

REPORT ON
PERFORMANCE

PART 2



PART 2: REPORT ON PERFORMANCE

We report on our program of work, including our performance against our outcome, objective, deliverables and key performance indicators as set out in our Portfolio Budget Statement.

Portfolio Budget Statement 2013–14 excerpt

Outcome 1:

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.

Program 1.1 objective:

CrimTrac will enhance Australian policing and law enforcement through the provision of high-quality information services that meet the needs of the law enforcement community.

Program 1.1 deliverables

To achieve the program objective, CrimTrac will:

- operate, maintain and enhance existing national critical policing information infrastructure, systems and services, including the:
 - National Automated Fingerprint Identification System
 - National Criminal Investigation DNA Database
 - National Child Offender System
 - National Police Reference System
 - National Police Checking Service
 - National Firearm Licensing and Registration System.

In addition to the above, CrimTrac will:

- continue to strengthen internal capacity and capability
- identify, assess and prioritise capability development opportunities that support our partners and the national strategic intent, including:
 - firearms and ballistics information
 - cybercrime reporting
 - incident and investigation management
 - child protection
 - biometrics
- explore opportunities for the international exchange of policing and law enforcement information.

Program 1.1 key performance indicators

CrimTrac's key performance indicators focus on the agency's ability to provide policing and law enforcement agencies with rapid access to detailed, current and accurate information. CrimTrac's progress in achieving the program objective will be measured according to the following indicators:

- Systems and services are highly available and provide greater access to information.
- Agreed system enhancements are completed to quality, schedule and budget.
- Opportunities to improve information-sharing are identified, assessed and prioritised.
- Ninety-five per cent of criminal history checks are completed within 10 working days.
- Ninety-five per cent of urgent criminal history checks are completed within five working days.



Program of work

Our annual program of work is summarised in our Work Plan 2013–14. In line with our Portfolio Budget Statement, this includes ongoing/business as usual work to deliver, maintain and enhance existing national critical information infrastructure. It was developed in line with our ‘Plan’, ‘Build’, ‘Run’ model and also includes initiatives to identify, assess and prioritise capability development opportunities that support our partners and the national strategic intent. Through sophisticated project analysis and market research we explore new projects and technology platforms that support our partners.

CrimTrac Work Plan 2013–14

	ONGOING / BUSINESS AS USUAL	IMPLEMENT APPROVED INITIATIVES	DEVELOPMENT OF BUSINESS CASE FOR APPROVAL
BIOMETRICS	Deliver national biometric services capability through the support of the following systems: <ul style="list-style-type: none"> National Criminal Investigation DNA Database (NCIDD) National Automated Fingerprint Identification System (NAFIS) 	<ul style="list-style-type: none"> NAFIS Capacity Upgrade NAFIS Workstation Refresh National DNA Investigative Capability (NDIC) 	<ul style="list-style-type: none"> National Missing Persons and Victim System
CHILD PROTECTION	Deliver national child protection services capability through the support of the following systems: <ul style="list-style-type: none"> National Child Offender System (NCOS) Child Exploitation Tracking System (CETS) 	<ul style="list-style-type: none"> CETS ‘Offline’ NCOS Data Provision and Consumption 	
INCIDENT AND INVESTIGATION MANAGEMENT	Deliver national police reference services capability through the support of: <ul style="list-style-type: none"> National Police Reference System (NPRS) National Vehicles of Interest (NVOI) National Names Index (NNI) 	<ul style="list-style-type: none"> NPRS Name Matching Upgrade NSS and NPRS Integration ASIC / MSIC Information Sharing Capability Develop and implement a strategy for decommissioning the mainframe applications (NNI/NFLRS/NVOI) 	<ul style="list-style-type: none"> Examine the high-level business needs for firearm and vehicle capabilities for operational police
CYBERCRIME REPORTING		<ul style="list-style-type: none"> Deliver national cybercrime online reporting capability Australian Cybercrime Online Reporting Network (ACORN) 	
FIREARMS AND BALLISTICS INFORMATION	Deliver national firearm services capability to police partners through the support of the following systems: <ul style="list-style-type: none"> National Firearms Licensing and Registration System (NFLRS) National Firearms Identification Database (NFID) 	<ul style="list-style-type: none"> National Firearms Identification Database (NFID) Australian Ballistic Information Network (ABIN) 	<ul style="list-style-type: none"> National Firearms Interface (NFI)



Performance summary

NATIONAL AUTOMATED FINGERPRINT IDENTIFICATION SYSTEM		
KEY PERFORMANCE INDICATOR	2012-13	2013-14
Systems and services are highly available and provide greater access to information	Not achieved	Not achieved
Agreed system enhancements are completed to quality, schedule and budget	Achieved	Achieved
Opportunities to improve information-sharing are identified, assessed and prioritised	Achieved	Achieved

For further information refer to page 25.

NATIONAL CRIMINAL INVESTIGATION DNA DATABASE		
KEY PERFORMANCE INDICATOR	2012-13	2013-14
Systems and services are highly available and provide greater access to information	Achieved	Achieved
Agreed system enhancements are completed to quality, schedule and budget	Achieved	Not Applicable
Opportunities to improve information-sharing are identified, assessed and prioritised	Achieved	Achieved

For further information refer to page 27.

NATIONAL CHILD OFFENDER SYSTEM		
KEY PERFORMANCE INDICATOR	2012-13	2013-14
Systems and services are highly available and provide greater access to information	Achieved	Achieved
Agreed system enhancements are completed to quality, schedule and budget	Achieved	Achieved
Opportunities to improve information-sharing are identified, assessed and prioritised	Achieved	Achieved

For further information refer to page 35.

NATIONAL FIREARMS IDENTIFICATION DATABASE		
KEY PERFORMANCE INDICATOR	2012-13	2013-14
Systems and services are highly available and provide greater access to information	Achieved	Achieved
Agreed system enhancements are completed to quality, schedule and budget	Not Applicable	Not Applicable
Opportunities to improve information-sharing are identified, assessed and prioritised	Not Applicable	Achieved

For further information refer to page 39.

