Through delivering national information solutions that support the work of police, we contribute to a safer community and a safer Australia.

Chapter 2
Report on performance

Annual performance statement

Statement of preparation

I, as the accountable authority of CrimTrac, present the annual performance statements for the year ended 30 June 2016, as required under paragraphs 39(1)(a), (b) and 102(1)(h) of the *Public Governance*, *Performance and Accountability Act 2013* (PGPA Act) and associated, performance relevant PGPA Rules.

In my opinion, in accordance with section 37 of the PGPA Act, these annual performance statements are based on properly maintained records and in accordance with section 38 and subsection 39(2), appropriately measure, assess and provide information about CrimTrac's performance in achieving our purposes.

Chris Dawson APM
Chief Executive Officer
Australian Criminal Intelligence Commission

(CrimTrac and the Australian Crime Commission merged to form the Australian Criminal Intelligence Commission on 1 July 2016)
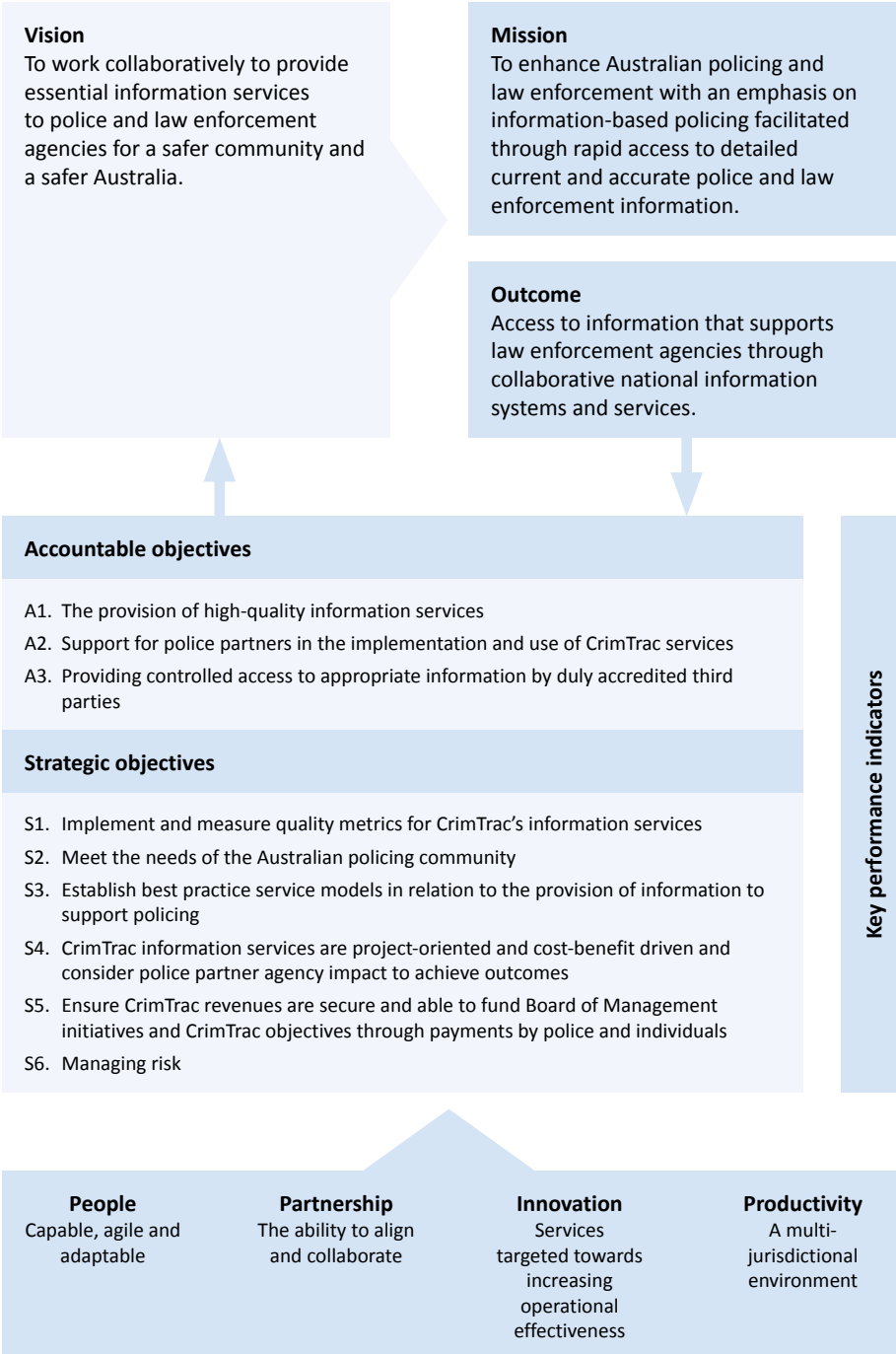
Outcome and program structure

Our *Portfolio Budget Statement 2015–16* details our outcome program structure and key performance indicators for the reporting year.

Our *Corporate Plan 2015–2019* articulates detailed accountable and strategic objectives and additional key performance indicators. These accountable and strategic objectives are linked to CrimTrac's IGA and Memorandum of Understanding with Australia's police agencies, and to our *Strategic Plan 2015–2020*, which sets our direction and priorities for the five-year period.

CrimTrac Portfolio Budget Statement 2015–16	
Outcome Access to information that supports law enforcement agencies through collaborative national information systems and services	**Program 1.1** National law enforcement information systems and services

Objective
CrimTrac's broad objective is to enhance Australian policing through the provision of high-quality information services that meet the needs of the Australian policing community

Deliverables:

- operate, maintain and enhance existing national critical policing information infrastructure, systems and services—including automated fingerprint identification system, criminal investigation DNA database, child protection services, police checking service, national firearms service, national ballistics identification, missing person and victim system, and cybercrime online reporting network

- implement new information-sharing capabilities for policing and law enforcement, including a national DNA investigative capability

- implement a national domestic violence order information sharing system prototype

- continue to strengthen internal capacity and capability

- identify, assess and prioritise capability development opportunities that support CrimTrac partners and national strategic intent—including firearms and ballistics information, cybercrime reporting, child protection, biometrics

- support the international exchange of policing and law enforcement information

Key performance indicators:

- availability of fingerprint system (excluding scheduled outages)

- availability of police references and child offender systems (excluding scheduled outages)

- percentage of criminal history checks completed within 10 working days

- percentage of urgent criminal history checks completed within five working days

CrimTrac Corporate Plan 2015–19

Vision
To work collaboratively to provide essential information services to police and law enforcement agencies for a safer community and a safer Australia.

Mission
To enhance Australian policing and law enforcement with an emphasis on information-based policing facilitated through rapid access to detailed current and accurate police and law enforcement information.

Outcome
Access to information that supports law enforcement agencies through collaborative national information systems and services.

Accountable objectives

A1. The provision of high-quality information services

A2. Support for police partners in the implementation and use of CrimTrac services

A3. Providing controlled access to appropriate information by duly accredited third parties

Strategic objectives

S1. Implement and measure quality metrics for CrimTrac's information services

S2. Meet the needs of the Australian policing community

S3. Establish best practice service models in relation to the provision of information to support policing

S4. CrimTrac information services are project-oriented and cost-benefit driven and consider police partner agency impact to achieve outcomes

S5. Ensure CrimTrac revenues are secure and able to fund Board of Management initiatives and CrimTrac objectives through payments by police and individuals

S6. Managing risk

Key performance indicators

People
Capable, agile and adaptable

Partnership
The ability to align and collaborate

Innovation
Services targeted towards increasing operational effectiveness

Productivity
A multi-jurisdictional environment

2015–16 performance scorecard

The following scorecard summarises our quantifiable measures and qualitative achievements against our key performance indicators as they relate to our accountable and strategic objectives. Where possible we have provided analysis and/or comparative trending information against these indicators and associated assessment of performance.

Accountable objectives

Accountable objective 1. The provision of high-quality information services		
Performance	**Measure**	**Key performance indicator**
Meet the needs of the Australian policing community.	A subjective assessment[1] by the Board of Management on CrimTrac's performance on an annual basis at the last Board meeting of each financial year.	✔ Board of Management statement of agreement. KPI source: Corporate Plan

Achievements
All members of the Board of Management have agreed or strongly agreed that CrimTrac has provisioned high quality information services to meet the existing needs of the Australian policing community.
Exceeded availability targets for all major CrimTrac information systems and services.
Provided 76,622 approved users access to the **National Police Reference System** (NPRS).
Enabled police and law enforcement agencies to make over 42 million person searches against NPRS data holdings.
Improved the capability and accuracy of person searches through upgrades to NPRS.
Maintained more than 11 million person of interest records on the NPRS (of which more than 2.24 million included photographs).
Realised significant benefits through the **National Automated Fingerprint Identification System** (NAFIS) capacity upgrade project, including reduced fingerprint matching wait times and increased speed of response.
Enabled police and law enforcement agencies to increase their usage of NAFIS across all forms of search during 2015–16, compared with 2014–15.
Enabled a 21.5% increase in the number of NAFIS crime scene searches police and the Department of Immigration and Border Protection performed in 2015–16, compared with 2014–15.
Enabled a 36% increase in the number of NAFIS TenPrint searches police and the Department of Immigration and Border Protection performed in 2015–16, compared with 2014–15.
Launched the **National Missing Person and Victim System**, which is now being used by police and forensic specialists to record and match ante mortem and post mortem data of a person or body.

