



AFP
AUSTRALIAN FEDERAL POLICE

The Case Categorisation & Prioritisation Model

For the use of classifying investigations within
the National PROMIS Domain

1 July 2016 v3

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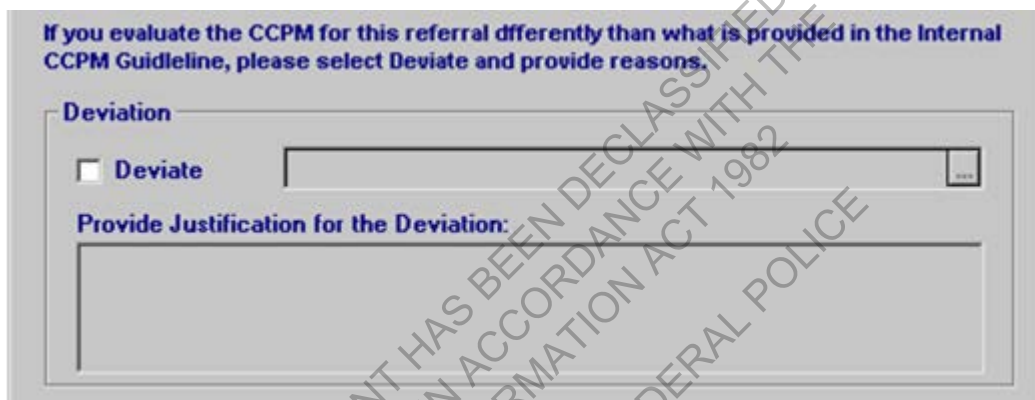
Explanatory Guidance

This user guide identifies best practice in the allocation of a CCPM. Where a CCPM falls outside the best practice guideline an appropriate notation is required in the CCPM 'deviation' field within PROMIS.

Deviation from the Recommended CCPM.

It is acknowledged that a referral may be rated contrary to the recommended rating in the CCPM due to the particular facts of the allegation or incident. From 1 July 2016, users may 'deviate' from the recommended ratings contained in this Guideline by selecting the "Deviate" option on the CCPM screen (shown below).

Users must select one or more reasons for deviation provided in the multi-select box. Users are also required to provide reasons for their decision in the "Provide Justification for the Deviation" text box. This information will be used to track and report on instances where users have assessed a matter contrary to the recommended ratings in this Guideline.



The screenshot shows a web form titled "If you evaluate the CCPM for this referral differently than what is provided in the Internal CCPM Guideline, please select Deviate and provide reasons." Below the title, there is a section labeled "Deviation" containing a checkbox labeled "Deviate" and a multi-select dropdown menu. Below this is a section labeled "Provide Justification for the Deviation:" followed by a large text input area. A watermark is visible across the image: "THIS DOCUMENT HAS BEEN DECLASSIFIED AND RELEASED IN ACCORDANCE WITH THE FREEDOM OF INFORMATION ACT 1982 BY THE AUSTRALIAN FEDERAL POLICE".

How the CCPM is used.

The Case Categorisation and Prioritisation Model (CCPM) consists of and considers:

- the incident/crime type,
- special categories
- the impact of the matter on Australian society;
- the importance of the matter to both the client and the AFP in terms of the roles assigned to them by Government and [Ministerial Direction](#); and
- the resources required by the AFP to undertake the matter.

No one element of the CCPM is considered in isolation to determine whether a matter is accepted or rejected for investigation. It is largely the combination of the Impact and Priority ratings that determines this.

The CCPM is not based on a mathematical formula and does not supplant the discretion of decision makers.

The decision to undertake a particular matter is made by a Regional Operations Capacity and Capability Committee (ROCCC) on the recommendation of an Operations Monitoring Centre (OMC) or responsible Function. In making its recommendations, the OMC and Function seek to take into consideration the legitimate needs and expectations of its clients, partners and stakeholders. These needs and expectations are balanced against the AFP's own assessments of the criminal environment, derived through interpreting the results of the AFP's Crime Management Strategies.

A CCPM rating is completed at the time of referral and is also revised when any aspect of the matter changes significantly. As part of the finalisation process for any investigation, the CCPM is reviewed and if it differs from the original CCPM, a new CCPM is completed to reflect the final impact and priority of the matter investigated.