NATIONAL FIREARMS LICENSING AND REGISTRATION SYSTEM		
KEY PERFORMANCE INDICATOR	2012-13	2013-14
Systems and services are highly available and provide greater access to information	Achieved	Achieved
Agreed system enhancements are completed to quality, schedule and budget	Not Applicable	Not Applicable
Opportunities to improve information-sharing are identified, assessed and prioritised	Not Applicable	Not Applicable

For further information refer to page 40.

NATIONAL POLICE REFERENCE SYSTEM		
KEY PERFORMANCE INDICATOR	2012-13	2013-14
Systems and services are highly available and provide greater access to information	Achieved	Achieved
Agreed system enhancements are completed to quality, schedule and budget	Achieved	Achieved
Opportunities to improve information-sharing are identified, assessed and prioritised	Achieved	Achieved

For further information refer to page 45.

NATIONAL POLICE CHECKING SERVICE		
KEY PERFORMANCE INDICATOR	2012-13	2013-14
Systems and services are highly available and provide greater access to information	Achieved	Achieved
Agreed system enhancements are completed to quality, schedule and budget	Achieved	Achieved
Opportunities to improve information-sharing are identified, assessed and prioritised	Achieved	Achieved
Ninety-five per cent of criminal history checks are completed within 10 working days	Achieved	Not achieved
Ninety-five per cent of urgent criminal history checks are completed within five working days	Not achieved	Not achieved

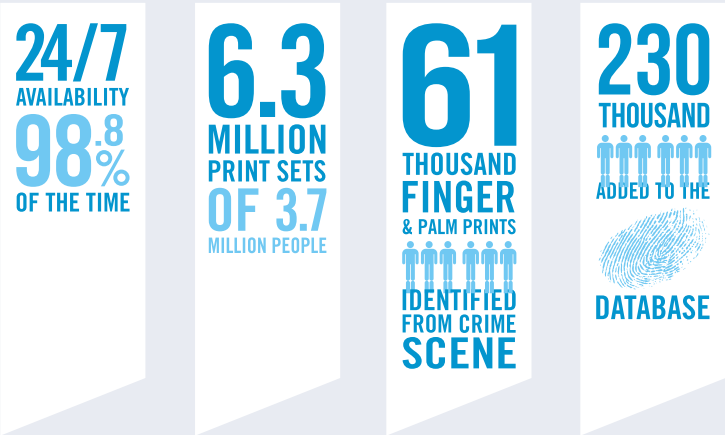
For further information refer to page 55.

BIOMETRICS SERVICES

Police around Australia use the National Automated Fingerprint Identification System (NAFIS) and National Criminal Investigation DNA Database (NCIDD) to help solve crime and keep our country safe.

National Automated Fingerprint Identification System

The NAFIS helps police identify a person through their fingerprints left at a crime scene.



HELPING SOLVE CRIMES BY MATCHING CRIME SCENE FINGERPRINTS OR DNA—OFTEN WITH NEAR REAL-TIME UPLOADS THAT ENABLE POLICE TO IDENTIFY SUSPECTS WITHIN MINUTES

National Criminal Investigation DNA Database

The NCIDD helps police identify a suspect through a DNA sample left at a crime scene.





National Automated Fingerprint Identification System

The National Automated Fingerprint Identification System (NAFIS) is a finger and palm print database and matching system, which we have operated since 2001. The NAFIS includes:

- TenPrint data—finger and palm print images taken in controlled situations, usually by police or immigration authorities, along with corresponding basic biographic information
- Latent data—unsolved finger and palm print impressions recovered from crime scenes.

This system is used by police agencies to help solve crime and identify individuals by establishing a person's identity from fingerprint and palm impressions. It is also used by the Department of Immigration and Border Protection to support Australia's migration program.

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

Key performance indicator 1: Systems and services are highly available and provide greater access to information

- The NAFIS is available 24-hours-a-day, seven-days-a-week.
- We provide business support to the NAFIS 24-hours-a-day.

NAFIS AVAILABILITY TARGET			
YEAR	TARGET KPI	2012–13	2013–14
Availability %	99.5%	99.4%	98.8%

This year, availability fell below our performance target of 99.5%. However, to ensure we meet our target in 2014–15, our NAFIS Capacity Upgrade project will continue to improve availability and response times for police.

NATIONAL FINGERPRINT IDENTIFICATION SYSTEM RECORDS AND SEARCHES			
YEAR	2011–12	2012–13	2013–14
Crime scene searches (finger and palm)	367 751	408 899	420 188
Crime scene prints identified	52 673	58 693	60 398
Latent fingers searches	264 537	295 293	306 133
Latent finger prints identified	37 546	42 188	43 691
Latent palm searches	103 214	113 606	114 055
Latent palm prints identified	15 127	16 505	16 707
Tenprint to tenprint searches	428 831	482 813	519 156
Livescan initiated tenprint to tenprint searches	246 959	261 966	290 109

Key performance indicator 2: Agreed system enhancements are completed to quality, schedule and budget

We enhanced systems through following initiatives during 2013–14.

NAFIS SYSTEM ENHANCEMENT	
INITIATIVE	DESCRIPTION
NAFIS Capacity Upgrade	We delivered phase 1 of this project in June 2014, in line with our schedule and budget—successfully upgrading the existing NAFIS system with modern and more powerful servers, which will help to improve response times for police using the system.
NAFIS Workstation Refresh	This project was undertaken throughout the year to replace ageing equipment used by police. As at 30 June 2014, we had completed hardware procurement and 75% of installations.

For more details about our NAFIS-related projects, see *Biometrics projects* on page 29.

Key performance indicator 3: Opportunities to improve information-sharing are identified, assessed and prioritised

We identified improvement opportunities and added the following initiatives to our annual Work Plan this reporting year.

NAFIS INITIATIVES ADDED TO WORK PLAN	
INITIATIVE	DESCRIPTION
NAFIS Capacity Upgrade	In July 2013, the CrimTrac Board of Management approved this project to upgrade the database storage capacity and performance of the NAFIS.
NAFIS Workstation Refresh	In July 2013, the CrimTrac Board of Management approved this initiative to investigate options to replace out-of-date NAFIS equipment used by police agencies.
Fingerprint Capability Replacement	In June 2014 the CrimTrac Board of Management approved a project to upgrade Australia's existing fingerprint capability by 2017. This project will officially commence in the next reporting period.

