Agreement.
7. The policing outcome and associated outputs to be provided, performance measures and definitions are contained within Schedule 1 to this Agreement.

Powers and Obligations
7. In accordance with the Arrangement, the Chief Police Officer for the ACT, subject to the authority of the Commissioner of the AFP, will be responsible to the ACT Minister for the achievement of the policing outcome and delivery of outputs set out in the Purchase Agreement and the general management and control of AFP personnel and resources deployed for the purposes of the Arrangement.
8. The Chief Police Officer will also be responsible for discharge of the responsibilities of Territory Emergency Controller pursuant to requirements of the Emergency Management Act 1999.
9. The ACT Minister may give to the Chief Police Officer general directions in writing as to policy, priorities and goals of Government in relation to the provision of police services under the Arrangement.
10. Short-term variations to targets and priorities set by this Agreement may be determined by the Minister, including at the request of the Chief Police Officer, following consultation and with reasonable notice. Such variations should be within budget limits unless otherwise agreed.
Appendix 3: Purchase Agreement

Terms of Agreement

11. The Agreement shall apply for the period 1 July 2002 to 30 June 2003, subject to paragraphs 15 and 16 of the original agreement for this period.

Monitoring and Reporting

12. The Chief Police Officer shall report to the ACT Minister on a quarterly basis under this Agreement. Three reports will be provided in a format agreed by the parties, covering performance, finance and personnel.

13. In addition, the AFP will:
   (a) fund, to a maximum limit of $10,000 a survey of crime victims in the ACT; and,
   (b) provide services in support of ACT Government ministerial information requirements which are compliant with ACT Government standards.

Annual Report

14. The Chief Police Officer shall also report annually to the ACT Minister, at a time nominated by the ACT Minister, on the provision of police services pursuant to the Purchase Agreement.

Audit

15. In accordance with the Arrangement and this Purchase Agreement, the Chief Police Officer will provide after the end of each financial year and by the date nominated by the ACT Minister, a financial statement for that financial year accompanied by a report of the Commonwealth Auditor-General or some other auditor nominated by the Chief Police Officer and approved by the ACT Minister stating:
   (a) the correctness of the reports made of performance under the Purchase Agreement; and,
   (b) any other matters which the Auditor-General, or other agreed auditor, considers should be reported to the ACT Minister.
Appendix 3: Purchase Agreement

Schedule 1

OUTCOME
In partnership with the community, create a safer and more secure Australian Capital Territory 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
- Incident Response and Policing Support for the Community
- Crime Detection and Investigation

ACT Policing will provide a safer and more secure Australian Capital Territory so that members of the community can go about their daily lives without undue fear of crime.

This will be achieved by:
(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; and
(iii) maintaining a proactive presence in the community, driven by the analysis of police intelligence data.

$65,734,000

Traffic Law Enforcement and Road Safety

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.

$5,985,000

Prosecution and Judicial Support

ACT Policing will maximise the number of successful prosecutions in Court by providing support to the Director of Public Prosecutions and the Courts.

$3,895,000

Crime Prevention

ACT Policing will seek to prevent crime by targeting the causes of crime, educating members of the community about property and personal safety, and by pursuing inter-agency partnerships that assist in achieving this objective.

