

Response to question on notice

Questions on Notice Paper No 10

19 September 2025

Question No. 614

Ms Deborah Morris MLA: To ask the Minister for Police, Fire and Emergency Services —

1. What performance indicators or Key Performance Indicators are currently used to assess ACT Policing's effectiveness.
2. Has the ACT Government commissioned any independent reviews into ACT Policing's effectiveness in the past five years; if so, what are the reports titled.
3. What internal audit or oversight mechanisms are in place to monitor the efficiency and ethical conduct of ACT Policing.
4. Has ACT Policing met its community engagement targets in each of the past three years.

DR MARISA PATERSON MLA - The answer to the Member's question is as follows:

1. The ACT Policing 2022-26 Purchase Agreement details the policing services purchased by the ACT Government from the AFP. The agreement is a high-level principles-based document that seeks to provide guidance on how ACT Policing and the ACT Government work together to provide a community policing capability consistent with the ACT community's expectations.

The 2022-26 Purchase Agreement outlines performance measures under two outcomes (Shared ACT Government Outcomes and ACT Policing Operational Outcomes), against which ACT Policing's performance is measured.

The latest update of Schedule 1 – Performance Measure Framework can be found at: https://www.act.gov.au/data/assets/pdf_file/0011/2777447/Amendment-ACT-Policing-Purchase-Agreement-2022-2026-September-2024.pdf with the Performance Measurement Framework reproduced below. Information about the Arrangement and the Agreement can be found at: [ACT Policing Arrangement and Purchase Agreement - Open Government Information](#).

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Schedule 1 – Performance Measure Framework

Shared ACT Government Outcomes ^a	
Performance Measures	Target (Link to trend)
Prevent Crime - <i>Victimisation rate</i>	
1. Number of offences against the person ^b reported or becoming known per 100,000 population	Monitor 5-year trend Trend to 2022-23
2. Number of offences against the property ^c reported or becoming known per 100,000 population	Monitor 5-year trend Trend to 2022-23
Reduce Recidivism - <i>Repeat Offender rate</i>	
3. Proportion of offenders proceeded against by police ^d more than once within the previous 12 months	Monitor 5-year trend Trend to 2022-23
Prevent Road Deaths and Trauma - <i>Road crashed resulting in death or injury</i>	
4. Number of road crashes resulting in death per 100,000 population	Monitor 5-year trend Trend to 2022-23
5. Number of road crashes resulting in injury ^e per 100,000 population	Monitor 5-year trend Trend to 2022-23
ACT Policing Operational Outcomes - Key Performance Indicators	
Performance Measures	Target (Actual Target)
Divert	
6. Percentage of eligible ^f young people referred to restorative justice:	100%
6.1 Aboriginal and Torres Strait Islander	
6.2 Non-Indigenous	
7. Percentage of offenders proceeded against by non-court actions ^g (diversions and cautions):	5-year average or more
7.1 Aboriginal and Torres Strait Islander	6.5%
7.2 Non-Indigenous	12.4%
8. Number of persons referred to community support agencies (Support Link)	5-year average or more (5,888.4)
Disrupt	
9. Number of disruption ^h activities (Drug, General person offences, General property offences or OMCg related)	Monitor 5-year trend Trend to 2022-23
10. Disruption case study (for inclusion in ACT Policing Annual report each year)	One
11. Number of Targeted Traffic Operations	Monitor 5-year trend 2022-23 Result
Respond	
12. Average length of time to respond to Priority One Incidents ⁱ	5-year average or less (8.2 minutes or less)
13. Average length of time to respond to Priority Two Incidents ^j	5-year average or less (17.4 minutes or less)
14. Percentage of Priority Three Incidents ^k responded to within 48 hours	Monitor 5-year trend Trend to 2022-23

15. Percentage of 000 calls answered on first or second presentation ^l 15.1 On first presentation 15.2 On second presentation	5-year average or more (89.4% or more) (96.2% or more)
16. Percentage of the community satisfied in general with the job police are doing in responding to emergencies and disasters ^m	National Average or more (68.7%)
Enforce	
17. Number of offenders proceeded against for person offences	5-year average or more (28% or more)
18. Number of offenders proceeded against for property offences	5-year average or more (8%)
Community Confidence	
19. Percentage of the community satisfied in general with services provided by police ^m	National Average or more (58.3% or more)
20. Percentage of the community who have confidence in police ^m	National Average or more (64.7% or more)
21. Number of complaints against police ⁿ	Monitor 5-year trend Trend to 2022-23

Notes on the Performance Measure Framework

Measures that are being monitored are those identified as not being appropriate to have a fixed target but will provide an indication of ACT Policing's performance against the criteria.