National Criminal Investigation DNA Database

The National Criminal Investigation DNA Database (NCIDD) has been in operation since 2001. Since then more than 837 000 DNA profiles have been uploaded. It helps Australian police solve crime by linking DNA profiles from a crime scene with convicted offenders throughout Australia. The database also allows police to match profiles from two or more unsolved crime scenes, linking seemingly unrelated police investigations.

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

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

Key performance indicator 1: Systems and services are highly available and provide greater access to information

- The NCIDD is available 24-hours-a-day, seven-days-a-week for a total of 165 hours per week, allowing 3 hours of scheduled outages per week for routine maintenance and upgrades.
- We provide business support to the NCIDD from 8am to 6pm, Monday to Friday.

NCIDD AVAILABILITY TARGET			
YEAR	TARGET KPI	2012–13	2013–14
Availability % measured only during business support hours	98.5%	99.7%	99.9%

This year, we exceeded our performance target of 98.5%.

NCIDD RECORDS AND SEARCHES			
YEAR	2011–12	2012–13	2013–14
Total number of records	678 441	749 601	837 798
Total number of crime scene to crime scene links	9 768	9 702	72 462
Total number of crime scene to person links	18 088	18 568	68 036

The NCIDD is steadily growing with a greater percentage of DNA profiles now being uploaded using new DNA kits instead of the old Profiler Plus kit. The number of high stringency links has increased significantly in the past year due to the NSW Police Force expanding the links to include their intra-jurisdictional links.

Key performance indicator 2: Agreed system enhancements are completed to quality, schedule and budget

The system is extremely stable and minimal enhancements were made to the NCIDD in the past year due to the prioritised work to deliver the National DNA Investigative Capability project. When complete, this project will deliver kinship and familial capability to the DNA program.

For more information about DNA-related projects, see *Biometrics projects* on page 29.

Key performance indicator 3: Opportunities to improve information sharing are identified, assessed and prioritised

We identified improvement opportunities and added the following initiatives to our annual Work Plan this reporting year.

DNA INITIATIVES ADDED TO WORK PLAN	
INITIATIVE	DESCRIPTION
National DNA Investigative Capability	<p>In July 2013, the CrimTrac Board of Management approved our initiative to explore options and develop a business case to identify and implement a more sophisticated DNA investigative capability for police.</p> <p>In March 2014, the CrimTrac Board of Management approved the business case and agreed to work beginning on the National DNA Investigative Capability project.</p>
National Missing Persons & Victim System	In June 2014, the CrimTrac Board of Management authorised CrimTrac to implement the National Missing Persons & Victim System.

Biometrics projects

NAFIS Capacity Upgrade

The NAFIS Capacity Upgrade project began in July 2013. The aim is to upgrade the core system to allow for greater capacity and improved system availability by increasing fingerprint matching capacity and reducing wait times for police.

Police agencies have invested in new technologies that enable real-time fingerprint matching, including forensic registers, digital photography and tablet computers at crime scenes. This has been a driving force behind an increased demand for the NAFIS. However, due to this demand, police have experienced some delays in obtaining matches through the NAFIS.

There are two phases to the NAFIS Capacity Upgrade project:

- **Phase 1** (complete)—we successfully upgraded the existing NAFIS system with modern and more powerful servers. This provided additional processing power to meet extra demand through to May 2017.
- **Phase 2** (now underway)—we will update the biometric matching engine and use a new matching algorithm. This will provide greater matching accuracy and improve overall performance of the system.

KEY FACTS: NAFIS CAPACITY UPGRADE	
Outcome	Performance improvements to the NAFIS platform, which will lead to reduced response times for latent searches. This will support operations to 2017.
Scheduled delivery	Phase 1—delivered in June 2014
	Phase 2—will be delivered in the next reporting period
Budget	\$5.330 million
Status	The upgrade has already increased connections between some police agencies and the CrimTrac Data Centre, allowing for an increase in traffic.

NAFIS Workstation Refresh

The NAFIS Workstation Refresh project is replacing ageing equipment used by police agencies. This will ensure the NAFIS capability continues to be available to police.

KEY FACTS: NAFIS WORKSTATION REFRESH

Outcome	Ongoing availability of the NAFIS capability for police agencies.
Scheduled delivery	In the next reporting period.
Budget	\$0.588 million.
Status	We have completed hardware procurement, and started installation activities. As at 30 June 2014, we have completed 75% of installations.

National DNA Investigative Capability

The National DNA Investigative Capability (NDIC) project will identify and implement a more sophisticated capability for police through new solutions for kinship matching and familial searching capabilities. The project will also deliver an enhanced direct matching function by providing a more accurate matching system. These new capabilities will enhance current DNA matching capabilities across Australia.

The current DNA matching capability has been designed to ensure privacy is protected, meaning any enhancements must also meet strict privacy requirements.

KEY FACTS: NATIONAL DNA INVESTIGATIVE CAPABILITY

Outcome	A more sophisticated DNA investigative capability for police, including kinship matching and familial searching.
Scheduled delivery	In the next reporting period.
Budget	\$1.451 million
Status	Work on this project has commenced. Next steps include gathering detailed requirements to inform a request for tender process.

National Missing Persons & Victim System

The objective of the National Missing Persons & Victim System (NMPVS) initiative is to provide police and other law enforcement agencies with the ability to undertake national searches on long-term missing persons, unidentified human remains, and disaster victim identification.

A national solution will help police in each state and territory to share and match information on missing persons, which is currently limited by the use of localised systems in each jurisdiction.

KEY FACTS: NATIONAL MISSING PERSONS & VICTIM SYSTEM	
Outcome	A national automated capability for police to match long-term missing person and unidentified human remains information. It will also allow easier access to shared information in the event of a major disaster.
Scheduled delivery	In the next reporting period.
Budget	\$0.435 million
Status	Project planning has commenced.



HELPING POLICE COMBAT CRIME

'It could be just one fingerprint that identifies a person as being at the scene. There might be no other evidence apart from that or a drop of blood or a DNA match. But that's all you need and then there's just no way out for them at the end of the day.'



Chroming is a toxic form of substance abuse. It could mean inhaling solvents like paint, deodorants or glue and in cities like Townsville and Rockhampton, it's a growing threat to kids.

Often it's due to boredom. But once someone gets a taste for the high they get from sniffing—short lived though it is—addiction kicks in and ultimately it can cause neurological and cardiovascular problems. It can even cause death.



