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# CPPINV3028

## Investigate And Locate Subjects

## Application

This unit specifies the skills and knowledge required to locate subjects using investigative search techniques. It includes researching the subject's background information and possible whereabouts, searching open-source intelligence, databases, public records and documentation, and identifying and following leads to trace and locate the subject.

### Elements & Performance Criteria

#### 1.0 Plan investigation and profile subject.

- 1.1 Review work instructions, procedures and workplace policies to ensure required authorisations and compliance with legal rights and responsibilities when investigating and locating subjects.
- 1.2 Clarify investigation and client requirements in consultation with relevant persons.
- 1.3 Check validity of client intentions and information obtained as part of investigative brief to ensure compliance with ethical obligations.
- 1.4 Conduct research to gather background information on subject and identify possible contacts and locations.
- 1.5 Assess and verify the reliability of available data and plan investigation activities to meet required timeframes.

#### 2.0 Conduct investigation to locate subject.

- 2.1 Make field calls to identify and follow leads to trace subject.
- 2.2 Search open source intelligence and databases to identify and follow leads to trace subject.
- 2.3 Examine public records and documentation to identify and follow leads to trace subject.
- 2.4 Review search results to identify and follow alternative search avenues to locate subject.

#### 3.0 Report investigation outcomes.

- 3.1 Document times, dates, occurrences, results and sources of investigation activities.
- 3.2 Analyse investigation outcomes and recommend further actions to meet work instructions.
- 3.3 Present report to relevant persons within agreed timeframes.

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**Introduction:**

CPPINV3028 Investigate and Locate Subjects serves as a comprehensive guide through the world of investigation, focusing on the meticulous and strategic process of locating subjects and gathering pertinent information. This module is meticulously crafted to navigate through the complexities and challenges that investigators encounter in the field, ensuring a systematic, ethical, and lawful approach to investigative activities.

Investigative work is a nuanced field, where each subject, whether an individual or an entity, brings forth a unique set of challenges and variables. Investigators must sift through a vast array of information, discerning credible data from the unreliable, and tracing threads that may lead to the subject’s location or provide deeper insights into their activities and associations. This involves a thorough examination of available data, conducting field calls, utilising open-source intelligence, and exploring public records, all while maintaining a lawful and ethical stance.

This module encapsulates the essence of planning an investigation, profiling subjects, conducting thorough research, and ensuring that the information gathered is accurate, reliable, and obtained through lawful means. It also underscores the importance of documenting and reporting the findings in a clear, concise, and comprehensive manner, ensuring that the information can be utilised effectively in subsequent actions, such as legal proceedings or further investigations.

Navigating through the module, investigators will delve into the process of planning and conducting investigations, ensuring that each step taken is in compliance with relevant laws, regulations, and ethical guidelines. This includes respecting the privacy and legal rights of subjects and ensuring that the information gathered is relevant, necessary, and obtained through lawful means.

Through this module, investigators will enhance their skills in locating subjects by employing a strategic, methodical, and ethical approach, ensuring that the information gathered is not only pertinent and reliable but also admissible in any subsequent legal or administrative proceedings. This will involve a detailed exploration of various investigative methods, tools, and techniques, as well as considerations for ensuring the integrity and admissibility of evidence.



## Chapter 1: Legal and Ethical Framework in Investigations

### 1.1 Understanding and Complying with Legal and Ethical Obligations

Embarking on the investigative process, particularly in the context of locating subjects, demands a robust understanding and adherence to the prevailing legal and ethical obligations. Ensuring that investigative activities are conducted within the bounds of the law and ethical guidelines is paramount to maintaining the integrity of the investigation and safeguarding the rights of the subjects involved.

Investigators are often tasked for various reasons to undertake a client's instructions to locate a person who has decamped from an address, or whose whereabouts are sought for some other reason. The reasons can range from the person having incurred a debt, being required to give evidence in matters coming before a Court, or being a distant relative of the client. However, investigators must be aware that a client may seek to engage an investigator to locate a person for reasons that could result in endangering the physical wellbeing of the person sought, such as a jealous and vindictive ex-partner. As an investigator, there are professional, ethical, and moral obligations to ensure that disclosing the whereabouts of the person sought does not endanger their life or place them in danger from persons posing as a client.

The first question that an investigator must ask the client is, "Why do you want to locate this person..?" This question could help the investigator avoid being compromised and ensure that their conduct will not be called into question. Legal and moral issues need to be addressed, and clients' instructions and reasons for giving such instructions must be clearly understood. Clients should be made aware of the limitations imposed on the investigator by the Privacy Act and by both State and Federal authorities, who often issue orders that prevent the disclosure of a person's whereabouts to ensure their safety. It is the responsibility of the investigator to learn of such orders either through a direct undertaking from the client or further enquiries by whatever means are possible.

Navigating through the legal and ethical landscape, investigators must be acutely aware of the legal rights and responsibilities that govern their activities. This includes understanding the authorities and legal rights of investigators, actions that may result in a breach of confidence, privacy, or other offences under legislation, and the duties of the investigator to follow instructions, act in person, and act in the interests of the client. Furthermore, investigators must be mindful of the rights of subjects, which include privacy and protection of reputation, and ensure that all investigative activities align with work health and safety requirements.

In the context of locating subjects, investigators must ensure that all activities, including field calls, searches, and examination of public records, are conducted in compliance with relevant laws and regulations. This involves ensuring that any information obtained is relevant, necessary, and obtained through lawful means. Additionally, investigators must ensure that

the methods employed to verify the validity and reliability of information gathered as part of an investigation are lawful and ethical.

Moreover, investigators must be adept at utilising various search techniques to locate subjects, which may include using internet browsers and search tools, investigator databases, open-source intelligence, including deep web research and social media analysis, and examining public records such as property documents, work, and court records. Engaging in interviews with known associates, colleagues, and neighbours must be conducted respectfully and lawfully, ensuring that the rights and privacy of all individuals are upheld.

In the investigative process, ethical considerations are equally paramount. Engaging in investigative behaviours that are unethical, illegal, or represent misconduct is not only contrary to professional standards but may also jeopardise the validity and admissibility of the information obtained. Thus, investigators must ensure that their actions, methods, and behaviours are consistently aligned with ethical guidelines and professional standards.

In the subsequent sections, we will delve deeper into the specific methodologies and techniques employed in the investigative process, ensuring that each step and action taken is firmly rooted in a strong foundation of legal and ethical compliance. This will guide investigators in conducting their activities in a manner that is not only effective in locating subjects but also upholds the highest standards of professionalism and integrity.

## **1.2 Clarifying Investigation and Client Requirements**

Embarking upon an investigation, particularly one that involves locating subjects, necessitates a clear understanding of both the investigation and client requirements. This clarity not only shapes the trajectory of the investigative process but also ensures that the actions undertaken are aligned with the client's objectives and legal parameters.

In the initial stages of an investigation, it is pivotal to interpret the client's instructions accurately and clearly. This involves a meticulous review of the investigative brief and any accompanying documentation provided by the client. The investigator must ensure that the client's intentions are valid and that the information obtained as part of the investigative brief complies with ethical obligations. This might involve verifying the authenticity of the client's claim or ensuring that the investigation does not infringe upon the subject's legal rights.

The investigator must ask pertinent questions to the client to ensure all available information is made available to assist with the inquiry. For instance, if the basis for the undertaking is a debt-related matter, documents such as a contract or agreement form signed by the subject sought may exist. This could provide not only personal data related to the subject but may also provide information as to his/her occupation and place of employment, or the contact details of a relative or associate of the subject who has agreed to act as a guarantor.

Moreover, investigators must be mindful of the potential legal and ethical implications that may arise during the course of the investigation. This involves ensuring that all investigative activities, from conducting field calls to examining public records, are executed in a manner

that adheres to the Privacy Act and other relevant legislation. It is also crucial to ensure that the investigator is not used as a tool to contravene an order made by the Court or engage in stalking, even if the investigator may not have any criminal intent in locating the person, the client may.

It is also crucial to establish a clear communication channel and feedback mechanism with the client. This ensures that any new information or change in circumstances can be promptly communicated and addressed, thereby ensuring that the investigation remains focused and relevant. As discussed in "1.1 Understanding and Complying with Legal and Ethical Obligations", maintaining ethical integrity throughout the investigative process is paramount. This involves ensuring that the investigator's actions do not compromise the safety or privacy of the subject being located.

In the context of client requirements, the investigator must ensure that the client is made aware of the limitations imposed by the Privacy Act and by both State and Federal authorities. This involves educating the client about the legal and ethical boundaries within which the investigation will be conducted and managing their expectations accordingly.

In the subsequent sections, we will explore the methodologies and techniques employed in the investigative process, ensuring that each step is conducted with adherence to legal and ethical guidelines, and that the information obtained is relevant, reliable, and obtained through lawful means. This will guide investigators in conducting their activities in a manner that not only effectively locates subjects but also upholds the highest standards of professionalism and integrity.