Major elements of the CCPM

The CCPM describes the following essential characteristics of operational matters that affect the referral and selection process:

<p>Incident type</p>	<p>An incident type is a means of aggregating similar matters. CCPM incident types relate to those in the AFP's Outcome/Program Delivery, being <i>"reduced criminal and security threats to Australia's collective economic and societal interests through co-operative policing services."</i></p>
<p>Special Category</p>	<p>Special Categories are used to identify subjects of interest to a business area or the wider AFP and to report on characteristics of cases across multiple incident types. They may be used for reporting purposes without the need to create a separate incident type.</p> <p>OMC's, Case Officers and Team Leaders must consider the appropriateness of Special Categories when commencing a PROMIS case.</p> <p>Where a Special Category is nominated in the CCPM, it must be selected. The absence of a Special Category in the CCPM, does not preclude an appointee from selecting relevant Special Categories</p>
<p>Case type</p>	<p>This aggregates incident types into similar types of activity or may be used to map crime types to particular Functions.</p> <p>A full list of case types is available at Annexure "B"</p>
<p>Function Type</p>	<p>This relates to the Functional owner of the Incident Type</p>
<p>Priority</p>	<p>Priority does not mean importance of the matter, but refers to the type and timeliness of response required. Priority is categorised as:</p> <p>Response</p> <p>Matters which by their nature must be acted upon immediately and are nondiscretionary. These include:</p> <ul style="list-style-type: none"> • Initial drug seizures at the border • Offences discovered by AFP members • Offenders surrendering • International Travel of Registered Sex Offenders

	<ul style="list-style-type: none"> • Family Law <p>As a performance standard, response matters must be acted upon within one hour.</p> <p>Essential</p> <p>Non-discretionary Operational matters which must be acted upon due to key policy, organisation accountability, strategic, legal or other issues. These include:</p> <ul style="list-style-type: none"> • Special references from Government • Terrorism and National Security • Obligations under international treaties • Judicial processes • Commitments under service agreements <p>As a performance guide, essential matters should be acted upon within one week.</p> <p>Routine</p> <p>Discretionary matters which are neither essential nor require immediate response. As a performance guide, routine matters should be acted upon within one month.</p> <p>Special Reason</p> <p>Matters which would not normally be accepted by the AFP but which are to be undertaken because of a special reason. These include matters undertaken:</p> <ul style="list-style-type: none"> • For training purposes • To enhance relationships/liaison • Because of other interest in the target/subject • Because of other impacts on other agencies • Lack of alternative courses of action. <p>These include matters, identified by client agencies, where an investigation is considered to have a high deterrent effect.</p>
<p>Impact</p>	<p>This refers to the perceived impact of this matter on Australian society. Impact is categorised as :</p> <p>Very High</p> <ul style="list-style-type: none"> • Terrorism and National Security • Real threat to life and the harming of Australians overseas • Ministerial Direction • Economic crime (including money laundering) affecting the whole of government agency, or valued at more than \$5 million • Multiple commercial drug importation • Child sex offences and exploitation, where there is a child at immediate risk • Cyber Crime targeting national infrastructure • Protection of high office holders and critical infrastructure

	<ul style="list-style-type: none"> • Human Trafficking, where there is a person at immediate risk • Large scale identity crime • A 'high' impact matter which has the potential to develop into a 'very high' impact matter if not addressed or as a result of AFP or agency investigation <p>High</p> <ul style="list-style-type: none"> • Impacting on multiple agencies, the system of government or which may influence or impact on government policy • Real threat to the quality of life • Economic crime (including money laundering) affecting the whole of a government agency or valued at more than \$1 million • Commercial drug importation • Corruption by a public official (including within Australia and bribery of a foreign official in other countries) • Politically sensitive matters • A 'medium' impact matter which has the potential to develop into a 'high' impact matter if not addressed or as a result of AFP or agency investigation <p>Medium</p> <ul style="list-style-type: none"> • Impacting on individual departments/agencies or which may influence their administrative procedures • Economic crime (including money laundering) affecting a government agency within a region or valued at more than \$0.25 million • Trafficable drug importation • Media/political interest • A 'low' impact matter which has the potential to develop into a 'medium' impact matter if not addressed or as a result of AFP or agency investigation. <p>Low</p> <ul style="list-style-type: none"> • Less than a trafficable quantity of drugs • Personal nuisance • Mandatory requirement, including judicial processes
<p>Resources</p>	<p>This element of the CCPM assesses average initial team size required to complete the matter. The number of investigators assigned to a matter may fluctuate during the course of an investigation. Should the nature of the team required to undertake the matter change significantly, a new CCPM is completed.</p>
<p>Duration</p>	<p>The duration element of the CCPM records the time that the matter is expected to be (or was) under active investigation by the AFP, usually interpreted as the time to completion of the brief of evidence.</p>
<p>Impact to Client</p>	<p>This is a measure of the importance to the client of the matter to achievement of the client's objectives.</p>