Analysis and trends
Our police partner agencies usage of and reliance on CrimTrac's information services has steadily increased over the last four years as our systems have become more readily accessible to a wider police audience through new business processes.

---

1   Our CEO provides information to the Board of Management for them to determine if we meet the needs of the Australian policing community.

2015–16 performance scorecard (continued)

Accountable objective 2. Support for the police partners in the implementation and use of CrimTrac services		
Performance	**Measure**	**Key performance indicator**
Active representation and participation by police partners in governance, management and business groups. (Some states have indicated they may not be able to attend all scheduled meetings due to environmental factors such as time and cost to attend or operational imperatives.)	An objective measurement using the following proxy measures reflect the level of support expressed by police partners for the continued operation of CrimTrac: ■ police partner attendance at planned meetings conducted ■ police partner representation at the Board of Management ■ police partner representation at the Strategic Issues Group.	✔ Percentage of attendees from police partners at each meeting not to fall below 82% (i.e. 7 out of 9 police partners attend each meeting). ✔ Meetings will be held quarterly. ✔ Papers will be distributed to members 10 days prior to the meeting date. ✔ A quorum will be established before meeting commencement and maintained throughout the agenda. KPI source: Corporate Plan

Achievements

All of the key performance indicators associated with the Board of Management and Strategic Issues Group were met. In addition, the Chief Information Officers Committee met four times during the reporting period and provided advice and assurance for the Board on our ICT services and initiatives.

Accountable objective 3. Providing controlled access to appropriate information by duly accredited third parties		
Performance	**Measure**	**Key performance indicator**
Establish control measures. Adherence to agreed legislation, policies and processes by: ■ Commonwealth government agencies ■ state and territory government agencies ■ authorised third parties ■ CrimTrac.	Board of Management approve access and control measures: ■ an objective measurement of audit processes to effectively identify compliance, where the follow up action is undertaken ■ internal policies and procedures are in place and maintained.	Controls are established and maintained. ✔ 100% of potential compliance issues are addressed through active action or direction by the Executive. ✔ Relevant Memorandums of Understanding (MOUs) and policies are in place and maintained. KPI source: Corporate Plan

Achievements

Implemented all recommendations arising from the Approved External Agencies Access Audit.

Maintained five MOUs between Australian government agencies to support and enable approved external agencies controlled access to specific law enforcement information we hold.

Strategic objectives

Strategic objective 1. Implement and measure quality metrics for CrimTrac's information services		
Performance	**Measure**	**Key performance indicator**
Establish performance measures. CrimTrac information service measures are appropriate to the needs of the following entities: ■ operational police ■ investigations and case management ■ forensics ■ intelligence support ■ approved third parties (Including other government agencies).	Board of Management approve the performance measures.	Performance measures are established and maintained. ✔ Board of Management approve the targets and success measures based on the CrimTrac Portfolio Budget Statements. KPI source: Corporate Plan ✔ Availability of fingerprint system (excluding scheduled outages). ✔ Availability of police reference and child offender systems (excluding scheduled outages). ✔ Availability of police checking, vehicles of interest, DNA database, names index and firearms licence systems (excluding scheduled outages). ✔ Percentage of criminal history checks completed within 10 working days. ✘ Percentage of urgent criminal history checks completed within five working days. KPI source: Portfolio Budget Statement

Achievements	Target	Result
Availability of fingerprint system (excluding scheduled outages)		
National Automated Fingerprint Identification System	99.4%	✔ 99.7%
Availability of police reference and child offender systems (excluding scheduled outages)		
National Police Reference System	99.5%	✔ 99.6%
National Child Offender System	99.5%	✔ 99.6%
Availability of police checking, vehicles of interest, DNA database, names index and firearms license systems (excluding scheduled outages)		
National Police Checking Service	99.0%	✔ 99.6%
National Vehicles of Interest	99.0%	✔ 99.0%
National Criminal Investigation DNA Database	99.0%	✔ 99.7%
National Names Index	99.0%	✔ 99.9%
National Firearms Licensing and Registration System	99.0%	✔ 99.9%

2015–16 performance scorecard (continued)

Achievements	Target	Result
National Firearms Identification Database	99.0%	✔ 99.7%
Percentage of criminal history checks completed within 10 working days		
National Police Checking Service—initial clear completed within ten days	95.0%	✔ 96.67%
Percentage of urgent criminal history checks completed within five working days		
National Policing Checking Service and jurisdictional criminal records units	95.0%	✘ 88.19%

Analysis and trends

Availability of fingerprint system

Year	Target KPI	2012–13	2013–14	2014–15	2015–16
Availability	99.4%	99.4%	98.8%	99.7%	99.7%

There has been a gradual improvement in the availability of our major systems over the last three years. We anticipate that recently completed initiatives, such as the National Automated Fingerprint Identification System upgrade project, as well as ongoing improvements to our ICT infrastructure, will continue this positive trend.

Criminal history checks
We performed more than 4.3 million criminal history checks during 2015–16. The number of checks has consistently grown each year from 320,000 in 2000–01 to 2.6 million in 2007–08 and 3.9 million in 2014–15.

Urgent criminal history checks
There were 11,688 urgent criminal history checks performed in 2015–16 compared with 4,075 during 2014–15. We completed 88.19% of these urgent checks within five working days, under our KPI target of 95%. Analysis indicates that a contributing factor to this result was the significant number of checks submitted in December 2015 and January 2016 as part of a quality assurance exercise undertaken by the National Police Checking Service directorate.

Strategic objective 2. Meet the needs of the Australian policing community		
Performance	**Measure**	**Key performance indicator**
CrimTrac's ability to meet evolving or new needs of the Australian policing community.	A subjective assessment[2] by the Board of Management on CrimTrac's ability to accommodate the needs of Australian policing on an annual basis at the last Board meeting of each financial year.	✔ Board of Management statement of agreement. KPI source: Corporate Plan

Achievements

All members of the Board of Management have agreed or strongly agreed that CrimTrac has provided satisfactory resources to meet the evolving or new needs of the Australian policing community.

Transition Program—CrimTrac and ACC merge
Completed all necessary steps to merge CrimTrac and the ACC to significantly improve the ability for policing and law enforcement agencies to collaborate and deliver mutual benefits.

---

2 Our CEO provides information to the Board of Management for them to determine if we meet the needs of the Australian policing community.

Achievements

Domestic violence
Collaborated with police and courts in New South Wales, Queensland and Tasmania to identify business requirements for the National Domestic Violence Order (DVO) Information Sharing System prototype.

Worked with police partner agencies to conduct a data quality analysis of DVO information in the NPRS.

Worked with court and justice stakeholders to commence work on a web portal to provide courts with read-only access to protection order information in the NPRS.

Initiated the **National Order Reference System** project to facilitate information sharing and enforcement of DVOs between courts and police across Australia and to underpin the National DVO Scheme model laws.

Undertook extensive national consultation with police, courts and justice in all jurisdictions to inform the project.

Methamphetamine and ice
Completed the **National Electronic End User Declaration** outline business case, which seeks to develop a proactive compliance capability to monitor, track and prevent the sale of precursor chemicals and equipment for the manufacture of illicit drugs.

Cyber safety
Realised expected benefits from the implementation and provision of the
Australian Cybercrime Online Reporting Network (ACORN).

Began developing a business case for ACORN 2.0 to further improve the public user experience and provide the police and partner agencies improved triage, referral and management of cybercrime.

Biometrics and forensics
Awarded NEC Australia Pty Ltd the contract to deliver the **Biometrics Identification Service** in conjunction with our agency—to provide advanced fingerprint, palm print, foot print and facial recognition capabilities to our police partners.

Launched the **National Missing Person and Victim System**, which is now being used by police and forensic specialists to record and match ante mortem and post mortem data of a person or body.

Firearms and ballistics
Completed the build phase of the **Australian Firearms Information Network** (National Firearms Interface project) and updated the National Firearms Identification Database that will allow police and law enforcement agencies to access detailed and accurate information on known firearms across Australia.