- a. These measures encompass the jurisdiction of a great many public and private institutions and individuals who contribute to the overall results and standings. Success in these targets is not the sole domain or responsibility of ACT Policing.
- b. Offences against the person – include homicide assaults, sexually based offences, kidnap and related offences, other person offences.
- c. Offences against property – include robbery, blackmail, extortion, burglary, fraud, motor vehicle thefts, other theft offences, property damage and environmental offences.
- d. Offenders proceeded against – any alleged offender who was proceeded against via court or non-court means where a proceeding is defined as a legal action initiated against an alleged offender for an offence(s) including but not limited to, arrest, summons, charged before court, diversionary conference or formal caution.
- e. Injury – an injury sustained by any person as a result of a collision, which necessitates treatment by a medical practitioner.
- f. Eligible according to s19 of the *Crimes (Restorative Justice) Act 2004*.

A proportion of the young people referred are as a diversion whilst others are referred in conjunction with criminal prosecution.

This target does not include matters where police discretion has determined that no further action or a caution is the most appropriate action.

- g. Non-court actions – a type of legal action initiated by police against an offender. Non-court actions comprise legal actions such as informal or formal cautions/warnings, conferencing, counselling such as drug diversionary schemes, or the issuing of penalty or infringement notices, which do not require an appearance in court.

Court actions – a type of legal action initiated by police against an offender. Court actions largely comprise the laying of charges against an alleged offender that must be answered in court. Offenders may be taken into custody, granted bail or issued with a summons for these charges pending an appearance in court.
- h. Disruption – any lawful action that interferes, delays or complicates a criminal activity, resulting in the degradation of criminal enterprise, reducing criminal capability, influence, and capacity to create harm and victimisation.
- i. Priority One Incident – life threatening or time critical situations.
- j. Priority Two Incident – situations where the information provided indicates that time is important, but not critical.
- k. Priority Three Incident – there are two possible responses to situations where there is no immediate danger to safety or property. This will be either police attention or police response. Each incident will be managed on a case by case basis in full consultation with the complainant. During that consultation, a determination will be made as to whether the complainant agrees that the matter can be handled over the telephone (police attention) or if attendance is required by Police. If the latter, then attendance must be not later than 48 hours from the initial contact by the complainant.
- l. Percentage of 000 calls answered on first and second presentation – it is the policy of Telstra to re-present 000 calls to another line after 9 rings in order to maximise the response rate. This is a national standard endorsed by Emergency Services Organisations across Australia. The measurement of response to 000 calls is based on average operating capacity and the target for this measure does not include abnormal instances created by one major event where operating capacity is overloaded due to

multiple reporting of the same incident.

- m. These results against these measures are sourced from the *National Survey of Community Satisfaction with Policing* (NSCSP), a national survey conducted by the Social Research Centre. Using the results of the relevant NSCSP questions, the percentage of the community 'satisfied' in measure 19 equals those who scored 'satisfied' or 'very satisfied'; the percentage of the community who have 'confidence' in measure 20 equals those who scored 'agree' or 'strongly agree'.

Comparability of Survey of Community Satisfaction with policing results - Since 1 July 2010 the NSCSP is conducted by the Social Research Centre. While the content of the survey remains relatively similar over time, results should not be compared over time (year on year). Survey results are subject to standard errors as they are an estimate of the population. Survey sample sizes are generally designed around confidence intervals (e.g. 95% confidence intervals). This means that for each survey question the true result/percentage point if the entire population was surveyed lies within a range or interval. In this context the survey estimate can be considered as the midpoint with the true value, if the population was surveyed, being either above or below that result. Therefore if the differing year confidence interval ranges overlap we are not able to state with certainty that the result is higher or lower.

- n. Number of complaints received by *AFP Professional Standards*.

2. The following reviews and reports from the last five years have included consideration of police performance within the ACT context.