	<p>Client impact and priority is categorised as:</p> <p>Critical</p> <p>A matter is politically sensitive or goes to central issues of management of an agency or a program.</p> <p>Significant</p> <p>A serious or complex crime has been committed which the agency cannot resolve without AFP involvement.</p> <p>Routine</p> <p>AFP investigation desirable.</p> <p>Not Applicable</p> <p>Where impact to client is not relevant or appropriate.</p> <p>On Merit</p> <p>No default value. The Impact is assessed on a case by case basis.</p> <p>Other</p> <p>Matters where there are no alternative course of action available.</p>
<p>Value to AFP</p>	<p>Value to the AFP is a measurement of the extent to which a particular matter matches the AFP's role as defined by its Ministerial Direction and other Government policy such as the <i>Commonwealth Fraud Control Framework</i>. It can be summarised as the investigation of serious or complex matters affecting the Commonwealth's interests. Importance to the AFP should be assessed for all matters and is categorised as:</p> <p>High</p> <p>These are matters that have a high degree of relevance to the AFP. Such matters could include those:</p> <ul style="list-style-type: none"> • With a 'High' or 'Very High' impact that require considerable investigative skill • Related to emerging criminality such as attacks on e-commerce systems • Relating to a strategic AFP target who is involved in other activity of interest to the AFP • Which will allow the AFP to enhance relationships for future serious matters <p>Medium</p> <p>These matters would include:</p> <ul style="list-style-type: none"> • Other 'High' or 'Very High' impact matters • 'Medium' impact matters that require considerable investigative skill

	<ul style="list-style-type: none"> • Matters that provide an opportunity for developing AFP employees • Leveraging resources through assisting another agency investigation by execution of sworn powers • Lack of alternative course of available action <p>Low</p> <p>These matters have little relevance to the AFP’s core business and ought not to be undertaken unless they have a priority of Essential. Such cases could include:</p> <ul style="list-style-type: none"> • ‘Low’ impact matters and other ‘Medium’ impact matters • Matters where there is little likelihood of success • Matters where an alternative approach is considered more appropriate <p>Outside of the AFP’s role</p> <p>These matters are not relevant to AFP’s outcomes and are outside the AFP’s core business and/or jurisdiction.</p>
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Additional Elements of the Internal CCPM Guideline

Function	<i>means</i> AFP Function. A combination of the Incident Type and Case Type will determine which AFP Function the incident is attributable to.
Resp. Manager	<i>means</i> the Functional Manager with responsibility for the respective Incident Type and Case Type combination.
POCA	Indicates that a Proceeds of Crime Consideration is required.

The screenshot shows a software dialog box titled 'C.C.P.M.' with the following fields and controls:

- Incident Type: [Dropdown menu]
- Special Categories: [Dropdown menu]
- Case Type: [Dropdown menu]
- Function Type: [Dropdown menu]
- Priority: [Dropdown menu]
- Impact: [Dropdown menu]
- Resources: [Dropdown menu]
- Duration: [Dropdown menu]
- Impact to Client: [Dropdown menu]
- Value to AFP: [Dropdown menu]
- Deviation** section:
 - Deviate [Text field]
 - Provide Justification for the Deviation: [Text area]
- Date/Time: [Date/Time field]
- Buttons: Clear, Spelling, Cancel, OK

Pages 8 through 26 redacted for the following reasons:

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Annexure B - Case Type Definitions