Completed the outline business case for the **Australian Ballistic Information Network** International Connectivity project, which will enable all of Australia's police agencies to link crimes and criminals across international borders that may have otherwise remained undetected.

ICT Blueprint
Established the program to deliver our *ICT Blueprint 2014–18*.

Completed the ICT Blueprint business cases for the Identity Resolution, Master Data Management and Federated Security projects, which provide a technical foundation to meet the future information-sharing needs of our police partners.

Analysed and identified opportunities for the ICT Blueprint to support the combined functions of the new Australian Criminal Intelligence Commission.

2015–16 performance scorecard (continued)

Strategic objective 3. Establish best practice service models in relation to the provision of information to support policing		
Performance	**Measure**	**Key performance indicator**
Service models are established.	Board of Management approval of service models.	Service models are established and maintained.
The maturity of service models that relate to the provision of information to support policing.	An objective measurement of service model maturity.	Audit of service model maturity for: ✔ ITIL[3] ✔ COBIT 5[4] ✔ Portfolio, Program and Project Management Maturity Model (P3M3) ✔ Enterprise Risk Management Framework. KPI source: Corporate Plan

Achievements
Defined and implemented key Information Technology Infrastructure Library (ITIL) business processes including incident, problem and change management.
Tailored COBIT 5 to support our IT governance, management and architectural frameworks.
Completed an externally validated assessment of our portfolio, program and project management maturity model (P3M3) capabilities.[5]   Improved the overall maturity of our project and portfolio management processes.   Maintained the overall maturity of our program management processes and improved the processes perspectives of financial management and organisational governance.
Completed all agreed actions resulting from the Enterprise Risk Management Framework Internal Audit (July 2015).

---

3   ITIL is a set of practices for information technology service management that focuses on aligning information technology services with the needs of business.
4   COBIT (Control Objects for Information Related Technologies) is an internationally recognised best practice framework for IT management and IT governance. COBIT 5 is the latest version of the framework including: process descriptions, control objective, management guidelines and maturity models.
5   P3M3 was selected in 2009 by the Secretaries ICT Governance Board as the capability measurement methodology for the Australian Government.

Strategic objective 4. CrimTrac information services are project-oriented and cost-benefit driven and consider police partner agency impact to achieve outcomes		
Performance	**Measure**	**Key performance indicator**
Information services that are delivered through a project-oriented and cost-benefit driven framework that considers police agency impact to achieve outcomes. Maturity of CrimTrac's portfolio, program and project management (P3M3) framework.	Board of Management approval of CrimTrac information services. An objective assessment of the maturity of CrimTrac's portfolio, program and project management framework.	Board of Management statement of agreement. ✔ CrimTrac's portfolio, program and project management framework is defined and assessed on yearly basis under P3M3 review. ✔ Measurement of projects against original estimates for time and budget. KPI source: Corporate Plan

Achievements
Maintained an overall P3M3 process maturity rating of 4 (managed) for project, program and portfolio management from the perspective of **financial management.**
Maintained an overall P3M3 process maturity rating of 3 (managed) for project, program and portfolio management from the perspective of **benefits management.**
90% of projects were delivered within their baselined budget tolerance.
70% of projects were delivered within their baselined scheduled tolerance.
Commenced five and completed five project **benefits realisation reports.**

Strategic objective 5. Ensure CrimTrac revenues are secure and able to fund Board of Management initiatives and CrimTrac objectives through payments by police and individuals		
Performance	**Measure**	**Key performance indicator**
Payments by organisations to CrimTrac for Australian government policing information are appropriate to fund Board of Management initiatives.	A subjective assessment by the Board of Management of CrimTrac's forecast revenue and expenses. An annual review of National Police Background Checking Service fees and revenue expectations.	✔ Board of Management approval of forecast revenue and forecast expenses. ✔ On-time review of NPCS fees and revenue expectations. KPI source: Corporate Plan

2015–16 performance scorecard (continued)

Strategic objective 6. Managing risk		
Performance	**Measure**	**Key performance indicator**
CrimTrac's ability to manage risk at an enterprise, program and project level.	A subjective assessment by the Board of Management of CrimTrac's enterprise risk management against the framework and projects being delivered. To be informed by: ■ analysis based on the annual Comcover benchmarking survey ■ assessment provided to the Board by the Audit and Risk Committee.	✔ CrimTrac maintains a single overarching Enterprise Risk Management Framework ✔ Report, update and manage project risks through the program and project boards ✔ Report, update and manage enterprise risk through the Executive Leadership Team meetings monthly. KPI source: Corporate Plan
Achievements		
Increased our P3M3 project level risk management maturity rating from 3 (defined) to 4 (managed).		
Achieved an overall maturity rating of systematic from the Comcover benchmarking survey.		

Program of work

Our services help police to prevent, detect and reduce crime in our community.

Our annual program of work is summarised in our *Work Plan 2015–16*. In line with our Portfolio Budget Statement, this includes ongoing/business-as-usual work to deliver, maintain and enhance existing national critical information infrastructure. Based on our Plan, Build, Run operating model, our work plan also includes initiatives to identify, assess and prioritise capability development opportunities that support our partners and the national strategic intent. To achieve this we use sophisticated project analysis and market research to explore new projects and technology platforms.

Our program of work included:

- biometrics
- child protection
- police reference systems
- information services for approved external agencies
- national police checks
- cybercrime reporting
- illicit drugs
- firearms and ballistics
- domestic violence.

Biometric services

Police across Australia use our biometric services to help solve crime and keep our community safe. These include the National Automated Fingerprint Identification System, National Criminal Investigation DNA Database, National Missing Person and Victim System, Biometric Identification Services and National DNA Investigative Capability.

National Automated Fingerprint Identification System

Our fingerprint identification system helps solve crimes by matching crime scene fingerprints, helping police identify suspects in minutes.

- **7.4 million fingerprint sets of 4.3 million people**
- **366,423 people added to the database**
- **more than 2.1 million searches**
- **83,940 crime scene prints identified**
- **99.7% availability**

The National Automated Fingerprint Identification System is a finger and palm print database, searching and matching system that we have managed since 2001. It includes 7.4 million fingerprint sets of 4.3 million people. This year 366,423 people were added to the database.

The National Automated Fingerprint Identification System includes:

- Tenprint data—finger and palm print images taken from an individual in a controlled situation, usually by police or immigration authorities, along with corresponding basic demographic information
- latent data—unknown finger and palm print impressions recovered from crime scenes.

Australian police use this system to identify individuals by establishing a person's identity from fingerprint and palm impressions. The Department of Immigration and Border Protection also uses the National Automated Fingerprint Identification System to support Australia's migration program.

The National Automated Fingerprint Identification System enables near real-time upload of prints from crime scenes, making it possible for police to identify a suspect in minutes.

KPI: Availability of fingerprint system (excluding scheduled outages)

- The National Automated Fingerprint Identification System is available 24 hours a day, seven days a week

- CrimTrac provides business support 24 hours a day, seven days a week.

Table 2.1: National Automated Fingerprint Identification System target availability

	Target KPI	2012–13	2013–14	2014–15	2015–16
Availability	99.4%	99.4%	98.8%	99.7%	99.7%

Table 2.2: Records and searches on National Automated Fingerprint Identification System

	2012–13	2013–14	2014–15	2015–16
Crime scene searches (finger and palm)	408,899	420,188	441,773	536,958
Crime scene prints identified	58,693	60,398	63,971	83,940
Latent fingerprints searched	295,293	306,133	323,590	391,570
Latent finger prints identified	42,188	43,691	46,376	59,098
Latent palm prints searched	113,606	114,055	117,823	145,760
Latent palm prints identified	16,505	16,707	17,595	24,842
TenPrint to TenPrint searches	482,813	519,156	528,438	721,091
Livescan initiated TenPrint to TenPrint searches	261,966	290,109	296,242	308,712

During 2015–16, we exceeded availability targets for the National Automated Fingerprint Identification System. During that time there was a significant increase in the use of the system for both TenPrint (36% increase) and crime scene (21.5% increase) searches, demonstrating the continued value of the National Automated Fingerprint Identification System to police, by helping them to investigate crimes. The increase in TenPrint searches was also driven by the Department of Immigration and Border Protection's increased use of the system, supporting its migration programs.

After the capacity upgrade in May 2015, the National Automated Fingerprint Identification System improved performance and provided timely results to our National Automated Fingerprint Identification System users.

National Criminal Investigation DNA Database

Our DNA database helps solve crimes by linking DNA profiles from crime scenes with persons of interest and excluding innocent persons.

- **More than 1 million profiles**
- **18,364 crime scene prints identified**
- **99.7% availability**

The National Criminal Investigation DNA Database has been in operation since 2001, with more than one million DNA profiles uploaded. It helps police link DNA profiles from a crime scene with persons of interest. The database also allows police to match profiles from two or more unsolved crime scenes, linking previously unrelated police investigations.