- ACT Policing Purchase Agreement – March 2022 conducted by Deloitte (An evaluation of the purchase agreement)
- Independent Review into the Over-Representation of First Nations people in the ACT Criminal Justice System – September 2025 conducted by the Jumbunna Institute of the University of Technology Sydney Inquiry in the form of an evaluation of current ACT Policing arrangements – September 2020 by the Standing Committee on Justice and Community Safety
- ACT Policing's administrative framework for engagement with the ACT Aboriginal and Torres Strait Islander community – March 2021 by the ACT Ombudsman
- Listen. Take Action to Prevent, Believe and Heal – December 2021 presented by the Sexual Assault Prevention and Response Steering Committee
- Sexual Assault (Police) Review – March 2024 presented by the Oversight Committee responding to recommendation 15 of the Listen. Take Action to Prevent, Believe and Heal Report (2021)
- ACT Now: An Independent Review of the AFP's provision of policing services to the Australian Capital Territory – February 2023 prepared for the Australian Federal Police by Price Waterhouse Coopers
- Management and oversight of ACT Policing services – Report No. 5/2024 ACT Auditor-General's performance audit report.
- Use of force by ACT Policing: more to do to lessen harm: An investigation into ACT Policing's use of force 2019 – 2024 – June 2025 by the ACT Ombudsman

This list includes reviews and reports commissioned by the ACT Government, the Australian Federal Police or independent agencies.

3. ACT Policing, as part of the Australian Federal Police (AFP), has several internal mechanisms in place to monitor the efficiency and ethical conduct of ACT Policing. This includes:

- *AFP Internal Audit*

- Through independent and objective assurance and consulting activities, AFP's Internal Audit program assists the AFP to meet its objectives, bringing a systematic, disciplined approach to evaluating and improving the effectiveness of risk management, control, and governance processes. Internal Audit activities are focussed on improving the AFP's efficiency and effectiveness.
- *AFP Professional Standards (PRS)*
 - PRS's role is to maintain, promote and enhance integrity within the AFP. PRS is supported by the AFP Integrity Framework, a broad range of strategies to prevent, detect, respond to and investigate corruption, conduct and practices issues. The AFP Integrity Framework encompasses the AFP professional standards including the AFP's complaint management methodology and processes.
- *ACT Policing's Operational Practices Committee (OPC)*
 - The OPC is responsible for oversight of ACT Policing's operational practices with a focus on reviewing current practices, training programs, and the monitoring of performance and risk against ACT Policing's governance and referrals under the professional standards framework. The OPC is supported by three additional sub-committees which each have a role in monitoring the efficiency and ethical conduct of ACT Policing. These include:
 - *Operational Practices Safety Committee (OPSC)* which was established as a sub-committee of the OPC to operate in conjunction with the other sub-committees to provide holistic oversight and review of referable ACT Policing Use of Force matters. The OPSC's intention is to ensure ACT Policing continually learns from operational experiences and that learnings are addressed and shared internally.
 - *Operational Driving Committee (ODC)* provides a strategic focus and ensures corporate best practice and consistency in responding to issues arising from the operational driving of police vehicles. The purpose of analysis and review by the ODC is to examine the compliance with AFP guidelines and relevant legislation and to determine if managerial action is warranted; and
 - *Prosecutions Review Committee (PRC)* operates in conjunction with the OPSC and the ODC, to provide holistic oversight and review of ACT Policing initiated criminal prosecutions, as a means of continuous learning and improvement.

There are also a number of external oversight bodies which support and interact with these mechanisms, to provide comprehensive assurance to our community of ACT Policing's operations, compliance, accountability and effectiveness. These include the Commonwealth and ACT Ombudsman and the National Anti-Corruption Commission.

4. The Purchase Agreement requires ACT Policing to report on community engagement activities, which communicates efforts towards a safe and just community. Over the past three years ACT Policing have reported the following activity:

Community Engagement		
Year	Community requests facilitated	Community Events Attended
2024-25	25+*	29
2023-24	139	26
2022-23	103	13

*ACT Policing have advised that there are challenges in extracting data on the exact number of community engagements facilitated by ACT Policing. Whilst a high percentage of engagements are facilitated by members of the Education and Diversion and Community Engagement Teams following requests submitted via the online community engagement request form, other areas within ACT Policing may facilitate community requests independently, with this data difficult to capture. Additionally, officers attached to each station and other areas such as Road Policing and Rural Patrol regularly engage with the community - with no requirement for centralised reporting.

Approved for circulation to the Member and incorporation into Hansard.

M. Paterson

Dr Marisa Paterson MLA
Minister for Police, Fire and Emergency Services

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This response required 9hrs to complete, at an approximate cost of \$648.65.