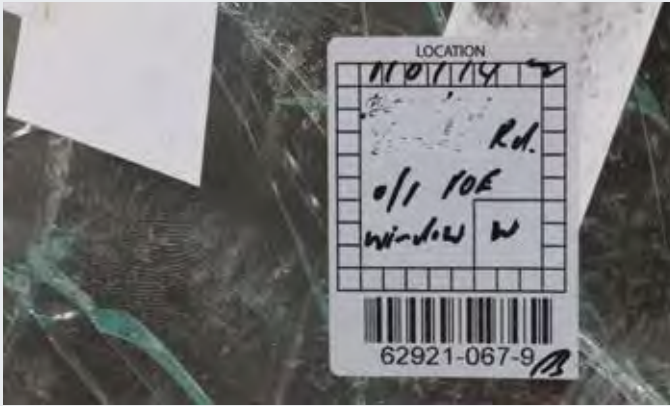
The problem spills over and affects the community at large. Shop owners have been forced to remove aerosol deodorants from the shelves to stop them being stolen by addicts, while hardware stores face mounting damages bills to replace glass smashed by offenders who have broken in to steal glue.

This was exactly the scenario that faced Senior Constable Barnes of the Rockhampton Police Scenes of Crime Section, when he was called to a break-in at a major hardware store early on the morning of 11 January 2014.

A crime is committed

During the night someone had thrown a rock at a window of the store and after 'tapping away' at it a few times, created a hole big enough to crawl through. Senior Constable Barnes said the offender must have been pretty determined as his first attempt to make the hole larger set off the alarm.

Security made a pass but it is thought they may not have reactivated the alarm, and after hiding in some nearby bushes, the offender made a second, successful attempt to break in to the store.



Senior Constable Barnes said the offender stole ‘a number of tins of substances such as glue’. He said ‘It’s quite common for offenders up here to sniff glue. They sniff glue, they sniff paint, they sniff different aerosols and things. It’s like a quick high for them. So a lot of the time when hardware stores get broken into they’ll make a beeline for the glue section, the paint section, and it’s all part of getting their high.’

After reviewing the CCTV footage, Senior Constable Barnes did a visual inspection of the break-in area to determine which area he would photograph. It was during this examination he saw some bloodstains on the broken glass and hair stuck to one of the glass fragments.

After collecting these biological exhibits, Senior Constable Barnes then looked for fingerprints—the quickest way to identify someone. He found them on the window where the offender had climbed through.

A hit is made

After packaging all the exhibits and logging them at the station, all but the hair were forwarded to the Forensics’ Laboratory in Brisbane for analysis. Senior Constable Barnes said ‘we didn’t send that [the hair] to the lab to try and get any identification on that because we were hopeful of getting both the fingerprints identified and the blood. If we got no hits on either of those we would’ve sent the hair away’.

He was right. Within three to four hours they had a hit.

The offender’s DNA and fingerprints were on file with CrimTrac. The 27-year old offender was caught within days and with such strong forensic evidence against him—backed up by CCTV footage—he admitted to the crime.

Senior Constable Barnes said the main benefit of CrimTrac systems in this case was the offender may not have been caught if Police hadn’t been able to match his fingerprints or DNA.

‘It could be just one fingerprint that identifies a person as being at the scene. There might be no other evidence apart from that or a drop of blood or a DNA match. But that’s all you need and then there’s just no way out for them at the end of the day.’

CHILD PROTECTION

Police use our child protection solutions to help identify and manage offenders against children, helping to protect children at risk.

National Child Offender System

24/7
AVAILABILITY
99.7%
OF THE TIME

HOLDS

SENSITIVE
INFORMATION

WE DO NOT
REPORT ON
STATISTICS

OR TYPE OF
INFORMATION
HELD

HELPING
POLICE
PROTECT
CHILDREN
AT RISK

National Child Offender System

The National Child Offender System (NCOS) 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.

Key performance indicator 1: Systems and services are highly available and provide greater access to information

- The NCOS is available 24-hours-a-day, seven-days-a-week for a total of 165 hours per week allowing 3 hours of scheduled outages per week for routine maintenance and upgrades.
- We provides business support to the NCOS 24-hours-a-day.

NCOS AVAILABILITY TARGET			
YEAR	TARGET KPI	2012-13	2013-14
Availability %	99.5%	99.7%	99.7%

This year, we exceeded our performance target of 99.5%.

Key performance indicator 2: Agreed system enhancements are completed to quality, schedule and budget

We enhanced systems through the following initiatives during 2013-14.

NCOS SYSTEM ENHANCEMENTS	
INITIATIVE	DESCRIPTION
Routine releases	<p>July 2013, we addressed minor bug fixes and ensured the NCOS is functioning to its full capacity.</p> <p>May 2014, we provided minor enhancements and also increased the capacity for police agencies to export records from 5 000 to 6 000.</p>

For more information, see *Child protection projects* on page 36.

Key performance indicator 3: Opportunities to improve information sharing are identified, assessed and prioritised

We identified improvement opportunities and added the following child protection related initiatives to our annual Work Plan this reporting year.

CHILD PROTECTION INITIATIVES ADDED TO WORK PLAN	
INITIATIVE	DESCRIPTION
National Child Offender System (NCOS) Provision and Consumption	<p>July 2013, the CrimTrac Board of Management approved the NCOS Provision and Consumption project.</p> <p>This initiative will remove the need for police to manually re-enter data between local child offender systems and the NCOS.</p>

CHILD PROTECTION INITIATIVES ADDED TO WORK PLAN	
INITIATIVE	DESCRIPTION
Child Exploitation Tracking System (CETS)	This project was carried over from the CrimTrac Work Plan 2012-13. Project delivery continued throughout the year.

Child protection projects

National Child Offender System—Data Provision and Consumption

The NCOS—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 NCOS. This manual entry approach is error prone and resource intensive for police agencies.

The solution will enable all police agencies to more easily upload and share offender case information. This will ensure enriched data is stored in the NCOS.

KEY FACTS: NCOS DATA PROVISION AND CONSUMPTION	
Outcome	The capability for police to more easily share child offender case information, upload data in real time and export offender data from the NCOS for policing purposes.
Scheduled delivery	In the next reporting period.
Budget	\$1.061 million
Status	Detailed requirements have been gathered and reviewed. This will be used to develop the technical solution.