Australian police use DNA evidence to inform or support investigations. DNA evidence has helped implicate criminals in serious offences, solving high volume crimes. It has also established the innocence of people who might otherwise have been suspects.

The National Criminal Investigation DNA Database contains DNA profiles from samples collected by Australian police from crime scenes, convicted offenders, suspects, items belonging to missing persons and unknown deceased persons.

KPI: Availability of police checking, vehicles of interest, DNA database, names index and firearms license systems (excluding scheduled outages)

- The National Criminal Investigation DNA Database is available 24 hours a day, seven days a week, including three hours of scheduled outages per week for routine maintenance and upgrades.

- We provide business support during core hours (8am to 6pm, Monday to Friday) and for critical incidents outside these hours.

Table 2.3: National Criminal Investigation DNA Database target availability

	Target KPI	2012–13	2013–14	2014–15	2015–16
Availability	99.0%	99.7%	99.8%	99.8%	99.7%

Table 2.4: Records and searches on National Criminal Investigation DNA Database

	2012–13	2013–14	2014–15	2015–16
Total number of records	749,601	837,798	917,947	1,005,322
Total number of crime scene to crime scene links	9,702	72,462	25,037	18,364
Total number of crime scene to person links	18,568	68,036	31,648	28,465

During 2015–16, the National Criminal Investigation DNA Database reached one million DNA profiles.

The database continues to provide users with a reliable DNA matching platform to help solve crimes in Australia. Notably, a number of international crime scenes have also been linked on the National Criminal Investigation DNA Database.

The number of crime scene and person links spiked in 2013–14 due to the New South Wales Police Force expanding their matching rules to include intra-jurisdictional links on the national system. The figures for 2014–15 include the back capture of New South Wales inter-jurisdictional links.

In addition, a New South Wales legislation change implemented in September 2014 enabled New South Wales crime scene DNA profiles to be matched against crime scenes nationally. This national sharing of DNA information is expected to result in increased use and outcomes of the National Criminal Investigation DNA Database into the future.

National Missing Person and Victim System

Our national system helps police identify missing persons by enabling them to search data on long-term missing persons, unidentified human remains and disaster victim identification.

- **35,000 people reported missing each year in Australia**
- **359 ante mortem records**
- **31 post mortem records**
- **99.7% availability**

An estimated 35,000 people are reported missing each year in Australia. This year we launched the National Missing Person and Victim System, a web-based application system centrally hosted by our agency to manage ante mortem and post mortem data of a person or human remains.

The National Missing Person and Victim System provides supporting technology for two separate services:

- **National Missing Person and Victim System Disaster Victim Identification**

  - The Disaster Victim Identification (DVI) system is used to process and manage ante mortem and post mortem data of a person or human remains. The system is used to identify victims of major accidents and disasters.

  - The software offers advanced processing of large quantities of data on missing persons and human remains resulting from a disaster.

  - The National Missing Person and Victim System DVI is accessible to all Australian police agencies and New Zealand Police.

  - Before being implemented as a national solution, the capability was used in the aftermath of the 2009 Victorian bushfires and the 2011 Christchurch earthquake.

  - This service allows a rapid, easy and standardised exchange of identification information between the states, territories and countries involved.

- **National Missing Person and Victim System Missing Persons Unidentified Bodies**

  - The Missing Person and Unidentified Bodies (MPUB) database and forms are used in day-to-day work with missing persons and unidentified bodies.

  - Missing person information that can be entered includes: last known to be alive, missing from, last seen at/in, possible whereabouts and possible motive for disappearance.

  - The National Missing Person and Victim System MPUB is accessible to all Australian police agencies and authorised forensic specialists within each police jurisdiction.

KPI: Availability of National Missing Person and Victim System (excluding scheduled outages)

- The National Missing Person and Victim System is available 24 hours a day, seven days a week, including three hours of scheduled outages per week for routine maintenance and upgrades.

- We provide business support during core hours (8am to 6pm, Monday to Friday) and for critical incidents outside these hours.

Table 2.5: National Missing Person and Victim System target availability

		2015–16
Availability	National Missing Person and Victim System MPUB	96%

Table 2.6: Records and searches on National Missing Person and Victim System

	2015–16
Total number of ante mortem records	359
Total number of post mortem records	31
Total number of National Missing Person and Victim System DVI specific investigations created	2
Total number of National Missing Person and Victim System MPUB specific investigations created	1

The delivery of the National Missing Person and Victim System technology platform in 2015–16 has allowed all police partner agencies to use the National Missing Person and Victim System MPUB and almost all have completed transitioning their data into the new system.

The National Missing Person and Victim System DVI is available for use by all police partner agencies, including New Zealand Police when required.

Biometric Identification Services

Our new biometric identification capability will be able to recognise fingerprints, palm prints and facial images.

- **Increased amount of biometric data captured from evidence collected at crime scenes**
- **Increased likelihood of a match between persons of interest and crime scenes**
- **Increased number of persons identified based on biometrics**
- **Increased resolution of crimes involving biometrics**
- **Reduced time required to investigate offences**

When completed, the Biometric Identification Services project will deliver capability to replace the existing National Automated Fingerprint Identification System and extend law enforcement's biometric capabilities with the delivery of a national facial recognition solution.

This improved tool for police agencies will contribute to the effectiveness of operational policing, improve the safety of frontline police and enhance community safety and security.

Our Biometric Identification Services will provide services to agencies currently using the National Automated Fingerprint Identification System through three service categories:

- Identification—determination of identification from biometrics

- Forensic—crime linking and solving or identification of unknown persons

- Rapid ID—identification using a mobile capture device.

Key facts: Biometric Identification Services

Outcome	The project's key objectives are to deliver: - a national capability for identification using fingerprints (including palm print and foot print) - a national capability for identification using facial recognition - the fusion of available biometric data (fingerprint and face) and a framework for expansion by enabling additional biometric modes to be accepted in the future.
Scheduled delivery	December 2017
Status	In April 2016 we awarded a contract to NEC Australia to deliver the Biometric Identification Services project.
Budget	$31.317m

National DNA Investigative Capability

Our enhanced DNA capability will help police solve crimes and identify victims by providing more sophisticated kinship and familial DNA matching.

Our National DNA Investigative Capability project will deliver new capabilities for police to link DNA evidence to establish biological relationships between individuals, by introducing kinship matching and familial searching capabilities.

The enhanced DNA capability will build on our existing National Criminal Investigation DNA Database, which allows police to link DNA profiles across Australia's state and territory borders for criminal purposes, disaster victim identification and unidentified human remains.

Key facts: National DNA Investigative Capability

Outcome	A more sophisticated DNA investigative capability for police, including kinship matching and familial searching.
Scheduled delivery	2016–17
Status	We are working with Stichting Neurale Netwerken (Dutch Foundation for Neural Networks or SNN) to implement their forensic software product (Bonaparte) to support the outcomes of this project.
Budget	$1,935,210

Child protection services

Police use our child protection services to help identify and manage offenders against children, helping to protect children at risk. This includes the National Child Offender System, the Child Exploitation Tracking System, and upcoming child protection projects.

National Child Offender System

This system helps police protect the community by enabling them to uphold child protection legislation in their state or territory.

The National Child Offender System is a web-based application that allows Australian police to record and share child offender information. It directly enables police in each state and territory to manage key information to meet their requirements under respective child protection legislation.

The National Child Offender System includes the Australian National Child Offender Register and the Managed Person System.

KPI: Availability of child offender systems (excluding scheduled outages)

- The National Child Offender System is available 24 hours a day, seven days a week, including three hours of scheduled outages per week for routine maintenance and upgrades.

- We provide business support during core hours (8am to 6pm, Monday to Friday) and for critical incidents outside these hours.

Table 2.7: National Child Offender System target availability

	Target KPI	2012–13	2013–14	2014–15	2015–16
Availability	99.5%	99.7%	99.7%	99.8%	99.6%

This year, we further developed the system's data provision and consumption capability to allow police to provide information directly to the system. This reduced data entry efforts and enabled police to improve how they report on child offender information.

Child Exploitation Tracking System

This system improves the capacity to identify children at risk of sexual abuse and enable timely intervention strategies for victims.

- **Links child exploitation images with previously identified images**

- **100% availability**

The Child Exploitation Tracking System is a joint venture with the Australian Federal Police. This national solution helps police by automating the process of linking seized child exploitation images with previously identified images.

Following approval by our Board, the system also provides a foundation for other child protection activities such as child exploitation material management services. This future capability will expand the image library, provide greater collaboration on exploitation investigations across Australia and provide greater flexibility for police agencies to choose the technology that best suits their local environment while participating in a national online information sharing solution.