### **1.3 Validating Client Intentions and Initial Information**

Embarking on an investigation to locate subjects necessitates a meticulous validation of both client intentions and the preliminary information provided. The investigator must navigate through a myriad of considerations, ensuring that the pursuit of the subject is not only legitimate and ethical but also safeguarded against potential legal pitfalls.

When an investigator is tasked with locating a subject, the reasons can be varied and complex. The subject might have left an address, be required to provide evidence in legal matters, or be a person of interest for various other reasons. However, it is paramount to ensure that the investigator's actions and the information they uncover do not endanger the subject or infringe upon their privacy and legal rights.

The initial question that an investigator must pose to the client is, "Why do you want to locate this person?" This question is not merely procedural but pivotal in ensuring that the investigator does not become an unwitting participant in a potentially harmful or unethical pursuit. The investigator must be satisfied that their actions, driven by the client's instructions, will not be called into question regarding legal and moral issues.

Clients should be made aware of the limitations imposed on the investigator by the Privacy Act and by both State and Federal authorities. Often, orders are issued by various



jurisdictions, such as a Federal Magistrate, the Family Court, or other entities, to prevent the disclosure of a person's whereabouts to ensure their safety. It is the responsibility of the investigator to learn of such orders either through a direct undertaking from the client or further enquiries by whatever means are possible.

Validation of client intentions and initial information is not only ethically imperative but also ensures that the investigation is built upon a solid and legitimate foundation. This involves:

- **Verifying Client Information:** Ensure that the client providing the instructions is who they claim to be and has a legitimate reason for locating the subject.
- **Assessing Legality:** Ensure that the client's request is lawful and that complying with it will not breach any legal or ethical guidelines.
- **Ensuring Ethical Compliance:** Ensure that the investigation will not result in harm or undue distress to the subject being located or any other individuals involved.
- **Validating Initial Information:** Ensure that the initial information provided by the client is accurate and reliable to avoid pursuing false leads or engaging in an unfruitful investigation.
- **Ensuring Privacy Compliance:** Ensure that all investigative activities comply with privacy laws and regulations, safeguarding the personal information of all parties involved.
- **Client Communication:** Maintain open and honest communication with the client, ensuring they are aware of the legal and ethical boundaries and managing their expectations accordingly.

In the ensuing sections, we will delve deeper into the methodologies and practical aspects of conducting investigations to locate subjects, ensuring that each step is executed with utmost adherence to legal, ethical, and professional standards. This ensures that the investigator not only effectively achieves the objectives of the investigation but also upholds the highest standards of professional integrity and ethical conduct.

In the context of validating client intentions and initial information, the investigator must also be mindful of the potential for conflicts of interest, ensuring that their investigation does not compromise their impartiality or professional integrity. This involves being transparent about any potential conflicts and recusing oneself from the investigation if impartiality cannot be assured.

Moreover, the investigator must also be adept at discerning the veracity of the initial information provided by the client. This involves critically evaluating the information, identifying any inconsistencies or gaps, and seeking additional verification or clarification from the client as needed. This ensures that the investigation is not only based on accurate and reliable information but also that it is targeted and efficient, avoiding unnecessary use of resources or potential legal complications.

In the subsequent chapters, we will explore the practical methodologies and strategies for conducting investigations to locate subjects, ensuring that each step is not only effective in achieving the investigative objectives but also adheres to the highest standards of legal, ethical, and professional conduct. This ensures that the investigator not only successfully

navigates the complexities of the investigative process but also safeguards their professional integrity and ethical standing in the investigative community.

#### 1.4 Researching and Gathering Background Information on the Subject

Investigative work, particularly in the area of locating subjects, necessitates a meticulous approach to researching and gathering background information. The initial phase of the investigation is pivotal, providing a foundation upon which subsequent investigative steps are built. Navigating through various information sources, the investigator must ensure each step is in compliance with legal and ethical standards, always maintaining an awareness of the potential implications of their findings.

The initial information provided by the client serves as a starting point in the investigative journey. However, it's paramount to validate this data through various means, ensuring its accuracy and reliability. The depth and breadth of background information available can significantly influence the trajectory of the investigation, providing clear pathways or, conversely, presenting obstacles that require innovative solutions.



Investigators are often tasked with locating individuals for various reasons, such as unpaid debts, legal requirements, or familial connections. However, the moral, legal, and ethical implications of locating a subject must be at the forefront of an investigator's considerations. A crucial question that must be posed to the client at the outset is: "Why do you want to locate this person?" This question safeguards the investigator from potential legal and ethical pitfalls and ensures that the investigator is not inadvertently assisting in a potentially harmful or unethical situation.

Clients must be made acutely aware of the limitations imposed on the investigator by the Privacy Act and by both State and Federal authorities, which often issue orders preventing the disclosure of a person's whereabouts to ensure their safety. The investigator must ensure that their actions, even when well-intentioned, do not inadvertently place the subject in harm's way or violate their privacy. This involves a careful balancing act, ensuring that the investigator's actions are thorough and effective, yet always within the bounds of legal and ethical guidelines.

The investigator must decide whether a physical visit to the last known address of the subject or attending at their local Electoral Office to inspect voters rolls would be more beneficial. By opting to undertake a field call to the last known address, the investigator has the opportunity to speak with the current occupants and neighbours and, by asking the right questions, could be provided with information that directs him/her to the subject sought. This hands-on

approach can often yield valuable insights that are not accessible through online or database searches, providing a more nuanced understanding of the subject's potential whereabouts or activities.

Moreover, the internet provides a wealth of resources for investigators, offering access to public forums and social networking sites like Facebook, MySpace, and Twitter, where individuals may post information about themselves or their friends. However, while these platforms can be invaluable in tracing a subject, investigators must exercise caution and ensure that their methods of obtaining and using information from such platforms adhere to legal and ethical standards. This involves not only respecting the privacy and rights of the individuals being investigated but also ensuring that the information gathered is used in a manner that is lawful and ethical.

Subscription or commercial pay-for-service search organisations can also be a resource for investigators. These organisations might provide searches of public records facilities or have authority to access secure websites. However, these organisations also have their limitations, as they may rely on authority to release information provided by the person being researched. It's crucial for investigators to weigh the initial cost against the value of the information provided by such services.

Some of the notable organisations providing such services include:

- [Veda Advantage](#)
- [Dun and Bradstreet](#)
- [Infosearch](#)
- [Crimtrac](#)
- [Australian Institute of Private Investigators](#)
- [Mirus Online](#)

One such organisation that is particularly relevant in the Australian context is [Detective Desk](#). Detective Desk provides a range of search tools designed to help businesses and individuals locate people and conduct various checks. They offer access to various databases, including electoral rolls, telephone directories, and other public records, which can be invaluable in tracing a subject. However, it's imperative that investigators utilise such tools in a manner that is compliant with all relevant legal and ethical guidelines, ensuring that the privacy and rights of the individuals being investigated are respected.

After all available information has been gathered and all avenues of inquiry have been exhausted, the investigator must prepare and present their report to the client. The investigator must compile a report that gives a full account of their undertaking of the instructions given, ensuring that any information gathered from a third-party source is not relied upon without verification. The use of a disclaimer clause does not absolve the investigator of their duty of care and general conduct of the undertaking of the instructions given by the client but it does afford the investigator some protection.

In summary, the process of researching and gathering background information on a subject is multifaceted, involving a blend of fieldwork, online research, and careful navigation through

legal and ethical considerations. The investigator must remain vigilant, ensuring that their actions, while thorough, do not infringe upon the rights and safety of the subject or violate any legal or ethical standards.

### **1.5 Assess Data Reliability and Planning Investigative Activities**

Navigating through the investigative process necessitates a meticulous approach to data assessment and strategic planning. The reliability of the data collected during the initial stages of the investigation is paramount, as it forms the foundation upon which subsequent investigative activities are built. The investigator must employ a discerning approach, scrutinising the data for accuracy, consistency, and relevance to the case at hand.

Assessing data reliability involves a thorough examination of all information gathered, ensuring it is not only accurate but also pertinent to the investigation. This involves cross-referencing information obtained from various sources, identifying any discrepancies, and validating data through alternative means wherever possible. The investigator must be mindful of the potential for misinformation or partial information and should approach data assessment with a critical eye, ensuring that all information utilised in the investigation is robust and reliable.

Data reliability is not only about ensuring the accuracy of the information but also about ensuring that the data is relevant and applicable to the case. This involves considering the source of the information, the context in which it was obtained, and the applicability to the current investigation. Information that cannot be verified or that is not directly relevant to the case may not only be unhelpful but could potentially misdirect the investigation, leading to inaccurate conclusions or ineffective strategies.