Child Exploitation Tracking Systems

The Child Exploitation Tracking System (CETS) is a joint project between CrimTrac and the Australian Federal Police. This national solution will automate the process of linking seized child exploitation material with previously identified images.

We are rolling out the CETS solution for our police partners nationally. We will soon begin procuring hardware, and the Australian Federal Police will implement tools and provide training and business process support. The final product will be made available for our police partners in the next reporting period.

The CETS will also provide a foundation for other child protection activities such as child exploitation material management services (once approved) that will expand the image library and provide greater flexibility for police agencies to choose the technology that best suits their local environment whilst participating in a national information-sharing solution.

KEY FACTS: CHILD EXPLOITATION TRACKING SYSTEM

Outcome	The CETS initiative will provide the capability to link seized child exploitation material with previously identified images, reducing practitioner exposure.
Scheduled delivery	In the next reporting period.
Budget	\$3.416 million
Status	The Australian Federal Police and CrimTrac are working collaboratively to roll-out the CETS nationally. However, the CETS solution is no longer supported by the vendor and activities to identify a replacement solution will be undertaken in collaboration with partner agencies.



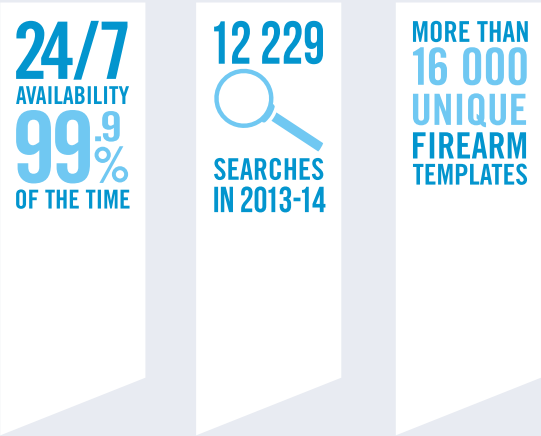
FIREARMS AND BALLISTICS

HELPING
POLICE
MATCH
CRIME SCENE
BALLISTICS
AND
WEAPONS

Our firearms solutions are valuable tools for police to solve firearm-related crime and to prevent gun crime in Australia.

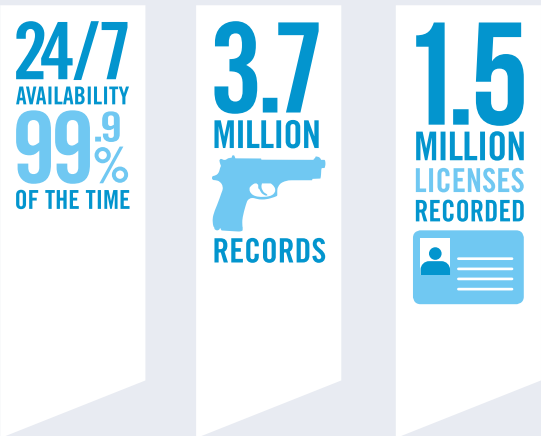
National Firearms Identification Database

The National Firearms Identification Database (NFID) helps police to identify and describe individual firearms consistently.



National Firearms Licensing and Registration System

The National Firearms Licensing and Registration System (NFLRS) helps firearms registries view the licence and registration information held by other states and territories.



Australian Ballistic Information Network

The Australian Ballistic Information Network (ABIN) helps police match ballistic evidence across state and territory borders.

National Firearms Identification Database

The National Firearms Identification Database (NFID) 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, during importation or during transfer of ownership and movement across state and territory borders.

Key performance indicator 1: Systems and services are highly available and provide greater access to information

- The NFID is available 24-hours-a-day, seven-days-a-week for a total of 165 hours per week allowing 3 hours of scheduled outages per week for routine maintenance and upgrades.
- We provide business support to the NFID from 8am to 6pm, Monday to Friday.

NFID AVAILABILITY TARGET			
YEAR	TARGET KPI	2012–13	2013–14
Availability % measured only during business support hours	96%	99.5%	99.9%

NFID RECORDS AND SEARCHES		
YEAR	2012–13*	2013–14
Total number of Template searches	38	1 295
Total number of Detailed searches	350	10 934

* The NFID was delivered in February 2013. Therefore statistics before this time do not exist.

Key performance indicator 2: Agreed system enhancements are completed to quality, schedule and budget

Following the successful delivery of the NFID in February 2013, stages four and five of the NFID project have continued to enhance the capability of the NFID system. For more information, see *Firearms and ballistics projects* on page 41.

Key performance indicator 3: Opportunities to improve information sharing are identified, assessed and prioritised

We identified improvement opportunities and added the following firearms-related initiatives to our Annual Work Plan this reporting year.

FIREARMS INITIATIVES ADDED TO WORK PLAN	
INITIATIVE	DESCRIPTION
Australian Ballistics Information Network (ABIN)	<p>July 2013, the CrimTrac Board of Management approved commencement of the ABIN project.</p> <p>In July 2014 we will deliver a capability for police to easily share ballistic evidence across state and territory borders, helping to electronically match ballistic evidence gathered from a crime scene to the firearm used in the crime.</p>
National Firearms Interface (NFI)	<p>March 2014, the CrimTrac Board of Management approved in principle commencement of the NFI project.</p> <p>The NFI will increase the capability of sharing firearms data in systems nationally.</p> <p>The Law, Crime and Community Safety Council meeting will consider the business case in August 2014.</p>
National Firearms Identification Database (NFID)	The NFID was carried over from the 2012-13 Work Plan. Project delivery continued throughout this year.

National Firearms Licensing and Registration System

The National Firearms Licensing and Registration System (NFLRS) is a valuable tool used to ensure compliance with registration. It enables police to access the following information:

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

Key performance indicator 1: Systems and services are highly available and provide greater access to information

- The NFLRS is available 24-hours-a-day, seven-days-a-week for a total of 165 hours per week allowing 3 hours of scheduled outages per week for routine maintenance and upgrades.
- We provide business support to the NFLRS from 8am to 6pm, Monday to Friday.