KPI: Availability of Child Tracking System (excluding scheduled outages)

- The Child Exploitation Tracking System is available 24 hours a day, seven days a week, including three hours of scheduled outages per week for routine maintenance and upgrades.

- We provide business support during core hours (8am to 6pm, Monday to Friday) and for critical incidents outside these hours.

Table 2.8: Child Exploitation Tracking System target availability

	Target KPI	2012–13	2013–14	2014–15	2015–16
Availability	96%	99.7%	100%	99.8%	100%

Child protection projects

Our child protection projects aim to deliver enhanced national solutions that remove the need for manual data re-entry and enable greater national and internal collaboration.

National Child Offender System Data Provision and Consumption

The National Child Offender System Data Provision and Consumption Project will deliver a national solution that removes the need for police to manually re-enter data between local child offender systems and the National Child Offender System. Re-entering data manually is error prone and resource intensive for police agencies.

The Data Provision Service will enable police agencies to upload and share their offender case information more easily, enriching and ensuring currency of the data stored in the National Child Offender System.

This project is also enhancing data consumption services to enable easier and more automated exports of National Child Offender System data for use within police agencies.

This year we developed and implemented the National Child Offender System Data Provision Service. We also completed design work and started development of the Bulk Export Consumption Service. Both services use National Information Exchange Model conventions to facilitate data exchange.

Key facts: National Child Offender System Data Provision and Consumption

Outcome	The capability for police to share child offender case information more easily, upload data in real time, and export data from the National Child Offender System for policing purposes.
Scheduled delivery	Three phases completed in 2016–17
Status	We have delivered Releases 1 and 2.
	We are engaging with key stakeholders to ensure that solution design remains consistent with ongoing business requirements.
	We have implemented the Data Provision Service and are working with the primary stakeholders to ensure effective take-up and ongoing use.
	We have built and are testing the Bulk Export Consumption Service, and we are working with primary stakeholders to ensure effective take-up and ongoing use.

Child Exploitation Material Management System

We plan to commence the business case for the replacement of the current Child Exploitation Tracking System in 2016–17.

The new service will assist police not only to link seized child exploitation material with previously identified images, but will also provide collaborative capabilities to support investigations nationally and internationally, including providing intelligence capabilities specific to child exploitation.

National Information Exchange Model

- **The National Information Exchange Model is a standards-based approach to exchanging law enforcement information. Using this model enables critical information to be effectively and efficiently shared using a common language.**

- **The National Information Exchange Model ensures that information is well-understood and carries the same consistent meaning across law enforcement, allowing interoperability to occur.**

Police reference systems

Australia's various police agencies share essential policing information with each other through our police reference systems. This includes the National Police Reference System, National Vehicles of Interest System, the National Names Index and upcoming police reference projects and vehicle web services projects.

National Police Reference System

This system equips police with the knowledge they need to make on-the-spot decisions when dealing with persons of interest.

- **76,622 distinct users**
- **42,191,332 person searches**
- **11,179,307 records**
- **99.6% availability**

The National Police Reference System is available to over 70,000 law enforcement personnel across Australia, enabling them to share essential national policing information with each other. It is also available to other approved non-police law enforcement users.

The system provides key national reference data to support police officers, investigators and analysts. It records core data such as names, identity information and photographs, information on warnings, warrants, wanted persons, offence history, protection and violence orders, firearms involvements, escapees, missing persons, unidentified persons and bodies and information relating to the child protection register.

The system provides police with detailed, current and accurate information that they can access from handheld devices, in-car terminals and desktop computers.

KPI: Availability of police reference and child offender systems (excluding scheduled outages)

- The National Police Reference System is available 24 hours a day, seven days a week, including three hours of scheduled outages per week for routine maintenance and upgrades.

- We provide business support during core hours (8am to 6pm, Monday to Friday) and for critical incidents outside of these hours.

Table 2.9: National Police Reference System target availability

	Target KPI	2012–13	2013–14	2014–15	2015–16
Availability	99.5%	99.7%	99.5%	99.7%	99.6%

Table 2.10: Records and searches on National Police Reference System

	2012–13	2013–14	2014–15	2015–16
Total number of distinct users	68,000	70,000	70,611	76,622
Total number of person searches	35 million	38 million	38,342,842	42,191,332
Total number of records	10.3 million	10.7 million	10,917,140	11,179,307
Total number of persons of interest with photos	1.8 million	2.1 million	2,240,866	2,346,024
Total number of photos	6.1 million	7 million	7,733,789	8,541,905
Total number of unique National Police Reference System identifiers	3.6 million	3.7 million	3,787,747	3,880,584

The use of, and reliance on, the National Police Reference System has steadily increased as the system becomes more readily accessible to wider law enforcement through a range of applications such as mobile devices.

The system continues to support our police partner agencies and wider law enforcement by providing up-to-date, comprehensive national information on persons of interest, particularly across borders.

INTERPOL maintains the INTERPOL Information System, a database of global policing information detailing serious offenders, persons of interest and wanted persons. Central to the INTERPOL Information System and INTERPOL's overall success is the notices regime. INTERPOL notices are international alerts used to inform police in member countries about wanted persons, dangerous criminals, potential threats and missing persons.

Australian police have limited access to INTERPOL notices and therefore a business case was completed and endorsed to commence a project with the objective to provide a capability for them to access all INTERPOL persons records, including notices information via the National Police Reference System system.

National Vehicles of Interest

This system enables police to record and check details about vehicles that may be stolen or suspect.

- **218,716 incidents recorded**
- **9,013,329 searches**
- **99.9% availability**

The National Vehicle of Interest System allows users to record and enquire on both local and interstate vehicles of interest. It also allows users to access data provided by the National Exchange of Vehicle and Driver Information System hosted by Austroads.

Users can enquire on:

- stolen, suspect, wanted and recovered vehicles
- vehicle components that make up all or part of a vehicle
- national vehicle registration and description information (sourced from the National Exchange of Vehicle and Driver Information System)
- national drivers licence holder information (sourced from the National Exchange of Vehicle and Driver Information System).

KPI: Availability of police checking, vehicles of interest, DNA database, names index and firearms license systems (excluding scheduled outages)

- The National Vehicle of Interest System is available 24 hours a day, seven days a week, including three hours of scheduled outages per week for routine maintenance and upgrades.
- We provide business support during core hours (8am to 6pm, Monday to Friday) and for critical incidents outside these hours.

Table 2.11: National Vehicle of Interest System target availability

	Target KPI	2012–13	2013–14	2014–15	2015–16
Availability	99%	99.7%	99.8%	99.5%	99.9%

Table 2.12: Records and searches on National Vehicle of Interest System

	2012–13	2013–14	2014–15	2015–16
Total number of incidents	204,698	198,464	182,643	218,716
Total number searches	1,787,900	2,544,849	10,290,729	9,013,329

Use of the National Vehicle of Interest System is steady for logging incidents and continues to assist in operational policing.

A change to business rules governing the consumption of National Vehicle of Interest data through mobile devices resulted in a slight decrease in transaction volumes in 2015–16 compared with 2014–15.

National Names Index

This index supports police and wider law enforcement by providing high-level information about persons of interest.

1,849,497 searches

99.9% availability

The National Names Index provides a high-level snapshot of national persons of interest to a range of stakeholders for operational policing, wider law enforcement initiatives and to support the National Police Checking Service.

KPI: Availability of police checking, vehicles of interest, DNA database, names index and firearms license systems (excluding scheduled outages)

- The National Names Index is available 24 hours a day, seven days a week for a total of 165 hours per week, allowing three hours of scheduled outages per week for routine maintenance and upgrades.

- We provide business support during core hours (8am to 6pm, Monday to Friday).

Table 2.13: National Names Index target availability

	Target KPI	2012–13	2013–14	2014–15	2015–16
Availability	99%	99.7%	99.9%	99.5%	99.9%

Table 2.14: Records and searches on National Names Index

	2012–13	2013–14	2014–15	2015–16
Total number searches	1,757,738	1,694,887	1,567,658	1,688,727

The National Names Index supports operational policing activities and the wider law enforcement community. It also supports the National Police Checking Service process as a data source for matching.

The National Names Index is a legacy mainframe system. A number of projects are underway which will allow us to decommission this service in due course, and replace it with more modern and advanced capability.

Police reference projects

Our police reference projects aim to deliver enhanced vehicle and driver information.

National Exchange of Vehicle and Driver Information System enhancements
We are enhancing the National Exchange of Vehicle and Driver Information System hosted by Austroads to provide supplementary vehicle information to police and improve the search functions, allowing greater flexibility.

Changing business processes within police service and roads/traffic agencies have resulted in increased transactions for vehicle enquiries, which has impacted system performance.