Once the data has been assessed and verified, planning investigative activities becomes the focal point. This involves developing a strategic approach to the investigation, considering the most effective and efficient methods to locate the subject. The plan should be comprehensive, outlining the steps to be taken, the resources required, and the anticipated challenges that may arise during the investigation. It should also be flexible, allowing for adaptation as new information comes to light or as circumstances change.

The planning phase should also consider the legal and ethical implications of the proposed investigative activities. This involves ensuring that all activities comply with relevant legislation and ethical guidelines, safeguarding the rights and privacy of the subject and any other individuals involved in the investigation. The investigator must ensure that their actions are lawful and ethical, maintaining a commitment to professional integrity throughout the investigative process.

In the context of locating subjects, the planning phase might involve determining the most likely locations of the subject, identifying potential contacts or associates, and developing strategies for conducting field visits or interviews. It may also involve planning for the

utilisation of various search tools and databases, ensuring that any information obtained through these means is used in a manner that is compliant with legal and ethical standards.

Moreover, the investigator must be mindful of the potential risks and challenges that may arise during the investigation. This involves considering the potential for confrontation or conflict during field visits, ensuring that all activities are conducted in a manner that prioritises safety and adheres to work health and safety requirements. The investigator must also be prepared for the possibility of encountering misinformation or deception and should have strategies in place to navigate through such challenges effectively.

In summary, assessing data reliability and planning investigative activities involve a blend of critical analysis, strategic thinking, and ethical consideration. The investigator must ensure that the information upon which the investigation is built is robust and reliable and that the strategies employed are not only effective but also compliant with all relevant legal and ethical guidelines. This ensures that the investigation is not only successful but also conducted in a manner that upholds the highest standards of professional integrity.

## 2. Conducting the Investigation to Locate the Subject

### 2.1 Employing Field Calls to Identify and Pursue Leads

Embarking on field calls to trace a subject is a pivotal step in the investigative process, where the investigator takes to the field to gather information, verify leads, and potentially locate the subject. This hands-on approach provides a unique opportunity to gather real-time information, engage with individuals who may have knowledge of the subject, and explore the subject's last known locations.

Field calls involve visiting locations where the subject is believed to have been or where they have connections, such as previous addresses, workplaces, or places frequented. The investigator may engage with neighbours, colleagues, friends, or family members of the subject, seeking information that may assist in locating them. It's imperative to approach these interactions with tact, maintaining a professional demeanour and respecting the privacy and rights of the individuals involved.

#### Key Considerations for Field Calls:

- **Preparation:** Comprehensive preparation involves not only reviewing all pertinent information about the subject and potential locations but also developing a structured plan for each field call. This includes identifying potential contacts, understanding the sociocultural context of the area, and ensuring that all activities are planned with a clear understanding of legal and ethical boundaries.
- **Communication Skills:** The investigator must be adept at establishing rapport and gaining trust while maintaining professional boundaries. This involves being mindful of verbal and non-verbal cues, ensuring clarity and transparency in communication, and respecting the individual's right to withhold information.

- **Safety and Risk Management:** Ensuring safety encompasses assessing potential risks associated with each location, having contingency plans for unexpected situations, and ensuring that all activities adhere to workplace health and safety guidelines. This might involve pre-visit assessments and having emergency protocols in place.
- **Documentation:** Rigorous documentation of every interaction, observation, and piece of information gathered during field calls is paramount. This involves maintaining a detailed log of activities, ensuring accuracy and thoroughness in recording information, and safeguarding the confidentiality of the information gathered.

## Legal Requirements and Expectations

Conducting field calls in the context of locating subjects in Australia involves navigating a complex web of legal and ethical considerations. Here are some specific legal requirements and expectations that investigators must adhere to during field calls:

### 1. Entering Private Property:

- **Implied Consent:** In Australia, there is a concept of "implied consent" which allows someone, like a private investigator, to approach a residence, knock on the door, and ask to speak with someone unless there are clear signs prohibiting such actions (e.g., a "No Trespassing" sign).
- **Revocation of Consent:** Once the occupant asks the investigator to leave, staying on the property can be considered trespassing.
- **Respecting Boundaries:** Investigators must respect the privacy and boundaries of individuals and should not enter a property without permission.

### 2. Expectation of Privacy:

- **Private Conversations:** According to the Surveillance Devices Act 1999 (Vic) and similar legislation in other states, it is generally illegal to record private conversations without the consent of all parties involved.
- **Data Privacy:** Under the Australian Privacy Principles (APPs), particularly APP 6, investigators must ensure that any personal information obtained during field calls is used only for the legitimate purpose for which it was collected.

### 3. Misrepresentation and Deception:

- Investigators must avoid misrepresenting themselves or using deceptive tactics to obtain information, as this can be considered unlawful and unethical.
- The use of pretexting (using a fabricated scenario or identity to obtain information) is heavily regulated and generally considered illegal in many contexts under the Privacy Act 1988.

### 4. Harassment and Intimidation:

- Investigators must avoid any form of harassment, intimidation, or coercion when interacting with individuals during field calls.
- The actions of investigators should not infringe upon an individual's right to peace and privacy.

### 5. Legal and Ethical Reporting:

- All information gathered during field calls must be reported accurately and ethically, ensuring that the data is reliable and obtained lawfully.

- Investigators must ensure that their reporting adheres to legal standards and does not include speculative or unfounded information.
- 6. Compliance with Court Orders:**
- Investigators must be mindful of any existing court orders, such as restraining orders or non-disclosure orders, that may restrict access to or communication with certain individuals.
  - Breaching a court order during an investigation can result in legal consequences for both the investigator and their client.
- 7. Protection of Vulnerable Populations:**
- Special considerations and legal protections often apply when dealing with vulnerable populations, such as minors or individuals experiencing mental health issues.
  - Investigators must navigate these situations with utmost care, ensuring that their actions do not exploit or endanger vulnerable individuals.
- 8. Confidentiality and Secure Handling of Information:**
- Investigators must ensure that all information obtained during field calls is handled securely and confidentially, in compliance with APP 11, which mandates the secure management of personal information.
  - Any breach of data security or confidentiality can have legal and ethical implications.
- 9. Conflict of Interest:**
- Investigators must avoid any conflicts of interest and should disclose any potential conflicts to their client.
  - Engaging in investigative activities where a conflict of interest exists can undermine the integrity of the investigation and may have legal repercussions.
  - **Analytical Approach:** Employing an analytical approach involves critically evaluating the information obtained, identifying patterns or inconsistencies, and adapting investigative strategies accordingly. This includes being mindful of potential biases, ensuring objectivity in analysing information, and being prepared to pivot the investigative approach based on new information.
  - **Persistence and Resilience:** Demonstrating persistence involves diligently following through on all leads, even in the face of challenges or setbacks. Resilience is reflected in the investigator's ability to navigate through potential rejections or obstacles, maintaining focus and commitment to the investigative process.
  - **Ensuring Moral and Ethical Integrity:** The investigator must navigate the moral and ethical complexities of locating a subject, ensuring that the information gathered and the methods employed do not endanger the subject or infringe upon their rights. This involves being mindful of the potential implications of revealing the subject's location and ensuring that the client's intentions align with legal and ethical guidelines.

Field calls, while providing a rich source of real-time information, must be conducted with a steadfast commitment to legal, ethical, and professional standards. The investigator, while navigating through the complexities and challenges of locating a subject, must ensure that each step taken aligns with the overarching framework of legality and ethicality, safeguarding the rights and wellbeing of all individuals involved. This involves a balanced approach, where the pursuit of information is tempered by a stringent adherence to ethical and legal guidelines, ensuring that the investigation unfolds with utmost integrity and professionalism.

## 2.2 Utilising Open-Source Intelligence and Database Searches

Open-Source Intelligence (OSINT) refers to the process of collecting and analysing information that is publicly available and can be used in an investigative context. OSINT is a crucial aspect of investigative work, especially in locating subjects, as it allows investigators to gather a wealth of information without infringing on privacy laws and other legal constraints. Here's a detailed guide on utilising OSINT and conducting database searches:

### A. Understanding OSINT:

- **Definition:** OSINT encompasses information available in the public domain, which can be accessed, utilised, and disseminated in an intelligence context.
- **Legal Compliance:** Utilising OSINT must adhere to Australian legal standards, ensuring that the collection, use, and dissemination of information comply with the Privacy Act 1988 and other relevant legislation.

### B. Sources of OSINT:

- **Social Media Platforms:** LinkedIn, Facebook, Twitter (now X), and Instagram can provide valuable insights into a subject's location, employment, relationships, and activities.
- **Online Forums and Blogs:** Participation in online forums, blogs, and discussion groups can reveal information about a subject's interests, affiliations, and potential whereabouts.
- **News Articles:** Online news platforms may contain articles or reports that feature or mention the subject.
- **Public Records:** Accessible records like electoral rolls, business registrations, and court records.
- **Academic Publications:** Research articles, thesis documents, or academic profiles may provide information about a subject's academic history and achievements.
- **Online Marketplaces:** Platforms like eBay, Gumtree, or Facebook Marketplace might reveal information about a subject's buying or selling activities.