NFLRS AVAILABILITY TARGET			
YEAR	TARGET KPI	2012–13	2013–14
Availability % measured only during business support hours	98.5%	100%	99.9%

This year we exceeded our performance target of 98.5%

NFLRS RECORDS AND SEARCHES			
YEAR	2011–12	2012–13	2013–14
Total number of firearms	4.4 million	4.6 million	3.7 million
Total number of licences	Not available	1.7 million	1.5 million
Total number of searches	163 000	201 000	206 000

Key performance indicator 2: Agreed system enhancements are completed to quality, schedule and budget

The NFLRS is a stable and reliable system. We did not make any major enhancements this year.

Firearms and ballistic projects

National Firearm Identification Database (stages 4 and 5)

Following the successful implementation of the NFID in February 2013, stages 4 and 5 of the project have been delivered to provide a capability for the NFID to integrate with police systems and to ensure the quality of the records.

- **Stage 4** delivered integration services for police agencies to automatically search and upload NFID data into their firearm systems.
- **Stage 5** delivered a NFID Data Quality Report that compared the data quality of NFID to the Royal Canadian Mounted Police Firearms Reference Table and to manufacturers' specifications.

KEY FACTS: NATIONAL FIREARMS IDENTIFICATION DATABASE	
Outcome	Improved efficiency for registering firearms and increased cross-jurisdictional integrity of firearm data.
Scheduled delivery	Stage 4 ended in September 2013 with an expenditure of \$0.279m. Stage 5 ended in May 2014 with an expenditure of \$0.071m.
Budget	Total NFID project budget was \$1.771 million Total expenditure was \$1.192 million
Status	Stages four and five of the NFID project have been delivered, and the project was closed in May 2014. The decision to invest further in NFID data can be better considered following the tender process for National Firearms Index.

National Firearms Interface

The National Firearms Interface (NFI) will provide increased capability for police to share firearm data, in turn leading to increased police and public safety. It will do this by delivering a national firearms information repository. It will identify links between people, firearms, organisations and locations, as well as providing enhanced search and reporting capabilities. The NFI will also notify when firearms ownership is transferred, and will integrate with the NFID.

KEY FACTS: NATIONAL FIREARMS INTERFACE

Outcome	Increased police capability to share firearms data, leading to increased police and public safety. Capability to identify links between people, firearms, organisations and locations, and enhanced search and reporting capabilities.
Scheduled delivery	We plan to deliver this project 36 months after the Law Crime and Community Safety Council approves the business case.
Budget	\$4.436 million (proposed budget)
Status	In April 2014 the National Police Senior Officers Group endorsed the NFI Stage 1 business case, and recommended it for consideration and approval by the Law Crime and Community Safety Council. We will present the business case for approval in July 2014.

Australian Ballistic Information Network

The Australian Ballistic Information Network (ABIN) will help 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 will build on existing ballistic libraries that operate in a number of states, and will allow police to search for a ballistic signature of a firearm to see if it is linked to other crimes across Australia.

We procured the underlying Forensic Technology Integrated Ballistic Identification System (IBIS) technology. The IBIS® integrates with the existing equipment used by the New South Wales Police Force, South Australia Police, Queensland Police Service and Australian Federal Police.

KEY FACTS: AUSTRALIAN BALLISTIC INFORMATION NETWORK

Outcome	Capability to electronically match ballistic evidence from crime scenes to the firearm used, helping police solve and prevent firearm-related crime.
Scheduled delivery	The ABIN is scheduled to be delivered in July 2014. We began back capturing test fires, cartridge cases and projectiles in June 2014 and completion is scheduled for June 2015.
Budget	\$6.471million
Status	As at 30 June 2014, the project was progressing on schedule, with installation and implementation of ABIN equipment completed in New South Wales, Western Australia, Queensland, South Australia and Northern Territory.



POLICE REFERENCE SERVICES

Australia's various police agencies share essential policing information through the National Police Reference System (NPRS).

HELPING
POLICE
SHARE
ESSENTIAL
INFORMATION



National Police Reference System

The National Police Reference System (NPRS) enables Australian police agencies to share essential policing information with other police agencies. The NPRS provides key reference data to support police officers, investigators and analysts.

The NPRS records core data such as name, identity information and photographs, information on warnings, warrants and wanted persons, offence history, protection and violence orders, firearms involvements, and information relating to the child protection register.

The NPRS also contains information on missing persons, unidentified persons and bodies, and escapees.

Key performance indicator 1: Systems and services are highly available and provide greater access to information

- The NPRS is available 24-hours-a-day, seven-days-a-week for a total of 165 hours per week allowing 3 hours of scheduled outages per week for routine maintenance and upgrades.
- We provide business support to the NPRS for 24-hours-a-day, every day.

NPRS AVAILABILITY TARGET			
YEAR	TARGET KPI	2012–13	2013–14
Availability %	99.5%	99.7%	99.5%

NPRS RECORDS AND SEARCHES			
YEAR	2011–12	2012–13	2013–14
Total number of distinct users	55 000	68 000	70 000
Total number of person searches	33.2 million	35 million	38 million
Total number of persons of interest	10.3 million	10.3 million	10.7 million
Total number of persons of interest with photos	1.7 million	1.8 million	2.1 million
Total number of photos	5.3 million	6.1 million	7 million*
Total number of unique NPRS identifiers	3.6 million	3.6 million	3.7 million

* includes 261 641 from AUSCHECK

Key performance indicator 2: Agreed system enhancements are completed to quality, schedule and budget

We delivered the following improvement opportunities this reporting year.

NPRS SYSTEM ENHANCEMENTS	
INITIATIVE	DESCRIPTION
NPRS Web Application refresh	<p>This project delivered several benefits including:</p> <ul style="list-style-type: none"> • upgrading the user interface to comply with Web Content Accessibility Guidelines • improving workflow and usability for police agencies • providing more data fields for police agencies • repairing known bugs within the application • undertaking enhancements requested by police agencies to support emerging operational policing needs • providing a more accurate and effective audit capture. <p>We delivered this refresh as part of business as usual, completing it on schedule and releasing it in December 2013.</p> <p>As this was a business as usual activity, it did not have a specific budget allocated. The total cost was \$0.443 million.</p>
The Aviation Security Identification Card/Maritime Security Identification Card (ASIC/MSIC) Information Sharing Capability	<p>This project delivered a capability for police to view ASIC and MSIC applicant and current cardholder data within NPRS.</p> <p>We delivered this initiative on schedule, with the technical solution applied to the NPRS in June 2014.</p> <p>We also successfully applied the associated AusCheck dataset to the NPRS database ahead of our 30 June 2014 deadline.</p>

For more information, see *Police reference projects* on page 47.