$4,774,000
### Appendix 3: Purchase Agreement

#### Performance Measures

<table>
<thead>
<tr>
<th>Issue of Community Interest</th>
<th>Measures</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level of Crime</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.</td>
<td>Number of offences against the person reported or becoming known per 100,000 population.</td>
<td>Less than 822</td>
</tr>
<tr>
<td>2.</td>
<td>Number of offences against property reported or becoming known per 100,000 population.</td>
<td>Less than 11900</td>
</tr>
<tr>
<td>3.</td>
<td>Percentage of offences against the person cleared.</td>
<td>Exceed 55%</td>
</tr>
<tr>
<td>4.</td>
<td>Percentage of offences against property cleared.</td>
<td>Exceed 10%</td>
</tr>
<tr>
<td>5.</td>
<td>Number of ambulance attendances at drug related incidents. (drug supply indicator).</td>
<td>Less than 888</td>
</tr>
<tr>
<td><strong>Fear of Crime</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Percentage of persons who are concerned about being the victim of physical assault – excluding sexual assault.a</td>
<td>Less than National Average</td>
</tr>
<tr>
<td>7.</td>
<td>Percentage of persons who are concerned about being the victim of sexual assault.a</td>
<td>Less than National Average</td>
</tr>
<tr>
<td>8.</td>
<td>Percentage of persons who are concerned about being the victim of housebreaking.a</td>
<td>Less than National Average</td>
</tr>
<tr>
<td>9.</td>
<td>Percentage of persons who are concerned about being the victim of motor vehicle theft.a</td>
<td>Less than National Average</td>
</tr>
<tr>
<td>10.</td>
<td>Percentage of persons who feel safe at home alone during the day.a</td>
<td>Exceed National Average</td>
</tr>
<tr>
<td>11.</td>
<td>Percentage of persons who feel safe at home alone after dark.a</td>
<td>Exceed National Average</td>
</tr>
<tr>
<td><strong>Police Responsiveness</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Response times for Priority One:</td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Response times for Priority Two:</td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Response times for Priority Three:</td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>Response times for Priority Four:</td>
<td></td>
</tr>
<tr>
<td>16.</td>
<td>Percentage of 000 calls answered on first or second presentation:</td>
<td></td>
</tr>
</tbody>
</table>

---

*a: Data not collected.*
## Appendix 3: Purchase Agreement

### Performance Measures

<table>
<thead>
<tr>
<th>Issue of Community Interest</th>
<th>Measures</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Public confidence in Police</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. Percentage of persons satisfied or very satisfied with police services.</td>
<td>Exceed National Average</td>
<td></td>
</tr>
<tr>
<td>18. Percentage of persons who agree or strongly agree that police perform their job professionally.</td>
<td>Exceed National Average</td>
<td></td>
</tr>
<tr>
<td>19. Percentage of persons who agree or strongly agree that police treat people fairly and equally.</td>
<td>Exceed National Average</td>
<td></td>
</tr>
<tr>
<td>20. Number of substantiated complaint issues against police.</td>
<td>25 or less</td>
<td></td>
</tr>
<tr>
<td>21. Number of substantiated complaint issues relating to persons injured in custody.</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Road Safety</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. Number of road crashes per 100,000 population.</td>
<td>Less than 3786.5</td>
<td></td>
</tr>
<tr>
<td>23. Number of road crashes resulting in death per 100,000 population.</td>
<td>Less than 4.4</td>
<td></td>
</tr>
<tr>
<td>24. Number of road crashes resulting in injury per 100,000 population.</td>
<td>Less than 225</td>
<td></td>
</tr>
<tr>
<td>25. Percentage of persons who self-report to driving 10km or more over the speed limit.</td>
<td>Less than National Average</td>
<td></td>
</tr>
<tr>
<td>26. Percentage of persons who self-report to driving while not wearing a seatbelt.</td>
<td>Less than National Average</td>
<td></td>
</tr>
<tr>
<td>27. Percentage of persons who self-report to driving while suspecting they are over the 0.05 alcohol limit.</td>
<td>Less than National Average</td>
<td></td>
</tr>
<tr>
<td><strong>Supporting the Judicial Process</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>28. Number of hearing briefs of evidence delivered to the DPP.</td>
<td>1115</td>
<td></td>
</tr>
<tr>
<td>29. Percentage of prosecutions finalised by offence proved in court.</td>
<td>Benchmark year</td>
<td></td>
</tr>
<tr>
<td>30. Percentage of prosecutions finalised by a not-guilty verdict or otherwise withdrawn.</td>
<td>Benchmark year</td>
<td></td>
</tr>
<tr>
<td>31. Percentage of prosecutions otherwise resolved.</td>
<td>Benchmark year</td>
<td></td>
</tr>
</tbody>
</table>
Appendix 3: Purchase Agreement

### Performance Measures

<table>
<thead>
<tr>
<th>Issue of Community Interest</th>
<th>Measures</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Crime Prevention</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>32.</td>
<td>Percentage of persons satisfied or very satisfied with police support for community programs.a</td>
<td>Exceed National Average</td>
</tr>
<tr>
<td>33.</td>
<td>Number of diversionary conferences conducted for juvenile offenders.</td>
<td>35 or more</td>
</tr>
<tr>
<td>34.</td>
<td>Percentage of juveniles diverted who have not re-offended in the reporting period.</td>
<td>80%</td>
</tr>
<tr>
<td>35.</td>
<td>Number of referrals to SupportLink.</td>
<td>Maximum of 3000</td>
</tr>
<tr>
<td>36.</td>
<td>Number of referrals to drug diversion programs (drug demand reduction effort).</td>
<td>40 or more</td>
</tr>
<tr>
<td>37.</td>
<td>Number of children attending the traffic centre.</td>
<td>3400 or more</td>
</tr>
</tbody>
</table>