### C. Database Searches:

- **Commercial Databases:** Subscription-based services like Detective Desk, Veda Advantage, and Dun & Bradstreet provide access to various data, including credit reports, business records, and other relevant information.
- **Government Databases:** Accessing public government databases, such as ASIC for business information or the Australian Business Register, can provide insights into a subject's business activities and affiliations.
- **Legal Databases:** Platforms that provide access to legal documents, court decisions, and other pertinent legal information.

### D. Ethical and Legal Considerations:

- **Data Accuracy:** Ensure that the information obtained from OSINT is accurate, reliable, and current.
- **Privacy Adherence:** Respect privacy and ensure that the information is used in a manner that adheres to APPs, especially APP 6 regarding the use and disclosure of personal information.



- **Data Security:** Ensure that any data obtained is stored and managed securely, adhering to APP 11, which pertains to the security of personal information.

#### E. Techniques for OSINT Collection:

- **Keyword Searches:** Utilise search engines effectively by employing various keywords related to the subject.

### Boolean Search

#### Boolean Operators:

Use Boolean operators (AND, OR, NOT) to refine search engine queries and obtain more relevant results.

#### What is Boolean Search?

Boolean searches allow you to combine words and phrases using the words AND, OR, NOT and NEAR (otherwise known as Boolean operators) to limit, widen, or define your search. Most Internet search engines and Web directories default to these Boolean search parameters anyway, but a good Web searcher should know how to use basic Boolean operators.

#### Where does the term Boolean originate?

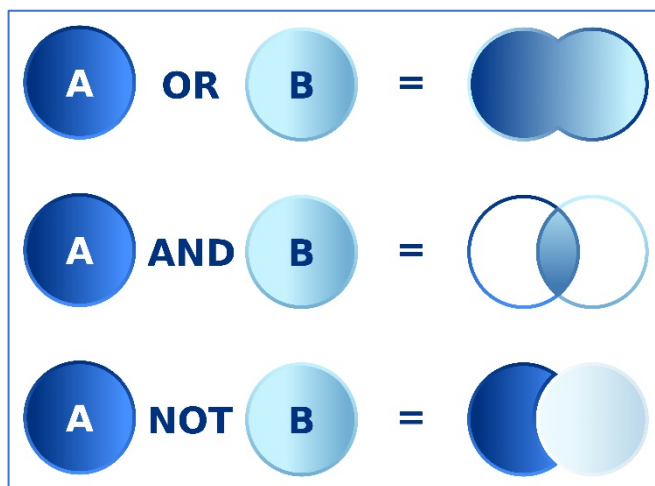
George Boole, an English mathematician in the 19th century, developed "Boolean Logic" in order to combine certain concepts and exclude certain concepts when searching databases.

#### How do I do a Boolean Search?

You have two choices: you can use the standard Boolean operators (AND, OR, NOT, or NEAR, or you can use their math equivalents. It depends on you, the searcher, on which method you're more comfortable with. For example:

#### Boolean Search Operators

- The Boolean search operator **AND** is equal to the "+" symbol.
- The Boolean search operator **NOT** is equal to the "-" symbol.
- The Boolean search operator **OR** is the default setting of any search engine; meaning, all search engines will return all the words you type in, automatically.
- The Boolean search operator **NEAR** is equal to putting a search query in quotes, i.e., "sponge bob square pants". You're essentially telling the search engine that you want all of these words, in this specific order, or this specific phrase.



**Examples:** Using AND narrows a search by combining terms; it will retrieve documents that use both the search terms you specify, as in this example:

- Melbourne and Victoria
- Using OR broadens a search to include results that contain either of the words you type in.
- Liberal OR democrat
- Using NOT will narrow a search by excluding certain search terms.

- Victoria NOT travel
  - **Geolocation Searches:** Utilise geolocation tools and searches to locate information or posts in specific geographical areas.
  - **Image Searches:** Employ reverse image searches to locate additional instances or sources of a particular image.
  - **Archived Data:** Utilise platforms like the Wayback Machine to access archived versions of webpages that may contain relevant information.
- F. Analysing and Verifying OSINT:
  - **Data Verification:** Ensure that the information obtained is verified through multiple sources to ascertain its accuracy.
  - **Contextual Analysis:** Analyse the information in context to ensure that it is understood correctly and to avoid misinterpretation.
  - **Relevance Check:** Ensure that the information is relevant to the investigation and adheres to the client's requirements and legal standards.
- G. Reporting and Utilisation:
  - **Data Compilation:** Compile the data in a structured manner, ensuring that it is organised and easily interpretable.
  - **Analysis:** Analyse the data to derive actionable insights that can guide the subsequent stages of the investigation.
  - **Reporting:** Ensure that the reporting of the OSINT is comprehensive, clear, and adheres to legal and ethical guidelines, providing a solid basis for decision-making or further investigative actions.

Utilising OSINT and conducting database searches require a meticulous approach, ensuring that the information obtained is not only relevant and accurate but also adheres to strict ethical and legal guidelines. The investigator must navigate through the vast expanse of publicly available information, extracting pertinent data while ensuring that the privacy and rights of the subjects are respected throughout the investigative process. This involves a balanced approach, ensuring that the pursuit of information is conducted with integrity, legality, and a steadfast adherence to ethical principles.

## 2.3 Examining Public Records and Documentation

In the pursuit of locating a subject, investigators often delve into a myriad of public records and documentation. This process involves scrutinising available public data that might hold clues or direct information about the subject's whereabouts or activities. It's crucial to approach this step with a strategic mindset, ensuring that the examination is thorough and in compliance with legal and ethical guidelines.

### Identifying Relevant Public Records

Public records can encompass a wide range of documents and databases that are accessible to the public, often providing a wealth of information about individuals, businesses, and properties. These may include:

- **Property Records:** Details about property ownership, transactions, and associated individuals.
- **Court Records:** Information about legal proceedings, judgements, and involved parties.
- **Business Registrations:** Details about business ownership, location, and contact information.
- **Electoral Rolls:** Information about registered voters and their residential addresses.
- **Birth, Death, and Marriage Records:** Vital records that provide information about significant life events.

### Strategic Examination of Documents

When examining public records, it's pivotal to:

- **Verify Authenticity:** Ensure that the documents or records being examined are genuine and have not been altered or falsified.
- **Correlate Information:** Cross-reference the obtained information with known facts about the subject to ascertain its relevance and accuracy.
- **Analyse Patterns:** Identify any patterns or consistencies in the data that might indicate the subject's habits, frequented locations, or associations.
- **Preserve Data:** Ensure that all data and records examined are preserved in a systematic manner for future reference or legal purposes.

### Legal and Ethical Considerations

While public records are generally accessible, it's paramount to adhere to legal and ethical norms during the examination process. Ensure that the access and use of information comply with the Privacy Act 1988 and other relevant legislation. Always respect the privacy and rights of the individuals involved, utilising the information solely for the investigative purpose and within the legal framework.

### Utilising Technology in Examination

Leverage technological tools and platforms that facilitate the efficient examination of public records. Various online databases and search platforms can streamline the process of accessing and analysing public records, ensuring that the investigation is conducted proficiently and comprehensively.

### Reporting and Documentation

Maintain a meticulous record of all documents examined, the information derived, and the relevance to the investigation. Ensure that the reporting is transparent, detailing the sources of information and the methods used in the examination. This not only aids in maintaining the integrity of the investigation but also ensures that the findings can be validated and utilised effectively in subsequent stages of the investigation or in legal proceedings.

### Note to Investigators:

Always refer back to the legal and ethical guidelines outlined in Chapter 1, ensuring that the examination of public records is conducted within the boundaries of the law and ethical practices. Additionally, consider the insights and strategies discussed in Chapter 2.1 and 2.2 regarding employing field calls and utilising open-source intelligence, as these may provide

supplementary approaches and information that can be cross-verified with findings from public records.

## 2.4 Conducting Missing Persons Investigations

### Introduction to Missing Persons Investigations

In Australia, the phenomenon of missing persons presents a significant concern, with over 38,000 reports received by police annually. While a substantial majority are found within a short span, approximately 2,600 individuals remain categorised as long-term missing persons, having been



missing for over three months. Investigations into these cases are spearheaded by State and Territory police, navigating through a myriad of emotional, legal, and procedural complexities.