Key performance indicator 3: Opportunities to improve information sharing are identified, assessed and prioritised

We identified improvement opportunities and added the following police reference initiatives to our annual Work Plan this reporting year.

NPRS INITIATIVES ADDED TO WORK PLAN	
INITIATIVE	DESCRIPTION
Name Matching Upgrade	<p>December 2013, the CrimTrac Board of Management approved for us to begin the NPRS Name Matching Upgrade.</p> <p>The project will replace the existing name matching search tool used by NPRS with the newly acquired software Informatica Identity Resolution (IIR).</p>
The Aviation Security Identification Card / Maritime Security Identification Card (ASIC/MSIC)	<p>July 2013, the ASIC/MSIC Information Sharing Capability was added to our annual Work Plan at the request of the Commonwealth Attorney-General's Department.</p> <p>This initiative will share ASIC and MSIC information between the AusCheck system and police.</p>

Police reference projects

Aviation Security Identification Card / Maritime Security Identification Card (ASIC/MSIC) Information Sharing Capability

Through the ASIC/MSIC Information Sharing Capability project we will deliver a capability for police to view ASIC and MSIC applicants' and current cardholders' data within the NPRS.

KEY FACTS: ASIC/MISC

Outcome	Information about ASIC and MSIC applicants and current cardholders is shared between the AusCheck system and police.
Scheduled delivery	In the next reporting period.
Budget	\$0.189 million
Status	We introduced the ASIC/MSIC changes to the NPRS on 10 June 2014. The back capture of AusCheck data was completed ahead of schedule before 30 June 2014.

Name Matching Project Upgrade

Name matching is a critical component of our police reference and police checking services. This project will upgrade the existing name matching software within the National Police Reference Service to the new *Informatica Identity Resolution* software.

KEY FACTS: NAME MATCHING PROJECT UPGRADE

Outcome	The most accurate name matching capability possible to support the National Police Reference System and the National Police Checking Service.
Scheduled delivery	In the next reporting period.
Budget	\$0.757 million
Status	Development work was completed in March 2014. Police agency representatives will have the opportunity to evaluate the new capabilities before late July 2014, before we introduce the upgraded software.





CYBERCRIME REPORTING

We are developing the Australian Cybercrime Online Reporting Network (ACORN) to help police and other law enforcement agencies gather valuable data about cybercrime and to enhance information and contribute to improved responses to cybercrime across Australia.

HELPING TO
IMPROVE
INFORMATION
ABOUT AND
RESPONSES TO
CYBERCRIME

ESTIMATED
3.7
BILLION
INTERNET
USERS
WORLDWIDE



OVER
12
MILLION
INTERNET USERS



THE EXTENT OF
CYBERCRIME
IS GENERALLY
DIFFICULT
TO QUANTIFY



**BUT IS
ESTIMATED
TO COST
BILLIONS**

CYBERCRIME
IS GENERALLY
**UNDER
REPORTED**



Australian Cybercrime Online Reporting Network

We are developing a national online reporting facility for cybercrime, called the Australian Cybercrime Online Reporting Network (ACORN).

Members of the public will be able to use the ACORN website to report cybercrime. The ACORN will also explain how to recognise and avoid common forms of cybercrime, and provide advice for people who have fallen victim to cybercrime.

The ACORN may refer cybercrime reports to police and government agencies for information and action as appropriate. It will help to make data collection easier for police and improve information on how cybercrime affects Australians. There is a significant opportunity to capture repeat cybercrime instances and, in turn, enable police and government agencies to respond effectively.

The ACORN will make it easier for people to report cybercrime by removing the need to phone or attend a police station to make a report.

Benefits include:

- better access to reporting facilities in Australia, leading to an increase in cybercrime reporting
- enhanced access to educational and prevention strategies for all Australians
- increased rate of cybercrime resolution
- reduced duplication, time and costs of police effort.

KEY FACTS: AUSTRALIAN CYBERCRIME ONLINE REPORTING NETWORK	
Outcome	Cybercrime frequency and impact is reduced, as a national online system allows the public to report and find out about cybercrime.
Scheduled delivery	In the next reporting period.
Budget	\$1.454 million
Status	We are on track to deliver ACORN in late-2014.

JOINING FORCES AGAINST CYBERCRIME THROUGH ACORN



Malicious software attacks, hardware tampering, leaking of confidential data, hacking and attacks on websites—cybercrime is a growing focus for law enforcement around the world.

Criminals exploit the Internet because it is globally connected, borderless, anonymous, fast, low-risk, easily accessible and contains high volumes of rich data.

The Australian Cybercrime Online Reporting Network (ACORN) is critical to Australia's response and developed as a result of the *2013 National Plan to Combat Cybercrime*, ACORN will enable the public to report instances of cybercrime

online. This will make it easier for police agencies to collect information and essential data and help to ensure that Australia becomes a harder target for cybercriminals.

CrimTrac is developing the technical solution for the ACORN. It is now in the final stage of development and on track for release later this year. This is a significant project for us, as cybercrime is fast becoming a major focus nationally and internationally.

In preparation for ACORN's launch in late 2014, we hosted a national conference in June to promote the benefits to law enforcement stakeholders.

The conference brought together representatives from ACT Policing, the Commonwealth Attorney-General's Department, Australian Crime Commission, Australian Federal Police, Australian Strategic Policy Institute, Commonwealth Department of Communications, Victoria Police, Western Australia Police, NSW Fair Trading, the Embassy of the United States of America, and the New Zealand High Commission.

Featured industry experts and international speakers provided insights on different aspects of cybercrime:

- Mr John Lyons, Chief Executive, International Cyber Security Protection Alliance (ICSPA) spoke about the ICSPA's role in cybercrime, implications of cybercrime for business communities, and the meteoric growth in cyber-criminality and possible measures to help mitigate the phenomenon.