---

*a. These measures are sourced from a self-reporting survey conducted by ACNielsen under the auspices of the Australasian Centre for Policing Research.  
* Measure 5 was amended to read ‘Number of ambulance attendances at heroin related overdoses reported by the ACT Ambulance Service (drug supply indicator)’ and the target reduced to ‘Less than 311’.
### Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACTG</td>
<td>ACT Government</td>
</tr>
<tr>
<td>Hearing brief of evidence</td>
<td>A collation of all relevant evidentiary material relating to a prosecution to be forwarded to the Director of Public Prosecutions.</td>
</tr>
<tr>
<td>Complaint issues</td>
<td>Issues associated with a complaint made in accordance with the <em>Complaints (Australian Federal Police) Act</em> (1981).</td>
</tr>
<tr>
<td>DPP</td>
<td>Director of Public Prosecutions</td>
</tr>
<tr>
<td>Offence</td>
<td>A breach of the criminal law.</td>
</tr>
<tr>
<td>Offence cleared</td>
<td>Offences cleared by arrest, summons, Voluntary Agreement to Attend Court (VATAC), charge before court, diversionary conference, caution or otherwise resolved.</td>
</tr>
</tbody>
</table>
| 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 Service 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. |
| Prioritised response model        | The model used by the Computer Aided Dispatch system to prioritise incidents for dispatch of patrols. |
| Priority 1                        | Life threatening or time critical situations.                                                   |
| Priority 2                        | Situations where the information provided indicates that time is important, but not critical.   |
| Priority 3                        | Situations where there is no immediate danger to safety or property, but where police attendance is needed without undue delay. |
| Priority 4                        | Situations requiring police attendance but at which time is not important, includes circumstances where a time is agreed with the complainant. |

### Notes

Comparability of Community Satisfaction results.  
Data reported in the 2000-2001 financial year was compiled by the Australian Bureau of Statistics and published in the Population Survey Monitor. This data was collected through face-to-face interviews with respondents and was based on a sample of approximately 220 people quarterly. This survey has now been discontinued and replaced by a survey coordinated by the Australasian Centre for Policing Research, which is conducted on an ongoing basis throughout the year involving telephone interviews. While the content of the survey remains very similar there is some potential for variations in results based solely on the difference in the survey methodologies applied.
## Appendix 4: Glossary

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABS</td>
<td>Australian Bureau of Statistics</td>
</tr>
<tr>
<td>ACT</td>
<td>Australian Capital Territory</td>
</tr>
<tr>
<td>AFP</td>
<td>Australian Federal Police</td>
</tr>
<tr>
<td>Autocite</td>
<td>Handheld device used to issue traffic offences.</td>
</tr>
<tr>
<td>CLASP</td>
<td>Community Liaison Advisory Safety Project</td>
</tr>
<tr>
<td>CPO</td>
<td>Chief Police Officer</td>
</tr>
<tr>
<td>FOI</td>
<td>Freedom of Information</td>
</tr>
<tr>
<td>FVIP</td>
<td>Family Violence Intervention Program</td>
</tr>
<tr>
<td>ICLO</td>
<td>Indigenous Community Liaison Officer</td>
</tr>
<tr>
<td>JESC</td>
<td>Joint Emergency Services Centre</td>
</tr>
<tr>
<td>Nominal Informant</td>
<td>Police officer responsible for the matter appearing before the court.</td>
</tr>
<tr>
<td>OH&amp;S</td>
<td>Occupational Health &amp; Safety</td>
</tr>
<tr>
<td>OMIS</td>
<td>Operations Monitoring and Intelligence Support</td>
</tr>
<tr>
<td>PCYC</td>
<td>Police Citizens Youth Club</td>
</tr>
<tr>
<td>PROMIS</td>
<td>Police Real-time Online Management Information System</td>
</tr>
<tr>
<td>RBT</td>
<td>Random Breath Test</td>
</tr>
<tr>
<td>RTA</td>
<td>Road Traffic Authority</td>
</tr>
<tr>
<td>TBT</td>
<td>Targetted Breath Testing</td>
</tr>
<tr>
<td>TIG</td>
<td>Territory Investigations Group</td>
</tr>
</tbody>
</table>
Alphabetical Index