The National Vehicles of Interest system replacement project (see below) aims to upgrade the service to meet changes in demand and new business processes.

National Vehicle of Interest replacement and enhancements
The National Vehicles of Interest system capability is around 16 years old and with an increase of mobile devices used by police, the system's performance, technology platform and user capability require upgrades.

Key facts: National Vehicles of Interest replacement and enhancements

Outcome	The National Vehicles of Interest system replacement will contribute to police outcomes through: ■ the ability to satisfy changing police business processes by providing a highly scalable capability and improved system integration ■ access to more National Vehicles of Interest information through new data fields and improved searching.
Scheduled delivery	To be determined
Status	Our Board of Management approved the outline business case in June 2016. We are awaiting prioritisation against our Work Plan prior to starting work on this project.

National Support System Improved Search Capability

The National Support System Improved Search Capability project will enhance the National Support System name matching functionality to improve accuracy with searching against names through reducing human verification and improving business processes. In addition, this project is an important element of the agency's mainframe decommissioning strategy.

Key facts: National Support System Improved Search Capability

Outcome	■ enhanced name matching functionality ■ improved name matching capability ■ implementing changes to the National Support System to meet the Australian Government policy for the recognition of sex and gender ■ improving the technical performance of the National Support System.
Scheduled delivery	Delivered in three stages. Due for completion in 2017–18
Budget	$2.228 million
Status	■ Stage 1 is completed. ■ Stage 2 is being delivered with Release 1 completed and Release 2 proceeding as planned. ■ Initial planning for Release 3 is proceeding as planned.

Information services for approved external agencies

Due to the valuable and sensitive nature of the national policing information we hold, there are strict controls around its access, use and disclosure.

In addition to our police agency partners, we also provide access to other non-police law enforcement agencies that need the information to support law enforcement functions. If granted access, these agencies are classified as approved external agencies.

We use a framework that establishes a principles-based approach to govern all aspects of third-party access to national policing information we hold, including:

- assessing applications for approved external agency status

- regulating access and ensuring compliance with the relevant Memorandum of Understanding or agreement

- reassessing ongoing access when the Memorandum of Understanding or agreement expires.

To assess requests for access, we ask questions including:

- details of the information the agency wants to access

- reasons for requesting access to that information

- details of legislative provisions allowing access to, and use of, the information sought

- whether access to the information is essential to the agency's ability to fulfil its law enforcement function

- whether the information can be obtained from police agencies.

In 2015–16 there were five approved external agencies.

National police checks

The National Police Checking Service helps to ensure the integrity of individuals placed in positions of trust—enhancing the safety of the community.

National Police Checking Service

Our National Police Checking Service is used to help organisations assess people for positions of trust.

- **More than 4.3 million national police checks processed**

- **37 new organisations accredited**

- **17,400 checks processed on average per working day**

- **96.67% regular checks completed in 10 working days**

- **88.19% urgent checks completed in five working days**

We play a vital role in the National Police Checking Service by managing the process and providing the system through which Australian police agencies and accredited organisations submit police checks. Although we facilitate the service, we do not receive applications or submit police checks directly on behalf of individuals.

National police checks provide additional information in an assessment process to lower the risk of appointing an unsuitable individual to a position of trust.

The National Police Checking Service assists organisations to screen and make informed decisions about people, including those who are:

- applying for employment positions, including volunteers

- working with children or vulnerable groups

- applying for work-related licensing or registration schemes

- requiring work-related checks due to national security, legislation or regulations

- applying for Australian citizenship and visas.

In 2015–16, more than 4.3 million checks were undertaken, with approximately 1.2 million checks referred to our police partners for further assessment. Police services determine what police history information is disclosable in line with their respective spent convictions legislation and/or information release policies.

More than 220 accredited organisations used the National Police Checking Service, including government agencies, private sector businesses, not-for-profit organisations and screening units responsible for the assessment of people who apply to work with children or vulnerable people. This is an addition of 37 new accredited organisations since 2014–15.

KPI: Availability of police checking (excluding scheduled outages)

- The National Police Checking Service Support System is available 24 hours a day, seven days a week, including three hours of scheduled outages per week for routine maintenance and upgrades.

- We provide IT support during core hours (8am to 6pm, Monday to Friday) and for critical incidents outside these hours.

- We provide customer support for police services and accredited organisations (8:30am to 5pm, Monday to Friday).

Table 2.15: National Police Checking Service Support System target availability

	Target KPI	2012–13	2013–14	2014–15	2015–16
Availability	99%	99.6%	99.9%	99.9%	99.6%

Table 2.16: National Police History Checks

	2012–13	2013–14	2014–15	2015–16	% change on previous year
Total number of checks	3.21 million	3.74 million	3.96 million	4.33 million	+ 9%
Total number of checks referred	881 000	1.05 million	1.34 million	1.29 million	- 3%
Total number of referrals	1.47 million	1.73 million	1.78 million	2.16 million	+ 21%

There was a nine per cent increase in the total number of National Police History Checks submitted in 2015–16, compared with 2014–15.

Table 2.17: National Police Checking Service, Service Level Target—regular checks

	Target KPI	2012–13	2013–14	2014–15	2015–16
National police history checks completed in 10 working days	95.0%	96.0%	91.6%	95.45%	96.67%

Along with our police partner agencies, we aim to process 95% of regular checks within 10 business days. This target was achieved in 2015–16.

Table 2.18: National Police Checking Service, Service Level Target—urgent checks

	Target KPI	2012–13	2013–14	2014–15	2015–16
National police history checks completed in five working days	95.0%	90.0%	94.4%	93.69%	88.19%

An 'urgent' check occurs when the purpose falls within a defined set of parameters agreed to by Australian police agencies. Along with our police partner agencies, we aim to process 95% of urgent check requests within five business days.

In 2015–16 a total of 88.19 per cent of urgent checks were compled within five business days—falling well short of the 95 per cent target. This was due in part to a quality assurance exercise that was undertaken during the year to ensure community safety. These checks were reprocessed as urgent checks, resulting in an apparent 300 per cent increase in the number of urgent checks submitted. We do not expect a recurrence of the need to do this quality assurance in the future and will continue to work closely with our partner agencies towards achieving the target outcome in 2016–17.

Cybercrime reporting

The Australian Cybercrime Online Reporting Network (ACORN) helps police and other law enforcement agencies gather valuable data about cybercrime, and enhances information about and contributes to improved responses to cybercrime across Australia. We are also working on upcoming cybercrime reporting projects.

Australian Cybercrime Online Reporting Network (ACORN)

ACORN is a vital tool in combating cybercrime, helping to create a national picture to guide police and law enforcement in responding to emerging threats.

- **247,314 visitors**
- **41,341 reports**
- **99.5% availability**

The Australian Cybercrime Online Reporting Network (ACORN) is a national policing initiative of the Commonwealth, state and territory governments.

Launched in November 2014, ACORN is a national online system that allows the public to easily report instances of cybercrime. It also provides advice to help people recognise and avoid common types of cybercrime.

ACORN improves current arrangements for reporting cybercrime by providing:

- a central reporting mechanism and source of information on cybercrime
- a coordinated mechanism for referring cybercrime reports
- the capacity for comprehensive cybercrime data aggregation and pattern-matching.

Importantly, ACORN gives Australian law enforcement a national picture of cybercrime. Greater understanding will improve our response and help to prevent and disrupt future criminal activity.

ACORN is a joint project between the Attorney-General's Department, CrimTrac, the Australian Crime Commission and all Australian police agencies. It was developed in collaboration with the Australia New Zealand Policing Advisory Agency, the Australian Competition and Consumer Commission and the Australian Communications and Media Authority.

CrimTrac hosts the system and the ACC is the administrative user. From 1 July 2016, the ACIC will host and administer the system.

KPI: Availability of ACORN (excluding scheduled outages)

- ACORN is available 24 hours a day, seven days a week, including three hours of scheduled outages per week for routine maintenance and upgrades.

- We provide business support during core hours (8am to 6pm, Monday to Friday) and for critical incidents outside these hours.

Table 2.19: ACORN target availability

	Target KPI	2014–15	2015–16
Availability	96%	99.6%	99.5%

Table 2.20: Records and searches on ACORN

	2014–15	2015–16
Total number of visitors to the ACORN website	More than 192,000	More than 247,300
Total number of reports to the ACORN website	More than 25,000	More than 41,300
Amount of time user spends on average on the ACORN website	4.00 minutes	2.47 minutes
How many reports have been referred on to police	16,352 (65%)	31,367 (76%)

The number of visitors to ACORN increased over the reporting period.

More than 75 per cent of the reports to the ACORN website in 2015–16 were referred to police partner agencies.