### Key Statistics and Considerations

- **Demographics and Statistics:** A nuanced understanding of the demographics and statistics surrounding missing persons is pivotal. The data reveals that the majority of missing persons are under 18 when institutional cases are excluded, and a significant number are reported missing from various institutions, presenting a complex investigative landscape.
- **Reasons and Impacts:** The reasons behind disappearances, ranging from physical health issues to economic and familial challenges, guide the investigative approach, while the profound impact on families and communities underscores the urgency and sensitivity required in these investigations.

### Statistical Overview

A breakdown of the circumstances surrounding missing persons reveals the following:

- **When Located:**
  - Same Day as Reported Missing: 35%
  - Next Day After Report: 27%
  - 2 Days to One Week After Report: 24%
  - 8 to 31 Days After Report: 7%
  - Over 1 Month After Report: 6%
  - Not Located: 1%
- **How Located:**

- Missing Person Returned/Made Contact: 42%
- Located By Police: 18%
- Located By Family/Friend Search Action: 33%
- Other: 6%
- **Where Located:**
  - At Friend's Home or With Friends: 47%
  - Other Home: 10%
  - Public Place (e.g., On Street, Beach, Train): 20%
  - Other (e.g., Refuge, Own Car, Hotel): 19%
  - Not Known/Not Stated: 4%

### **The Intricacies of Missing Persons Investigations**

Navigating through the intricate pathways of missing persons investigations demands a meticulous approach, ensuring that every lead is pursued while maintaining adherence to legal and ethical guidelines. The investigator must be adept at utilising a range of investigative techniques, from conducting field calls to employing open-source intelligence (OSINT).

### **Legal and Ethical Considerations**

Investigators must be acutely aware of the legal and ethical boundaries within which they operate. This encompasses respecting privacy, adhering to the Privacy Act, and ensuring that the physical and emotional well-being of the subject and their families is prioritised. The investigator must also be mindful of the potential implications of revealing a subject's location, particularly in scenarios where safety may be compromised.

### **Utilising Available Resources and Data**

- **Data Utilisation:** Effective use of available data, from public records to databases, is crucial, providing a foundational base from which to launch the investigation.
- **Online Resources:** Online platforms, such as ASIC, ABR, Consumer VIC, Justice VIC, and subscription services like [Detective Desk](#), offer valuable information and aid in the investigative process.
- **Collaboration with Organisations:** Engaging with organisations, such as the Louise and Charmin Foundation for Missing Persons, can provide additional resources and support.

### **Engaging with the Community and Other Entities**

Community engagement, alongside collaboration with various entities such as NGOs and other investigative agencies, can amplify the reach and efficacy of the investigation. This may involve disseminating information through media channels, liaising with organisations that specialise in supporting missing persons cases, and coordinating with other investigators and law enforcement agencies.

### **Investigation Strategies and Techniques**

- **Field Work:** Engaging in fieldwork, such as visiting the last known locations of the missing person and speaking with their acquaintances, neighbors, and other relevant individuals, can provide crucial leads in the investigation.

- **Online and Social Media Investigations:** Utilising online platforms and social media can also be a vital tool in investigations, providing potential insights into the missing person's social circles, last known locations, and activities.
- **Collaboration with Law Enforcement:** Working in tandem with law enforcement agencies and utilising available resources, such as cadaver search dogs and other specialised tools, can enhance the effectiveness of the investigation.

### Missing Persons Kit and Preliminary Actions

Upon embarking on a missing persons investigation, the investigator must ensure that a comprehensive missing persons kit is compiled, encompassing:

1. **Recent Videos and Photographs:** To assist in identification and public appeals.
2. **Information on the Missing Person's Habits:** Understanding their routines and frequent locations can guide search efforts.
3. **Medical History:** Any past medical problems or similar situations that might influence their whereabouts or state of mind.
4. **Details of Tattoos, Piercings, or Medical Alert Bracelets:** Physical identifiers can be crucial in confirming identity.
5. **Access to Phone Lists:** To explore the missing person's social and professional circles for potential leads.
6. **Online Account Access:** Investigating social media and other online platforms for activity or data that might indicate location or status.
7. **Recent Credit Card Statements:** To track any recent purchases or movements.
8. **Information from Previous Police Investigations:** To understand any historical context or threats that might be relevant.
9. **Access to Close Relatives and Friends:** Their insights can be invaluable in understanding the missing person's mindset and potential locations.
10. **Media Coverage:** Ensuring that the case is visible to the public can enlist community assistance in locating the person.
11. **Legal Documentation:** Any restraining orders, legal disputes, or relevant legal documentation that might indicate potential threats or reasons for the disappearance.
12. **Employment Information:** Details about the missing person's work life, colleagues, and professional issues that might be relevant.

This comprehensive kit serves as a foundational tool in initiating and guiding the investigation, ensuring that all potential avenues of inquiry are explored and that the investigation is conducted in a thorough and systematic manner. The investigator must also ensure that all activities are conducted within the legal and ethical guidelines, safeguarding the privacy and safety of the missing person and all involved parties.

Upon the culmination of the investigation, the investigator must compile a detailed report, ensuring that all findings, methodologies, and outcomes are documented meticulously. This report must be furnished to the client, ensuring that all data is presented transparently and accurately, with a clear disclaimer regarding the reliability of third-party information.

### **Note on Continuous Awareness and Updating Knowledge**

Given the evolving nature of investigative methodologies and legal frameworks, investigators must ensure that their practices are continually updated, adhering to the most recent legal, ethical, and procedural guidelines.

## **2.5 Reviewing and Adapting Search Strategies**

Conducting an investigation to locate a subject is a dynamic process, often requiring investigators to continually assess the efficacy of their search strategies and make necessary adjustments. A meticulous review and adaptation of search strategies not only enhance the probability of success but also ensure that resources are utilised optimally.

### **Continuous Evaluation of Strategies**

- **Assess Effectiveness:** Regularly evaluate the effectiveness of the employed search strategies in yielding relevant information and leads.
- **Identify Shortcomings:** Recognise any gaps or shortcomings in the current strategy that may be hindering progress.
- **Adjust to New Information:** Be agile in modifying strategies as new information and leads emerge during the investigation.

### **Adapting to Challenges and Obstacles**

- **Overcome Roadblocks:** Identify alternative approaches to navigate through challenges or roadblocks encountered during the investigation.
- **Leverage New Techniques:** Explore and incorporate new investigative techniques or tools that might enhance the search process.
- **Engage Expertise:** Consider engaging specialists or experts in areas where specific knowledge or skills are required.

### **Utilising Diverse Investigative Methods**

- **Blend Various Methods:** Employ a blend of investigative methods, such as OSINT, field calls, and public record examinations, to create a robust search strategy.
- **Synchronise Efforts:** Ensure that various investigative methods are synchronised and complement each other in providing a comprehensive search framework.
- **Validate Information:** Cross-verify information obtained through different methods to validate its accuracy and reliability.

### **Legal and Ethical Compliance**

- **Maintain Compliance:** Ensure that all adaptations and modifications to the search strategy adhere to legal and ethical guidelines.
- **Preserve Integrity:** Maintain the integrity of the investigation by ensuring that all methods and strategies employed are transparent and justifiable.
- **Protect Privacy:** Ensure that the privacy and rights of individuals are respected and protected throughout the investigative process.

### **Documentation and Reporting**

- **Record Adjustments:** Document all changes and adaptations made to the search strategy, providing a clear rationale for each adjustment.

- **Update Stakeholders:** Keep relevant stakeholders, such as clients or supervisory bodies, informed about any significant changes in the search strategy.
- **Preserve Evidence:** Ensure that all information and evidence obtained during the investigation are preserved and documented meticulously.

#### Future Preparedness

- **Learn from Outcomes:** Analyse the outcomes of the adapted strategies to glean insights that can be applied in future investigations.
- **Develop a Knowledge Base:** Create a repository of knowledge and insights gained during the investigation to aid in developing strategies for future cases.
- **Enhance Skills:** Identify areas where skill enhancement may benefit future investigations and pursue relevant training or education.

#### Note to Investigators:

Always circle back to the foundational principles and guidelines established in the preceding chapters, ensuring that the adaptation of strategies is aligned with legal, ethical, and professional standards. The iterative process of reviewing and adapting strategies is pivotal in navigating through the complexities and uncertainties encountered during an investigation to locate a subject.

## Chapter 3: Reporting and Analysing Investigation Outcomes

### 3.1 Documenting Investigation Activities and Sources

The meticulous documentation of investigation activities and sources is paramount in ensuring the credibility, transparency, and potential legal standing of an investigation. This chapter delves into the critical aspects of documenting all facets of investigative work, from activities undertaken to sources consulted, ensuring a robust and comprehensive record is maintained.

#### Importance of Comprehensive Documentation

- **Legal Adherence:** Ensuring all activities are documented provides a clear record of adherence to legal and ethical guidelines.
- **Credibility:** Detailed documentation bolsters the credibility of the investigation and the findings derived from it.
- **Accountability:** It establishes a clear record of the investigator's actions and decisions throughout the investigation.