Case Type	Description
Administration – International Operations	To be used as a case type to 'International' incident types utilised by International Operations for managing liaison and strategic engagement. Also used for Post Administration generic cases.
Administration – Operations	General administration of operations, for example, operations and other coordination, scheduling, and deployment committees and meetings, OMC work.
Administration – Security	To be used for work relating to the administration of security within the AFP, information systems access control, security threat and risk assessments, physical security implementation, etc.
Arrest Warrant	To be used for all assistance related to arrest warrants, including warrants issued by Courts exercising federal jurisdiction, including under the Family Law Act 1975 (Cth).
Assistance – Administration	This case type relates to services that the AFP provides to clients and partner agencies in assisting them in achieving their objectives. It does not include joint operations between the AFP and other agencies which these should continue to be recorded under the appropriate case type with the special category of <i>Joint Operations</i> .
Assistance – Forensic	To be used where the AFP is providing Forensic assistance to other agencies (including fingerprints, DNA, facial recognition etc). Does not include INTERPOL matters (use the case type "INTERPOL").
Assistance – Operational	Where the AFP provides specific and-or minor general operational assistance to another agency on a specific matter. This might include case management advice, undertaking of inquiries, etc.
Assistance – Search Warrants	To be used where the AFP executes a search warrant or similar process on the behalf of another agency.
Case For Deletion	For cases created in error.
Europol	To be used as a case type for requests via Europol. To be used by Europol (AOCC) only.
Extradition – Crime Operations	To be used where the AFP is assisting with an extradition process.

Family Law – Arrest Warrant	To be used for all assistance related to arrest warrants issued by Courts exercising Family Law jurisdiction, under the <i>Family Law Act 1975</i> (Cth).
Family Law – Personal Protection Orders	To be used for any complaint or referral regarding a breach of a Personal Protection Order issued under the <i>Family Law Act 1975</i> (Cth).
Family Law – Recovery Orders	Any recovery order issued pursuant to the <i>Family Law Act 1975</i> (Cth)
Family Law – Security	Any request by the Family Court, Federal Circuit Court or any Court exercising Family Law jurisdiction under the <i>Family Law Act 1975</i> (Cth) related to the security of the Court and its Employees.
Human Source Handling	To be used for the handling of all human sources
Information Access	To be used for all requests for access to information where the request is not operational in context, and-or accesses only existing AFP information. Should be used where the AFP has no tangible stake in the operational outcome.
Information Recording	To be used where the AFP is primarily a custodian or record keeper of information, the collection of information where there is no immediate or obvious potential operational context but still relevant to law enforcement, or where the operational context is known but cannot be realised due to lack of data.
Intelligence	Primarily used for intelligence assistance to other partner agencies. Where intelligence support is being provided to an existing AFP investigation or project, an Operational Support Case should be utilised.
INTERPOL	To be used as a case type for requests via INTERPOL. To be used by INTERPOL (AOCC) only.
Investigation – Counter Terrorism	Criminal Investigations being undertaken by Counter Terrorism
Investigation – Crime Operations	Criminal Investigations being undertaken by Crime Operations
Investigation – Financial	To be used where the AFP is undertaking primarily a financial assessment and-or investigation. This will be used mainly where the AFP is doing work for another organisation.
Investigation – International Operations	Criminal Investigations being undertaken by International Operations
Investigation – Organised Crime & Cyber	Criminal Investigations being undertaken by Organised Crime & Cyber

Investigation – Protection Operations	Criminal Investigations being undertaken by Protection Operations
Mutual Assistance – Counter Terrorism	Mutual Assistance requests being facilitated by the Counter Terrorism portfolio.
Mutual Assistance – Crime Operations	Mutual Assistance requests being facilitated by the Crime Operations portfolio.
Mutual Assistance – International Operations	Mutual Assistance requests being facilitated by the International Operations portfolio.
Mutual Assistance – Organised Crime & Cyber	Mutual Assistance requests being facilitated by the Organised Crime & Cyber portfolio.
Mutual Assistance – Other	Mutual Assistance requests being facilitated by any Function of the AFP other than those listed separately.
Mutual Assistance – Protection Operations	Mutual Assistance requests being facilitated by the Protection Operations portfolio.
Peace Operations	For all IDG overseas operations.
Protection	To be used for all matters where the AFP is providing protection or protection related services. Includes the planning and coordination of security arrangements for events for clients external to the AFP. This does not include internal security or security for AFP operations.
Security	Any request for AFP assistance with security, including by any Court exercising Federal jurisdiction related to the security of the Court and its Employees. (for Family Law, use “Family Law – Security”)
Surveillance	To be used where the AFP is providing surveillance services. This will normally only be used where the AFP is working for another organisation. All AFP requests for surveillance should be done using an Operations Support Case.
Training	To be used for all training activity, including the development, delivery, undertaking of training.

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