



## AFP National Guideline on Quarterly Case Management Reports

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<b>Caption</b>	Quarterly Case Management Reports
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### 1. Disclosure and compliance

This document is classified **UNCLASSIFIED** and is intended for internal AFP use.

Disclosing any content must comply with Commonwealth law and the [AFP National Guideline on disclosure of information](#).

## Compliance

This instrument is part of the AFP's professional standards framework. The [AFP Commissioner's Order on Professional Standards \(CO2\)](#) outlines the expectations for appointees to adhere to the requirements of the framework. Inappropriate departures from the provisions of this instrument may constitute a breach of AFP professional standards and be dealt with under Part V of the [Australian Federal Police Act 1979](#) (Cth).

## 2. Acronyms

<b>AFP</b>	Australian Federal Police
<b>AOCC</b>	AFP Operations Coordination Centre
<b>QCMR</b>	Quarterly Case Management Report

## 3. Definitions

**Australian government agencies** - means all Australian Commonwealth government bodies (including departments, statutory bodies and government business enterprises), which refer matters to the AFP for investigation.

## 4. Guideline authority

This guideline was issued by National Manager Operations Support using power under s. 37(1) of the [Australian Federal Police Act 1979](#) (Cth) as delegated by the Commissioner under s. 69C of the Act.

## 5. Introduction

This guideline applies to all operational areas of the AFP undertaking investigations into fraud cases referred by Australian government agencies and accepted by the AFP for investigation.

## 6. Preparing reports

Case officers should refer to '[Attachment A - procedures for creating QCMRs](#)' regarding the standards and specific content of reports.

Case officers should initiate reports by adding a Quarterly Case Management Report (QCMR) within the log of the case. Users should refer to the [PROMIS Online User Manual](#) and Attachment A for further information.

When preparing reports, case officers should ensure that a plain English description of the incident is provided to the client agency without unexplained acronyms or jargon.

Quality control of each QCMR should be undertaken by the identified office QCMR Coordinator. This person is the nominated point of contact on QCMR matters and is usually an Operations Monitoring Centre team member.

QCMR Coordinators are to ensure QCMRs are:

- appropriate in content and format
- provided on all relevant investigations
- dispatched in a timely manner to the National QCMR Coordinator within the AFP Operation Coordination Centre Client Liaison Team.

Incomplete reporting and reporting that is not timely should be subject to ongoing scrutiny by the office QCMR Coordinator. The office QCMR Coordinator should raise any issues with the case officer and their team leader in the first instance.

## 7. Report contents

Quarterly Case Management Reports (QCMRs) must provide:

- a brief synopsis of developments over the reporting period
- an indication of any likely future activity in relation to the particular case
- a clearly described record of AFP activity during the previous three months, even for matters only recently allocated.

Reports must not contain sensitive information that, if released, could either:

- seriously compromise an ongoing investigation
- identify informants, suspects or witnesses
- outline sensitive investigation methodology.

Cases must continue to be reported on each quarter until finalised or terminated, at which time a QCMR must be submitted detailing the reasons for finalisation/termination.

QCMRs must still be submitted when the PROMIS case status of an investigation is:

- a watching brief
- awaiting action by the Commonwealth Director of Public Prosecutions
- court proceedings.

Where investigations have resulted in court proceedings, final QCMRs must not be submitted until after the appeal period has expired. Where possible, all related property matters should also be finalised prior to submission of the final QCMR, but should not unnecessarily delay submission.

## 8. Excluded agencies

Quarterly Case Management Reports are not required for Australian non-government entities or state police services.

## 9. Timing

From the date a fraud referral is accepted for investigation, the reporting period will commence. By the last working day of the third month, each office Quarterly Case Management Report (QCMR) Coordinator must provide their QCMRs to the National QCMR Coordinator. They must include developments for the quarter up until the 25th of the month in which they are due (e.g.

the January report for the Australian Taxation Office would cover the period 26 October to 25 January).

## 10. Report approval and dissemination

Completed Quarterly Case Management Reports (QCMRs) must be:

- vetted by the Office QCMR Coordinator
- forwarded to the National QCMR Coordinator within the AOCC Client Liaison Team
- disseminated to client agencies by the AOCC Client Liaison Team.

## 11. Other reporting and liaison arrangements

Providing Quarterly Case Management Reports should not prevent case officers from liaising with agencies at regular intervals, particularly following major developments or activities. Agencies should be kept informed of the progress of investigations, except where such disclosure might jeopardise the investigation.

The arrangements established by this guideline do not replace any existing, or preclude any additional reporting arrangements between operational areas of the AFP and other Australian government agencies.

## 12. Further advice

Queries about the content of this guideline should be referred to the AOCC Client Liaison Team:

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## 13. References

- [Australian Federal Police Act 1979](#) (Cth)

## 14. Attachments

- [Attachment A - Procedure for Creating QCMR's \(DOC, 6.5KB\)](#)