#### Key Elements to Document

- **Activities Undertaken:** Record all actions, such as field calls, database searches, and interviews, detailing the what, when, and why of each activity.
- **Information Sources:** Document all sources of information, including databases, public records, and individuals, ensuring clarity on where and how information was obtained.



- **Findings:** Clearly record all findings, ensuring that data is accurate, relevant, and substantiated.
- **Challenges and Solutions:** Document any challenges encountered during the investigation and the strategies employed to overcome them.

#### Legal and Ethical Compliance in Documentation

- **Confidentiality:** Ensure that all documentation is stored and handled with utmost confidentiality, protecting the privacy and data of individuals involved.
- **Accuracy:** Maintain absolute accuracy in recording information, avoiding any alterations or misrepresentations of data.
- **Transparency:** Ensure that the documentation process is transparent and provides a clear, unambiguous record of the investigation.

#### Utilising Technology in Documentation

- **Digital Records:** Leverage digital platforms for documentation to ensure secure, organised, and accessible storage of data.
- **Data Security:** Employ robust data security measures to protect digital documentation from unauthorised access, alteration, or loss.
- **Backup Systems:** Implement backup systems to prevent loss of data and ensure that documentation is preserved in multiple secure locations.

#### Review and Verification

- **Data Verification:** Ensure that all documented information is verified for accuracy and reliability.
- **Consistency Checks:** Maintain consistency in documentation, ensuring that all records are coherent and aligned.
- **Peer Review:** Consider having documentation reviewed by a peer or supervisor to ensure accuracy and completeness.

#### Preparing for Reporting

- **Organisation:** Ensure that documentation is well-organised, facilitating ease of reference and coherence in reporting.
- **Accessibility:** Ensure that relevant stakeholders, such as clients or supervisory bodies, have appropriate access to documentation, adhering to confidentiality and data protection guidelines.
- **Preparation for Analysis:** Ensure that documented data is prepared in a manner that facilitates subsequent analysis and reporting of investigation outcomes.

#### Note to Investigators:

*The documentation of investigation activities and sources forms the backbone of the investigative process, providing a clear, credible, and legally compliant record of all actions undertaken. This not only safeguards the investigator and the investigative process but also ensures that findings and outcomes are substantiated, credible, and defensible in any subsequent proceedings.*

In the following sections, we will delve deeper into analysing and reporting the outcomes of the investigation, ensuring that findings are presented in a clear, coherent, and impactful manner, adhering to all relevant legal and ethical guidelines.

## 3.2 Analysing Outcomes and Recommending Further Actions

### The Significance of Analytical Review

The analysis of investigation outcomes is a pivotal stage that synthesises all gathered data, findings, and documented activities to formulate a coherent understanding of the situation and to determine the subsequent steps. This phase involves a meticulous review of all documentation, findings, and data to identify patterns, correlations, and insights that will inform the final reporting and any recommendations for further actions.

### Key Components in Outcome Analysis

- **Data Synthesis:** Combine and correlate all gathered data to identify patterns, anomalies, or insights that may not be evident when data points are considered in isolation.
- **Legal Compliance:** Ensure that the analysis adheres to all relevant legal and ethical guidelines, maintaining the integrity of the investigation.
- **Objective Review:** Maintain an objective stance, ensuring that the analysis is not influenced by biases or preconceived notions.

### Employing Analytical Techniques

- **Comparative Analysis:** Compare findings against known benchmarks, standards, or historical data to identify deviations or anomalies.
- **Pattern Recognition:** Identify recurring themes, patterns, or correlations within the data that may provide insights into the subject of the investigation.
- **Risk Analysis:** Evaluate the implications, risks, and potential consequences associated with the identified findings.

### Formulating Recommendations

- **Actionable Insights:** Ensure that recommendations are formulated based on clear, substantiated insights derived from the analytical review.
- **Feasibility Assessment:** Evaluate the practicality and feasibility of recommended actions, considering logistical, legal, and ethical implications.
- **Risk Mitigation:** Include strategies to mitigate potential risks associated with recommended actions.

### Ensuring Ethical and Legal Adherence

- **Ethical Considerations:** Ensure that recommendations adhere to ethical guidelines, safeguarding the rights and wellbeing of all parties involved.
- **Legal Compliance:** Ensure that recommended actions are in compliance with relevant legal frameworks, avoiding potential legal repercussions.
- **Client Alignment:** Ensure that recommendations align with client objectives, expectations, and ethical standards.

### Preparing for Client Reporting

- **Clear Communication:** Ensure that findings and recommendations are communicated in a clear, comprehensible manner, avoiding jargon and ensuring accessibility for non-specialist stakeholders.
- **Supporting Documentation:** Provide clear references to documented findings, ensuring that recommendations are substantiated and credible.

- **Client Engagement:** Engage with the client to ensure that findings and recommendations are aligned with their objectives and expectations, and are actionable within their operational context.

#### **Note to Investigators:**

The analytical review and formulation of recommendations are critical in translating investigative findings into actionable insights and strategies. This phase not only determines the impact and utility of the investigation but also shapes the subsequent actions that may be undertaken by the client or relevant stakeholders. Ensuring that this process is conducted with meticulous attention to detail, objectivity, and adherence to ethical and legal guidelines is paramount in maintaining the credibility and integrity of the investigative process.

### **3.3 Presenting the Investigation Report**

#### **Crafting a Comprehensive Report**

The culmination of the investigative process is the creation and presentation of a detailed report that encapsulates all activities, findings, analyses, and recommendations. This document serves as a tangible record of the investigation, providing stakeholders with insights into the process, outcomes, and suggested next steps.

#### **Key Elements of the Investigation Report**

- **Executive Summary:** A succinct overview of the investigation, key findings, and primary recommendations.
- **Methodology:** A detailed account of the investigative approach, techniques employed, and compliance with legal and ethical guidelines.
- **Findings:** A thorough presentation of all data, information, and insights garnered during the investigation.
- **Analysis:** A comprehensive analysis of findings, identifying patterns, correlations, and insights that have informed the investigative outcomes.
- **Recommendations:** Clearly articulated and substantiated recommendations for further actions, based on the analysis of findings.
- **Legal and Ethical Compliance:** A declaration and documentation of adherence to all relevant legal and ethical standards throughout the investigation.
- **Appendices:** Inclusion of relevant documentation, data, and additional information that supports the findings and recommendations of the report.

#### **Ensuring Clarity and Accessibility**

- **Non-Technical Language:** Ensure that the report is accessible to non-specialist stakeholders, avoiding unnecessary jargon and technical language.
- **Visual Aids:** Utilise charts, graphs, and visual aids to enhance the comprehensibility and impact of the report.
- **Structured Format:** Employ a clear, structured format that facilitates easy navigation and comprehension of the report.

#### **Engaging with Stakeholders**

- **Presentation Skills:** Employ effective presentation skills to communicate findings and recommendations clearly and persuasively.

- **Stakeholder Interaction:** Engage with stakeholders, addressing queries, and providing additional insights as required.
- **Feedback Incorporation:** Be receptive to stakeholder feedback and be prepared to adapt recommendations and strategies in alignment with stakeholder inputs.

#### **Post-Report Actions**

- **Follow-Up:** Engage in follow-up activities to assist stakeholders in implementing recommendations and navigating subsequent actions.
- **Additional Investigations:** Be prepared to undertake additional investigative activities based on the outcomes of the report and stakeholder requirements.
- **Evaluation:** Conduct an evaluation of the investigative process, identifying areas of strength and opportunities for improvement in future investigations.

#### **Note to Investigators:**

The presentation of the investigation report is not merely a formality but a critical phase that determines the impact and utility of the investigative process. Ensuring that the report is not only comprehensive and detailed but also clear, accessible, and engaging is paramount in ensuring that the findings and recommendations are understood, accepted, and acted upon by stakeholders. Engaging effectively with stakeholders during the presentation also provides an opportunity to further clarify, adapt, and enhance the applicability and impact of the investigative outcomes.

## **Chapter 4: Knowledge and Skills for Investigating and Locating Subjects**

### **4.1 Understanding Legal and Workplace Policies and Procedures**

Navigating through the intricate web of legal and workplace policies and procedures is pivotal in the realm of investigative work. While the foundational understanding of these aspects has been established in previous chapters, a deeper exploration into the practical application, nuances, and complexities of these policies and procedures is imperative for an investigator to proficiently conduct their work while safeguarding the rights and privacy of the subjects and maintaining the integrity of the investigation.

#### **Legal Compliance in Varied Contexts**

Legal adherence is not a one-size-fits-all approach, especially when investigations span across different jurisdictions or involve subjects from varied demographic and social backgrounds. For instance, understanding the legalities of investigating minors, vulnerable populations, or individuals with protective orders requires a nuanced approach. The investigator must be adept at navigating through the legal intricacies, ensuring that the investigation does not infringe upon the rights and protections afforded to these individuals.