Anti-corruption 98
Australian Workplace Agreements 85
Awards 93
Bomb Response Team 32
Complaints 89
Crime in the ACT 18
Command and control training 89
Crime Prevention 48
Community Perceptions of Police 37
Compensation Claims 66
Coroner’s Office 60
Dive Team 33
Diversionary Conferencing 52
Dog Team 33
Emergency Management 92
Employment Management Plans 89
Executive profiles 9
Family Violence Intervention Program 51
Financial Services 78
Fraud and Corruption Risk Assessment 98
Illicit drugs 27
Induction training 88
January Bushfires 91
Leadership training 88
Learning and Development 86
Legislative Framework 7
Media and Public Relations 76

Motor vehicle collisions 39
Neighbourhood Perceptions of Crime 36
Occupational Health and Safety 101
Offences against good order 30
Offences against the person 20
Offences against property 23
Ombudsman Investigations 89
Operations Monitoring and Intelligence Support 66
Organisational Change 7
Patrol Response 15
Police Communications 69
Persons Placed in Custody 56
Research and Policy 73
Property Damage 27
Prosecution and Judicial Support 58
Random Breath Tests 43
RecLink 52
Recruitment 80
Robbery and Fraud 26
Rural Patrol 34
Search and Rescue 34
Specialist Response and Security 31
Speed and Red Light Cameras 42
Staffing Profile 80
Strategic Planning 8
Traffic Collisions 39
Traffic Infringement Notices 42
Traffic Law Enforcement and Road Safety 38
Video Operations Team 76
Volunteers in Policing 90
Water Police 33
Worklife Diversity 81
Workplace accidents and injuries 85
## Compliance Index

**Transmittal Certificate** .......................................................................................... 1  
**Aids to Access**  
Table of Contents ......................................................................................................... 3  
Alphabetical Index ........................................................................................................ 133  
Glossary of Abbreviations and Acronyms .................................................................. 132  
Contact Details and Website Address ........................................................................ ii  

**Overview and Major Achievements** ........................................................................ 4  
Organisational Profile and Content ............................................................................. 6  
Chief Executive Overview ............................................................................................ 5  
Corporate Governance ................................................................................................. 6-11, 98  
External Scrutiny .......................................................................................................... 89  
Objectives, Achievements and Major Issues ................................................................ 7  

**Whole of Government Issues** .................................................................................. 96  
**Key Issues**  
Community Engagement .............................................................................................. 50-56  
Aboriginal and Torres Strait Islander Reporting ........................................................... 96  
Multicultural Framework .............................................................................................. 97  
Fraud Prevention .......................................................................................................... 98  
Equity and Diversity ..................................................................................................... 81  
Justice Options and Prevention Policy Framework ..................................................... 99  

**Resources and Ownership Agreement Reporting**  
Ownership Agreement ................................................................................................ 125  
Certified Agreements .................................................................................................... 105  
Staffing Profile ............................................................................................................ 81  
Australian Workplace Agreements ............................................................................. 85  
Workers Compensation ............................................................................................... 86  
Learning and Development ......................................................................................... 86  
Consultancy and Contractor Services .......................................................................... 100  
Capital Works Management ......................................................................................... 101  
Asset Management Strategy ......................................................................................... 101  

**Statutory Requirements**  
Occupation Health and Safety ..................................................................................... 101  
Commissioner for the Environment ............................................................................ 100  
Public Interest Disclosure ............................................................................................ 101  
Government (Contractual Debts) Interest Act 1994 ...................................................... 102  
Freedom of Information Statement ............................................................................. 103  
Ecologically Sustainable Environment ....................................................................... 100  

**Appendices** .............................................................................................................. 106  
Financial and Performance Statements ....................................................................... 107-123  
Reported Offences 2002-2003 ..................................................................................... 124  
Purchase Agreement ................................................................................................... 128  

**Reports**  
Auditors Report ............................................................................................................ 107