During 2015–16 there were a total of 41,341 reports to the ACORN. This is broken down by category, with:

- 19,837 incidents reported for online scams or fraud

- 8,254 for online purchase or sale

- 3,327 for cyber bullying or stalking

- 2,987 for attacks on computer systems

- 1,534 for illegal or prohibited material

- 828 for offending against children

- 4,574 in the 'other' category.

Cybercrime reporting projects

We aim to enhance ACORN for both the public and police and partner agencies.

Australian Cybercrime Online Reporting Network
We are working with stakeholders to make enhancements to the system.

ICT Blueprint Program

Our *CrimTrac ICT Blueprint 2014–2018* guides our ICT direction into the future as we invest in innovative information sharing solutions. We developed this important vision for our ICT capability in line with our *Strategic Plan 2015–2020*.

Our ICT Blueprint is based on feedback from our police partner agencies. It describes a new information sharing model that:

- meets the needs for sharing additional data in the future

- helps us remove technology barriers between existing systems

- creates an integrated information environment

- provides a technical environment for future developments.

Through our ICT Blueprint, we will continue to assess new ideas and opportunities, and take advantage of new technologies to deliver cost effective and efficient solutions that help police do their work and keep our community safe. To enable the delivery of the ICT Blueprint, we established an overarching ICT Blueprint program in September 2015. Under this program, business cases for the core capabilities of Master Data Management, Identity Resolution and Federated Security projects have now been approved.

The ICT Blueprint program is currently focusing on:

1. planning engagement with police partner agencies for the approved analysis phase for the Master Data Management and Identity Resolution projects

2. validating the intended target state for information sharing and identity resolution using operational business scenarios that span national and local data holdings and business needs gleaned from our experts and existing work products

3. reviewing the draft enterprise roadmap to implement these capabilities

4. progressing the foundational work to enhance and expand the architecture capability.

Due to the creation of the ACIC from 1 July 2016—through our merge with the ACC—we need to reshape this program to meet the new agency's functions. In addition, we will leverage capabilities from both our former agencies' programs and re-align the focus across all programs underway within the new ACIC, to create new opportunities for the cost effective delivery of capability.

The Identity Resolution Strategy and Roadmap previously endorsed by the CrimTrac Board of Management remains a core strategic component of the ACIC. The ICT Blueprint projects are designed to support the strategy through delivering key components.

Illicit drugs

We are proposing a new service to help reduce the supply of illicit drugs by enabling police to monitor and investigate the use of precursor chemicals.

National Electronic End User Declaration

The National Electronic End User Declaration business case proposes the development of a new service to manage the current paper-based handling of end user declarations.

An end user declaration is a form completed by the consumer for ordering controlled chemicals and equipment. The form must be signed stating the chemicals and equipment will not be used in the manufacturing of illicit drugs.

The introduction of electronic end user declaration forms for the purchase of precursor chemicals and equipment will allow police to monitor and track chemical and equipment purchases, and investigate suspicious sales.

The new service supports recommendation 29 of the *Final report of the National Ice Taskforce 2015* to develop an electronic end user declaration system.

Key facts: National Electronic End User Declaration System

Outcome	The key outcomes of this initiative are to: ■ deliver outcomes outlined in the National Organised Crime Response Plan 2015–2018 ■ support the National Ice Taskforce's recommendation ■ support the actions outlined in the National Drug Strategy ■ assist police to reduce the supply of illicit drugs ■ align police agency partners and industry with a common capability ■ provide a collaborative approach to prevent and respond to the diversion of chemicals and equipment used in the production of illicit drugs ■ provide law enforcement and industry with information underpinned by a harmonised policy and legislative framework to enhance their capability to monitor, detect and prosecute criminals for drug offences.
Scheduled delivery	To be determined
Budget	$2.5 million to $3.5 million
Status	■ Our Board of Management approved the outline business case in June 2016. ■ Pre-planning has commenced for this project.

Firearms and ballistics

Our firearms solutions are valuable tools for police to solve firearm-related crime and to prevent gun crime in Australia. This includes the National Firearms Identification Database and Australian Ballistic Information Network. We are also working on firearms and ballistics projects to enhance these solutions, including the Australian Firearms Information Network (previously National Firearms Interface project) and the Australian Ballistic Information Network International Connectivity project.

National Firearms Identification Database

This national database helps police manage firearms and solve violent gun crime in Australia.

- **19,597 detailed and template searches**
- **17,295 unique firearm templates**
- **99.7% availability**

The National Firearms Identification Database is a reference tool that helps Australian police identify and record firearms in a consistent way. The database enables police to identify and characterise a firearm, using details such as make, model, calibre and capacity.

The database assists police to ensure a firearm is described consistently during its registration, importation or transfer of ownership and movement across state and territory borders.

KPI: Availability of police checking, vehicles of interest, DNA database, names index and firearms license systems (excluding scheduled outages)

- The National Firearms Identification Database is available 24 hours a day, seven days a week, including three hours of scheduled outages per week for routine maintenance and upgrades.

- We provide business support during core hours (8am to 6pm, Monday to Friday) and for critical incidents outside these hours.

Table 2.21: National Firearms Identification Database target availability

	Target KPI	2012–13	2013–14	2014–15	2015–16
Availability	99%	99.5%	99.9%	99.8%	99.7%

Table 2.22: Records and searches on the National Firearms Identification Database

Year	2012–13	2013–14	2014–15	2015–16
Total number of template searches	38	1,295	2,279	2,051
Total number of detailed searches	350	10,934	13,623	17,544

During 2015–16, we added, amended or retired more than 850 templates. The database currently holds 17,295 unique firearm templates.

A template refers to a single record in the National Firearms Identification Database which holds information on each unique model of firearm. Each record contains firearm descriptors, reference material and images. A National Firearms Identification Database record is used as a common reference point to provide consistency when describing each model of firearm.

System enhancements

Work is underway to improve the data quality in the National Firearms Identification Database. Once the system is live further enhancements will be made to meet the business needs of our police agency partners.

For example, the Australian Firearms Information Network, once deployed, will source firearm identification information from the National Firearms Identification Database, which is accurate, verifiable and consistent with international norms (see details on page 65).

National Firearms Licensing and Registration System

This system helps build the picture of firearms licence and registration information across the country.

- **5,798,980 firearms records**
- **1,973,522 licence records**
- **253,178 searches**
- **99.9% availability**

The National Firearms Licensing and Registration System is used to ensure compliance with firearms registration. It helps firearms registries view the licence and registration information held by other states and territories, including:

- firearm licence holders
- licensed firearms dealers
- registered firearms
- lost, stolen and transferred firearms.

KPI: Availability of police checking, vehicles of interest, DNA database, names index and firearms license systems (excluding scheduled outages)

- The National Firearms Licensing and Registration System is available 24 hours a day, seven days a week, including three hours of scheduled outages per week for routine maintenance and upgrades.

- We provide business support during core hours (8am to 6pm, Monday to Friday) and for critical incidents outside these hours.

Table 2.23: National Firearms Licensing and Registration System target availability

Year	Target KPI	2012–13	2013–14	2014–15	2015–16
Availability	99.0%	99.7%	99.9%	99.5%	99.9%

Table 2.24: Records and searches on the National Firearms Licensing and Registration System

Year	2012–13	2013–14	2014–15	2015–16
Total number of firearms	4.6 million	3.7 million	5,087,765	5,798,980
Total number of licences	1.7 million	1.5 million	1,912,188	1,973,522
Total number of searches	201,000	206,000	229,261	253,178

This year, the National Firearms Licensing and Registration System continued to support the work of our police partner agencies' firearms registry teams as well as operational policing work.

The reliance on this system is reflected in usage trends and the steady increase in the number of firearms and licences registered within the national system.

Our approved external agencies also continue to use the system as a valuable reference tool for non-police law enforcement purposes.

Due to our Mainframe Decommission Strategy, no specific enhancements were made to the National Firearms Licensing and Registration System this reporting year. We continued to support and maintain the system in a business-as-usual capacity. We also provided support, system-based information and business assurance for the Australian Firearms Information Network project (see page 65).

Australian Ballistic Information Network

This national network helps police identify ballistics data to link crime, firearms and suspects.

- **88 crime scene matches (85 local and 5 across state borders)**
- **100% availability**

The Australian Ballistic Information Network helps police across Australia electronically match crime scene ballistic evidence to the weapon used in the crime, or link crimes if the same firearm is used at multiple scenes. This national solution builds on existing ballistic libraries that operate in several states.

We delivered this network in 2014–15 as an operational system and this year we procured the underlying Forensic Technology Integrated Ballistic Identification System (IBIS) technology. The IBIS® integrates with the existing equipment used by the NSW Police Force, South Australia Police, Queensland Police Service and Australian Federal Police.