## **Case Studies and Legal Precedents**

Examining case studies and legal precedents can provide invaluable insights into the practical application of laws in investigative work. It allows investigators to understand the ramifications of legal missteps and the importance of meticulous adherence to legal protocols. For instance, understanding the outcomes of cases where evidence was dismissed due to non-compliance with legal procedures can underscore the criticality of lawful conduct in every phase of the investigation.

## **Data Protection and Privacy Laws**

In an era where data is pivotal, understanding and complying with data protection and privacy laws, such as the Privacy Act 1988 in Australia, is crucial. This involves understanding the lawful processing of personal data, ensuring that any data utilised or shared during the investigation adheres to the principles of data minimisation, purpose limitation, and is subjected to appropriate security measures.

## **Ethical Considerations in Legal and Workplace Policies**

Ethical considerations often intertwine with legal compliance. For instance, while certain investigative actions might be lawful, they may tread on ethical grey areas. Understanding the ethical implications of legal policies and ensuring that investigative actions, even when lawful, do not compromise the ethical standards of the profession is vital. This involves respecting the dignity and rights of the subjects, ensuring fairness and impartiality, and avoiding any actions that might be perceived as coercive or intrusive beyond what is permissible.

## **Workplace Policies and Procedural Adherence**

Workplace policies often dictate the procedural aspects of conducting investigations. This includes adherence to protocols related to documentation, communication, data handling, and reporting within the investigative agency or department. Ensuring that investigations are conducted in alignment with these policies safeguards the validity and reliability of the investigative outcomes and ensures consistency and standardisation in investigative practices.

## **Continuous Legal Education and Updates**

Laws and policies are dynamic and subject to amendments and updates. Continuous education and staying abreast of any changes in legal and workplace policies ensure that investigators are always operating within the current legal and procedural framework. Engaging in workshops, courses, and seminars focused on legal updates, and being part of professional investigative networks and forums can facilitate this continuous learning and adherence to updated practices.

Understanding and embedding legal and workplace policies into the fabric of investigative practices ensures not only the lawful and ethical conduct of investigations but also safeguards

the credibility and reliability of the investigative outcomes. It protects the investigator, the subject, and the integrity of the investigative process, ensuring that the findings are robust, valid, and uphold the principles of justice and fairness.

## 4.2 Verifying and Validating Information

In the realm of investigative work, the accuracy and reliability of information are paramount. Verifying and validating information goes beyond the initial stages of gathering data and delves into ensuring that every piece of data, every lead, and every piece of evidence is not only accurate but also applicable and relevant to the case at hand. This subchapter will explore the nuanced approaches and methodologies that investigators can employ to meticulously verify and validate information, ensuring the robustness of the investigative process.

### Differentiating Between Verification and Validation

- **Verification:** This involves ensuring that the information gathered is accurate, reliable, and has been obtained from credible sources. It's about confirming the authenticity of the data.
- **Validation:** This pertains to ensuring that the verified information is applicable and relevant to the specific case being investigated. It's about confirming the applicability and relevance of the data.

### Strategies for Verification

- **Cross-Referencing:** Comparing information across multiple sources to identify consistencies or discrepancies. This could involve checking facts against different databases, media reports, or direct sources.
- **Source Evaluation:** Assessing the credibility, reliability, and historical accuracy of the sources from which information is obtained. This involves scrutinising the track record of the source and evaluating any potential biases or discrepancies in their provided information.
- **Chain of Custody:** Ensuring that any evidence or data has a clear and unbroken chain of custody, safeguarding against tampering or contamination and ensuring its admissibility in legal contexts.

### Strategies for Validation

- **Relevance Check:** Ensuring that the verified information is pertinent to the case. This involves evaluating the information against the specific contexts and parameters of the investigation.
- **Applicability Assessment:** Ensuring that the information is not only relevant but also applicable in the specific investigative context, providing actionable insights or leads.

- **Timeliness:** Ensuring that the information is current and relevant to the time frame of the investigation. This involves checking the dates and times of incidents, reports, or data entries and ensuring they align with the investigative parameters.

### Utilising Technology for Verification and Validation

- **Digital Forensics:** Employing digital forensic tools to verify the authenticity of digital data, such as emails, documents, or digital media. This involves checking metadata, employing cryptographic verification, and utilising forensic software to ensure data integrity.
- **Database Checks:** Utilising various databases, both public and private, to cross-verify information and ensure its accuracy and reliability.
- **Online Verification Tools:** Utilising online tools and platforms that facilitate verification, such as reverse image search tools, domain verification platforms, and online fact-checking websites.

### Legal and Ethical Considerations

- **Lawful Verification:** Ensuring that the methods employed for verification and validation adhere to legal standards, respecting privacy laws, data protection regulations, and evidentiary requirements.
- **Ethical Use of Information:** Ensuring that verified and validated information is utilised ethically, respecting the rights and dignity of subjects and adhering to professional and moral standards.

The meticulous verification and validation of information not only safeguard the integrity of the investigation but also ensure that the findings and outcomes are robust, credible, and reliable. It protects against misinformation, ensures the relevance and applicability of data, and safeguards against potential legal and ethical pitfalls.

## 4.3 Employing Various Search Techniques

While previous chapters have delved into field calls and open-source intelligence (OSINT), it is imperative to explore additional and advanced search techniques that can be employed by investigators to locate subjects and gather pertinent information. This subchapter will explore a variety of search techniques, focusing on specialised database searches, international searches, and utilising private databases, while also delving into advanced strategies that can enhance the investigative process.

### Specialised Database Searches

- **Industry-Specific Databases:** Utilising databases that are specific to certain industries or sectors, such as financial databases, medical databases, or proprietary industry databases, to gather specialised information relevant to the case.

- **Government Databases:** Accessing and navigating various government databases, such as criminal records, vehicle registration databases, or business registration databases, to gather pertinent information.
- **Subscription-Based Databases:** Engaging with databases that require subscription or membership, which might provide access to specialised information, records, or data that are not publicly accessible.

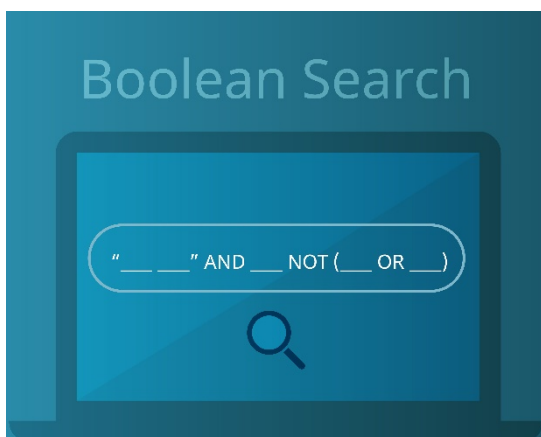
### International Searches

- **Interpol Databases:** Utilising international policing databases, such as those managed by Interpol, to gather information on subjects across international borders.
- **International Public Records:** Accessing and navigating public records from foreign countries, respecting the legal and procedural norms of the respective country.
- **Global Media Searches:** Employing searches across international media platforms and news outlets to gather information or identify leads that may be relevant to the investigation.

### Utilising Private Databases

- **Credit Bureaus:** Accessing information from credit bureaus to gather data on a subject's financial history, creditworthiness, and financial affiliations.
- **Private Investigative Databases:** Utilising databases that are specifically designed for investigative professionals, which may provide access to a wealth of information that is curated and compiled for investigative purposes.
- **Commercial Data Brokers:** Engaging with commercial data brokers who aggregate, compile, and sell access to data and information that may be pertinent to the investigation.

### Advanced Search Strategies (discussed above)



- **Boolean Searches:** Employing Boolean search logic to conduct more precise and targeted searches across various platforms and databases, utilising operators such as AND, OR, and NOT to refine search results.

**Deep Web Searches:** Navigating the deep web, which includes databases and web pages that are not indexed by traditional search engines, to uncover information that might be hidden from conventional searches.

### Deep Web Searches in Investigations

The Deep Web refers to the part of the internet that is not indexed by traditional search engines, such as Google or Bing. This includes databases, private networks, and other types of data that are not accessible without specific credentials or through particular navigational



paths. Conducting searches on the Deep Web can unveil a wealth of information that might be hidden from conventional searches, providing investigators with additional data and leads that can be pivotal in locating subjects or gathering pertinent information.

### Understanding the Deep Web

- **Non-Indexed Pages:** Web pages or databases that are not indexed by search engines and cannot be found through conventional search methods.
- **Password-Protected Pages:** Web pages or databases that require login credentials to access.
- **Dynamic Content:** Web pages that generate content dynamically, often through user interaction or query inputs.