- Mr Khoo Boon Hui, Senior Deputy Secretary, Singapore Ministry of Home Affairs, Former President, INTERPOL, emphasised the implications of cybercrime for citizens and the challenges for the community and law enforcement agencies. He also outlined the role of INTERPOL and international collaboration in responding to cybercrime.



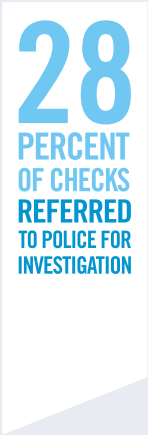
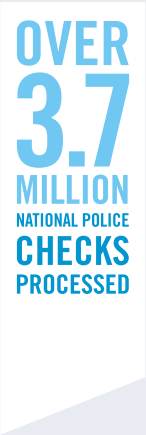
- Ms Johanna Hladun, Attache (legal), Embassy of the United States of America highlighted the international responses to cybercrime, and the partnership between the Federal Bureau of Investigation and the National White Collar Crime Centre.
- Assistant Commissioner Tim Morris, National Manager, High Tech Crime Operations, Australian Federal Police spoke about the international experience of cybercrime compared with the Australian experience, and the current threat level for cybercrime in Australia. He emphasised the important role of CrimTrac in building a technical capability that will bring the Commonwealth, states and territories together to fight cybercrime.

- Assistant Commissioner Peter Cotter, NSW Police Force facilitated a question and answer session with the guest speakers.
- Our CEO, Mr Doug Smith outlined Australia's approach to addressing cybercrime, the ACORN system, what it means for police agencies, and the benefits. This set the landscape for Detective Inspector Tim Thomas, Western Australia Police, together with Dr John Moss, Acting National Manager Collection and Analytics, Australian Crime Commission and Mr Steve Arundel, Senior Project Manager, ACORN to showcase the ACORN system.
- Dr Tobias Feakin, Senior Analyst National Security, Australian Strategic Policy Institute concluded the conference as dinner speaker.

Successful promotion of ACORN will enhance its effectiveness. The ACORN Conference was a positive event to collaborate with stakeholders—attracting some 60 delegates—providing the platform for thought-provoking discussions and paving the way for ACORN to be a successful national capability.

NATIONAL POLICE CHECKING SERVICE

National Police Checking Services help to ensure the integrity of individuals placed in a position of trust—enhancing the safety of the community.



HELPING
ORGANISATIONS
CHECK IF
PEOPLE
HAVE POLICE
RECORDS

National Police Checking Service

The National Police Checking Service (NPCS) is delivered to Australian police and other organisations that are accredited with CrimTrac. The service supports their processes for assessing the suitability of people applying for employment, Australian citizenship or appointment to positions of trust.

Community benefit

A total of 160 organisations across all sectors of the community use our National Police Checking Service to help screen personnel, volunteers or employees working with children or vulnerable groups, or otherwise occupying positions of trust. This helps to minimise the risk of appointing someone unsuitable or with an adverse police record.

During the reporting period the *Royal Commission into Institutional Responses to Child Sexual Abuse* drew national attention to working-with-children checks. The Australian Capital Territory and Tasmanian governments also both established their working-with-children legislative screening units, and both became CrimTrac Accredited Agencies.

Key performance indicator 1: Systems and services are highly available and provide greater access to information

- The NPCS is available 24-hours-a-day, seven-days-a-week for a total of 165 hours per week allowing 3 hours of scheduled outages per week for routine maintenance and upgrades.
- We provide customer support to CrimTrac accredited organisations from 8:30am to 5pm Monday to Friday.
- We provide business support to the NPCS IT systems from 8am to 6pm, Monday to Friday.
- We accredited 17 new organisations during the reporting period.

NPCS AVAILABILITY TARGET			
YEAR	TARGET KPI	2012–13	2013–14
Availability % measured only during business support hours	98.5%	99.6%	99.9%

NPCS RECORDS AND SEARCHES			
YEAR	2011–12	2012–13	2013–14
Total number of checks	3.08 million	3.21 million	3.74 million
Total number of checks referred	869 000	881 000	1.05 million
Total number of referrals	1.36 million	1.47 million	1.73 million

Total number of checks: is the total number of requests for police history information submitted to the National Police Checking Support System.

Total number of checks referred: is the number of checks where CrimTrac National Names Index found a potential match.

Total number of referrals: is the where potential matches were referred to our police partners for further investigation.

Key performance indicator 2: Agreed system enhancements are completed to quality, schedule and budget

We developed new Terms of Service during the reporting period, to take account of amendments to the *Privacy Act 1988* in March 2014 and align with the new Australian Privacy Principles. We also developed educational activities for our NPCS stakeholders, including assurance monitoring and support materials to help accredited organisations meet their compliance obligations. We will begin rolling out the new Terms of Service and educational material in July 2014.

Key performance indicator 3: Opportunities to improve information sharing are identified, assessed and prioritised

We identified improvement opportunities and added the following NPCS-related initiatives to our annual Work Plan this reporting year.

NPCS INITIATIVES ADDED TO WORK PLAN

INITIATIVE	DESCRIPTION
Criminal History Exchange with New Zealand	In January 2012 the Prime Ministers of Australia and New Zealand agreed to the exchange of criminal history information between the two countries. As at 30 June 2014, this project was on hold pending outcomes from the Law, Crime and Community Safety Council.

Key performance indicator 4: Ninety-five per cent of criminal history checks are completed within 10 working days

NPCS SERVICE LEVEL TARGETS – REGULAR CHECKS

YEAR	TARGET KPI	2011–12	2012–13	2013–14
% of criminal history checks completed in 10 working days	95%	97%	96%	91.6%

- 91.61% of police history checks were completed within 10 working days.

Key performance indicator 5: Ninety-five per cent of urgent criminal history checks are completed within five working days

NPCS SERVICE LEVEL TARGETS – URGENT CHECKS

YEAR	TARGET KPI	2011–12	2012–13	2013–14
% of criminal history checks completed in 10 working days	95%	93%	90%	94.4%

- 94.35% of urgent checks were completed within 10 working days. This was below our target of 95%.

KPIs 4 and 5 state that 95% of routine and urgent checks will be processed within 10 working days. We fell short of this target as a result of an increased demand for the service. As indicated a large number of checks were referred to police for further investigation increasing their workload markedly. We will continue to work with our police partners to improve the service.