KPI: Availability of Australian Ballistic Information Network (excluding scheduled outages)

The Australian Ballistic Information Network is available 24 hours a day, seven days a week for a total of 165 hours per week, allowing three hours of scheduled outages per week for routine maintenance and upgrades.

- We provide business support during core hours (8am to 6pm, Monday to Friday) and for critical incidents outside these hours.

Table 2.25: Australian Ballistic Information Network target availability

Year	Target KPI	2014–15	2015–16
Availability	95%	99.9%	100%

Table 2.26: Records and searches on Australian Ballistic Information Network

Year	2014–15	2015–16
Total number of crime scene to crime scene matches	76	83 local and 5 national
Total number of bullets	14,219	2,028
Total number of cartridge casings	42,266	3,530
Total number of unique Australian Ballistic Information Network identifiers	56,485	5,558

The significantly lower number of records and searches in 2015–16 compared with 2014–15 reflects the back-capture work we needed to do in 2014–15 to ensure all data was provisioned to the new system.

This year's numbers—with no back-capture activities—are an accurate representation of the system's likely use into the future.

The Australian Ballistic Information Network was available 100 per cent of the time, allowing for scheduled maintenance, and continued to deliver a national ballistics capability to all police partner agencies.

With all jurisdictions contributing, the number of matches continues to increase. This year, there were 89 hits, comprising five national hits between New South Wales, Queensland and South Australia's borders, and 84 local hits within New South Wales, Victoria, Northern Territory, Queensland, South Australia and Tasmania.

Identifying matches across state and territory borders
In one case, a handgun was recovered in a search warrant in Sydney in July 2015. Using the Australian Ballistic Information Network, the handgun was linked to two attempted murders in Adelaide in 2014.

Identifying matches over time
In another case, a handgun recovered in a search warrant in Sydney in August 2015 was linked to an armed robbery in Sydney in July 1992. This outcome shows the effectiveness of the Australian Ballistic Information Network's technology, spanning decades of time.

Firearms and ballistics projects

Australian Firearms Information Network

We are developing the Australian Firearms Information Network—a new service that will allow police and other enforcement agencies to access detailed and accurate information on known firearms across Australia.

The Australian Firearms Information Network will improve the quality of data presented to stakeholders who manage the possession and use of firearms within the Australian community. This will help to inform firearm registration and regulatory decision-making.

The service will be underpinned by the National Firearms Identification Database and complement the Australian Ballistic Information Network. We undertook a data cleansing exercise to help ready the National Firearms Identification Database data for the Australian Firearms Information Network.

The Australian Firearms Information Network will enable police and other law enforcement agencies to view a firearm's transactions through its lifecycle—from import or manufacture for sale in Australia through to export or destruction.

The system will hold information from existing firearm management systems managed by Commonwealth, state and territory agencies. In 2014–15, the Australian Firearms Information Network was referred to as the National Firearms Interface project.

Key facts: Australian Firearms Information Network

Outcome	The Australian Firearms Information Network will amalgamate all firearm records from police, immigration and border protection, to enable a single lifecycle view. It will provide sophisticated searching and the matching of similar records, alerting police, immigration and border protection to information gaps or patterns.
Scheduled delivery	October 2016
Budget	$5.27 million
Status	User acceptance testing has been completed ahead of the October 2016 release date. We will provide training to partner agencies in September 2016.

Australian Ballistic Information Network International Connectivity

Organised crime groups, individual criminals and firearm enthusiasts sometimes source illicit firearms from overseas. As such, police agencies need to efficiently share ballistic information with international law-enforcement agencies. Such a capability will assist with the prevention, detection and prosecution of firearm-related crime.

We are developing a new international connectivity service through INTERPOL to enable all of Australia's police agencies to link crimes and criminals across international borders that may have otherwise remained undetected.

Key facts: Australian Ballistic Information Network International Connectivity

Outcome	The Australian Ballistic Information Network International Connectivity service will enhance operational effectiveness in preventing and prosecuting firearm-related crime, both domestically and internationally. It will contribute to an enhanced intelligence picture in relation to the domestic illicit firearm market.
Scheduled delivery	To be determined
Budget	$1.7 million
Status	Our Board of Management approved the outline business case in March 2016. We are awaiting prioritisation against our Work Plan prior to starting the project.

Domestic violence

We are collaborating with all states and territories to build a national technical solution for domestic violence orders to help police protect women, men and children from family and domestic violence.

- **Leading contributor to death, disability and ill health in women aged 15–44[6]**
- **One in six women experience physical or sexual violence by a current or former partner[7]**
- **Police deal with a domestic violence matter every two minutes[8]**
- **Costs the Australian economy $13.6 billion annually[9]**

National IT solutions for domestic violence

Currently there is no national system that shares information about protection orders between courts and police in Australia. Police and courts in each jurisdiction manage domestic and family violence proceedings using different information and data capture systems. Police may be able to access limited information about protection orders in other jurisdictions through current systems, but courts cannot.

Through the Second Action Plan 2013–16 of the *National Plan to Reduce Violence against Women and their Children 2010–2022*, all Australian governments committed to implementing initiatives to address domestic and family violence. A priority is supporting innovative services and integrated court systems.

National Domestic Violence Information Sharing System prototype

Under the Second Action Plan, the Department of Social Services provided $3.35 million over four years (2013–14 to 2016–17) for us to design, develop and test a prototype information sharing system for domestic violence orders (DVOs). Following agreement by the Law, Crime and Community Safety Council and the Council of Australian Governments, we commenced work on a more comprehensive national technical capability and an interim system this year, meaning that work on the prototype was no longer required.

---

6   VicHealth (2004). The Health Costs of Violence: Measuring the Burden of Disease Caused by Intimate Partner Violence. VicHealth, Melbourne

7   Australian Bureau of Statistics (ABS), Personal Safety Survey 2012

8   Claire Blumer, *Australian police deal with domestic violence every two minutes*, 21 April 2016; ABC News, http://www.abc.net.au/news/2016-04-21/domestic-violence/7341716

9   The National Council to Reduce Violence Against Women and their Children, *The Cost of Violence Against Women and Their Children* (2009), p. 4

Key facts: National Domestic Violence Information Sharing System Prototype

Outcome	The primary objective of the prototype was to demonstrate that it is possible to develop a technical capability to allow police and courts to share information about DVOs across jurisdictional boundaries.
Scheduled delivery	June 2017 (see *Status* for update)
Budget	$3.35 million was committed over four financial years. Residual funding was redirected to the Interim Order Reference Solution (IORS) project.
Status	Given the significant progress on National DVO Scheme model laws during 2015, the Law, Crime and Community Safety Council and the Council of Australian Governments, agreed for work to commence on a national technical capability and an interim solution to underpin the scheme. The prototype was to be presented to all Australian governments by June 2017, however it was no longer required.

Interim Order Reference Solution

In December 2015, the Council of Australian Governments agreed to redirect funding from National Domestic Violence Information Sharing System to the interim solution, to be delivered in 12 months.

The Interim Order Reference Solution project will leverage our existing National Police Reference System to provide police and courts with information relating to DVOs created in all states and territories, until the full national technical capability is developed. State and territory courts will access the National Police Reference System through a new web portal.

Key facts: Interim Order Reference Solution

Outcome	The Interim Order Reference Solution will support police to provide more complete, accurate and timely protection order information to the National Police Reference System and enable courts to readily access information related to protection orders contained in the system via a web portal.
Scheduled delivery	November 2016
Budget	$1.189 million
Status	In collaboration with police partner agencies, we conducted a data quality analysis of DVO information in the National Police Reference System to identify areas of improvement for both police and our agency. Development of the web portal for courts is on track and it is expected to be available to users in November 2016.

> "
>
> *We are collaborating with all states and territories to build a national technical solution for domestic violence orders to help police protect women, men and children from family and domestic violence.*

National Order Reference System

At the December 2015 COAG meeting, we were tasked with developing a national technical capability for DVOs—the National Order Reference System (NORS).

Building on the work of the National Domestic Violence Order Information Sharing System prototype project, the NORS will enable courts and police in all states and territories to enforce all new DVOs, regardless of the jurisdiction in which they were issued.

Key facts: National Order Reference System

Outcome	The National Order Reference System will facilitate information sharing and enforcement of DVOs between courts and police across Australia and underpin the Council of Australian Governments agreed National DVO Scheme model laws. This new system will help make protected people and police safer.
Scheduled delivery	This is a four-year project that started in December 2015
Budget	$9.9 million (provided by the Australian Government through the Women's Safety Package, with $3.4 million of this funding allocated to us as part of the 2016–17 Budget)
Status	During 2016, we stood up the National Order Reference System project and undertook extensive national consultation with police, courts and justice in all jurisdictions to inform the project.