### How to Navigate the Deep Web (not to be confused with the *Dark Web*)

1. **Utilising Specialised Search Engines:**
  - Use search engines like DuckDuckGo, which do not track user searches and may provide access to different results than traditional search engines.
  - Explore academic and library databases that might provide access to scholarly articles, research papers, and other academic data.
2. **Accessing Public and Private Databases:**
  - Navigate to specific databases directly, such as public records databases, academic databases, or proprietary industry databases.
  - Utilise login credentials, where legally and ethically permissible, to access password-protected databases or networks.
3. **Employing Direct URL Navigation:**
  - If you know the exact URL of a web page, navigate directly to it, bypassing search engine use.
  - Utilise bookmarks or saved links to access known databases or web pages directly.
4. **Using the Tor Browser:**
  - The Tor Browser allows users to access the dark web, a subset of the deep web that is intentionally hidden and is inaccessible through standard web browsers.
  - Note: Navigating the dark web requires extreme caution and strict adherence to legal and ethical guidelines.
5. **Leveraging Online Forums and Communities:**
  - Participate in or explore online forums, bulletin boards, and communities that might provide access to non-indexed pages or databases.
  - Engage with user groups or communities that might provide leads or direct access to deep web resources.

### Legal and Ethical Considerations

- **Legality:** Ensure that all activities conducted on the deep web are legal and in compliance with applicable laws and regulations.
- **Ethical Access:** Ensure that access to databases or networks is conducted ethically, respecting privacy and data protection norms.

- **Data Use:** Ensure that any data gathered from the deep web is used ethically and responsibly, adhering to legal and professional standards.

### Security Considerations

- **Secure Browsing:** Employ secure browsing practices, utilising VPNs and secure browsers to protect your identity and data during deep web navigation.
- **Data Protection:** Ensure that any data accessed or downloaded from the deep web is scanned for malware and is stored securely to prevent unauthorised access.
- **Privacy:** Respect the privacy of individuals and entities while navigating the deep web, ensuring that personal data is handled with utmost care and in compliance with data protection laws.

Navigating the deep web can provide investigators with access to a vast array of information and data that might be pivotal in conducting thorough investigations. However, it is imperative that deep web searches are conducted with strict adherence to legal, ethical, and security standards, ensuring that the investigative process is not compromised and that the rights and privacy of individuals are respected.

- **Social Engineering:** Employing social engineering techniques, where legally and ethically permissible, to gather information or leads that might not be accessible through conventional search methods.
- **Geospatial Searches:** Utilising geospatial search techniques to gather information based on geographical and spatial parameters, employing mapping data, satellite imagery, and geospatial databases.

### Legal and Ethical Considerations

- **Compliance:** Ensuring that all search techniques employed are in compliance with local, national, and international laws, respecting privacy, data protection, and access regulations.
- **Ethical Use:** Ensuring that the information gathered through various search techniques is used ethically and responsibly, respecting the rights and dignity of subjects and stakeholders.
- **Data Security:** Ensuring that any data accessed, utilised, or stored during the investigative process is secured and protected against unauthorised access or compromise.

Employing various search techniques allows investigators to gather a wealth of information from diverse sources, enhancing the depth and breadth of the investigative process. However, it is imperative that these techniques are employed with strict adherence to legal and ethical standards, safeguarding the integrity of the investigation and protecting the rights and privacy of individuals involved.

## 4.4 Understanding and Avoiding Unethical Investigative Behaviours

Conducting ethical investigations is paramount to maintaining the integrity of the investigative process and ensuring that the outcomes are legitimate, reliable, and legally defensible. Unethical behaviours can not only jeopardise the investigation but also tarnish the reputation of the investigator and the agency they represent. This section will delve into understanding and avoiding unethical investigative behaviours.

### Understanding Unethical Behaviours

1. **Breach of Privacy:** Unauthorised access to personal information, intrusive surveillance, or sharing confidential information without consent.
2. **Misrepresentation:** Presenting oneself falsely or providing inaccurate information to obtain data or access.
3. **Coercion:** Using force or intimidation to obtain information or cooperation.
4. **Biased Investigation:** Allowing personal beliefs or affiliations to influence the investigative process and outcomes.
5. **Manipulation of Information:** Altering, omitting, or fabricating information to mislead the investigation.
6. **Negligence:** Failing to conduct thorough investigations, overlooking crucial information, or not following proper investigative procedures.

### Avoiding Unethical Behaviours

#### Adherence to Legal and Ethical Standards

- **Compliance with Laws:** Ensure all investigative activities comply with relevant laws, regulations, and guidelines.
- **Respect for Rights:** Uphold the rights of individuals being investigated, ensuring that their privacy and dignity are respected.
- **Confidentiality:** Safeguard the information obtained during the investigation, ensuring it is used and disclosed only as per legal and ethical norms.

#### Transparent and Objective Investigation

- **Impartiality:** Conduct investigations without prejudice, ensuring that personal biases do not influence outcomes.
- **Transparency:** Be transparent about the methods and approaches used in the investigation, ensuring they can be scrutinised and validated. It is imperative to remember that an investigator's work may be scrutinised in a court of law, necessitating that all activities, methodologies, and data handling be transparent, legally compliant, and ethically conducted to withstand such scrutiny.
- **Objective Reporting:** Ensure that reports and findings are factual, unbiased, and based solely on the evidence obtained during the investigation.

## Professional Conduct and Integrity

- **Honesty:** Be truthful and honest in all aspects of the investigation, ensuring that information is presented accurately and completely.
- **Accountability:** Take responsibility for actions and decisions made during the investigation, ensuring that they can be accounted for and justified.
- **Professionalism:** Conduct investigations with professionalism, ensuring that behaviours and actions uphold the standards of the investigative profession.

## Continuous Learning and Development

- **Skill Development:** Continuously enhance investigative skills and knowledge to ensure that investigations are conducted competently and effectively.
- **Ethical Training:** Engage in regular ethical training to stay abreast of ethical norms and standards in investigations.
- **Peer Review:** Engage in or facilitate peer reviews of investigations to ensure that they are conducted ethically and competently.

## Implementing Ethical Guidelines

- **Developing Ethical Policies:** Establish clear ethical policies and guidelines that outline acceptable behaviours and practices in investigations.
- **Ethical Oversight:** Implement mechanisms for ethical oversight, such as ethics committees or review boards, to scrutinise and validate investigative practices.
- **Reporting Mechanisms:** Establish clear channels for reporting unethical behaviours, ensuring that they can be addressed promptly and effectively.
- **Regular Audits:** Conduct regular audits of investigations to ensure that they are conducted ethically and in compliance with established policies and guidelines.

Understanding and avoiding unethical investigative behaviours is crucial to ensuring that investigations are legitimate, reliable, and legally defensible. By adhering to ethical standards, respecting the rights and privacy of individuals, and conducting investigations with transparency and integrity, investigators can uphold the credibility of the investigative process and ensure that outcomes are just and equitable.

## GLOSSARY

1. **Background Check:** The process of verifying the history of an individual, which may include criminal records, employment history, and other personal details.
2. **Case File:** A collection of documents, notes, and evidence related to a specific investigation.
3. **Confidentiality:** The principle of keeping sensitive information private and not disclosing it to unauthorised parties.
4. **Data Protection:** Measures and policies implemented to ensure the security and privacy of personal data.
5. **Digital Footprint:** The trail of data left by interactions in a digital environment, including social media activity, online transactions, and browsing history.
6. **Due Diligence:** The comprehensive investigation or exercise of care that a reasonable business or person is expected to undertake before entering into an agreement or contract.
7. **Ethical Standards:** Guidelines that dictate the moral principles and professional conduct expected of investigators.
8. **GPS Tracking:** The use of Global Positioning System technology to monitor and track the location of a subject or object.
9. **Interview Techniques:** Methods and strategies used to effectively communicate and extract information from subjects during interviews.
10. **Investigative Plan:** A structured approach outlining the methods and strategies to be used in an investigation.
11. **Observation Skills:** The ability to notice and interpret details in the environment, often crucial in surveillance and investigative work.
12. **Operational Briefing:** A meeting or communication that provides detailed instructions and information before the commencement of an operation.
13. **Privacy Laws:** Legal provisions that protect the privacy of individuals and regulate the handling of personal information.
14. **Risk Assessment:** The process of identifying, analysing, and evaluating risks associated with an investigative operation.
15. **Stakeholder:** An individual or group with an interest or concern in the outcome of an investigation.
16. **Surveillance:** The continuous observation of a person, place, or object to gather information.
17. **Trace Evidence:** Physical evidence that is transferred from one location to another during the commission of a crime or other event.
18. **Undercover Operations:** Covert activities conducted by investigators to gather information without revealing their identity.
19. **Witness Statement:** A formal account given by a witness, detailing what they know about an event or situation relevant to an investigation.