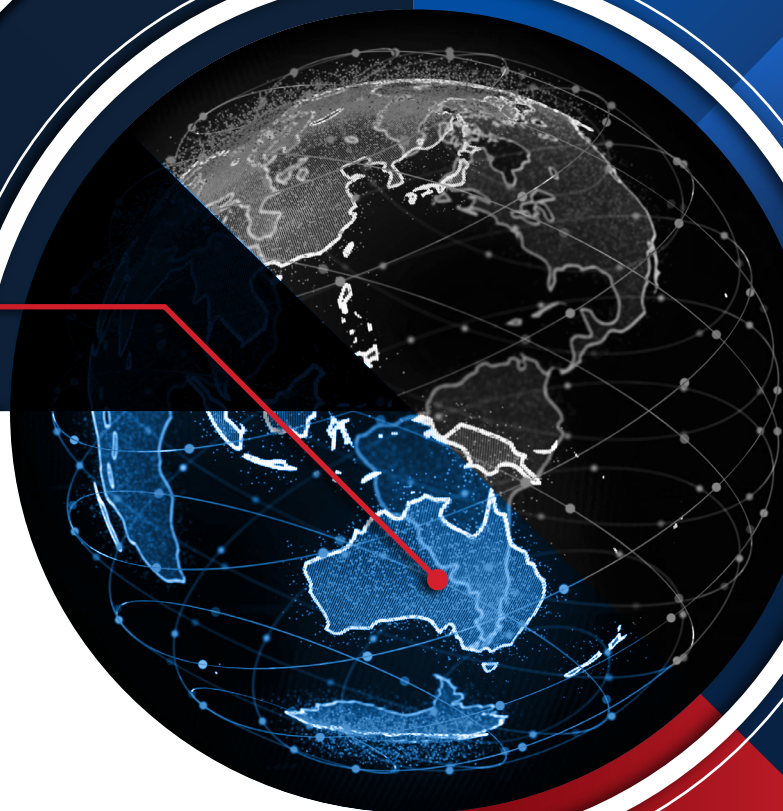




AUSTRALIAN  
**CRIMINAL  
INTELLIGENCE  
COMMISSION**



# **2020–21** **ANNUAL REPORT**

AN AUSTRALIA HOSTILE TO CRIMINAL EXPLOITATION

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We welcome feedback on our annual report, particularly about its readability and usefulness. Please send your feedback to <annualreport@acic.gov.au>.

An electronic version of this report, along with further information about the ACIC and our work, is available on our website at <www.acic.gov.au/publications/annual-reports>.

## Publication details

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# ACIC at a glance

The ACIC is Australia's national criminal intelligence agency with investigative, collection, analysis and information delivery functions. We are part of the national collaborative response to crime affecting Australia.



## Our vision

An Australia hostile to criminal exploitation.



## Our work

- ▶ Enhance the national picture across the spectrum of crime by developing strategic criminal intelligence assessments and advice on transnational serious and organised crime.
- ▶ Work with international and domestic partners to disrupt the activities of serious and organised crime targets and reduce their impact on Australia.
- ▶ Conduct special ACIC operations and special ACIC investigations addressing priority areas.
- ▶ Develop and maintain national information and intelligence sharing services and systems.
- ▶ Deliver background checking services to support employment or entitlement decisions.



## Our purpose

To protect Australia from criminal threats through coordinating a strategic response and collecting, assessing and disseminating intelligence and policing information.

# About this report

This report summarises the performance of the Australian Criminal Intelligence Commission (ACIC) for the financial year ending 30 June 2021, as required by the *Public Governance, Performance and Accountability Act 2013*.

A separate annual report by the Chair of the ACIC Board documents the operations of the ACIC as required by the *Australian Crime Commission Act 2002*.

## How we assess our performance

As a statutory agency within the Home Affairs portfolio, we manage our performance through the outcome and program structure in the Home Affairs portfolio budget statements, and the strategic direction in our corporate plan.

This report details our performance against the performance measures in the portfolio budget statements and corporate plan, and provides information on our financial performance, accountability and management of people and resources.

Our strategic direction statement and corporate plan, and a link to our portfolio budget statements, are available from our website at <[www.acic.gov.au](http://www.acic.gov.au)>.

## How the nature of our work affects our reporting

For operational reasons and because much of our work is classified, we cannot publicly report on some activities.

When activities cease to be sensitive or constrained by legal or statutory requirements, and wherever possible, we are committed to being open and transparent and providing information to the public. This includes producing other reports each year, in both classified and unclassified forms, to enhance understanding of what we do.

In addition, elements of our work are long term and results occur months or years after our initial involvement. Examples include court decisions, policy and law reforms, and changes in industry and community behaviour that inhibit or prevent criminal activities.

# Performance in 2020–21

Performance criterion	Result	Comments
1. The ACIC discovers current and evolving criminal threats to Australia	✓	<b>Met</b> —We coordinated efforts to achieve maximum impact against the highest-risk criminal targets. At 30 June 2021, we were tracking 13 targets at the Australian Priority Organisation Target level and 67 targets at the Regional Priority Organisation Target level.
2. The ACIC produces criminal intelligence products to better inform partners and stakeholder agencies	✓	<b>Met</b> —Our criminal intelligence was collected and combined with information and intelligence from partner agencies to create and share a comprehensive national picture of criminality in Australia. We produced 2,266 unique analytical and tactical intelligence products addressing our 7 priority crime themes.
3. The ACIC informs partners of the current and evolving criminal threats to Australia	✓	<b>Met</b> —We received 1,437 requests for information and made 14,419 disseminations to 271 partners. Of the products disseminated, 72% were disseminated to board partners, 15% to international partners, and 13% to non-board Australian partners.
4. ACIC intelligence facilitates a response to criminal activity affecting Australia	⊗	<b>Partially met</b> —We met 3 of 4 targets, contributing to 58 significant disruptions and 3 severe disruptions and initiating 7 joint projects. Due to a shift from confiscations and the recovery of assets to intelligence and operational support, our number of financial referrals—5 referrals, against 8 entities—was below the 4-year average.
5. ACIC intelligence is helping to make Australia more hostile to crime	✓	<b>Met</b> —This was demonstrated by our role in the development and implementation of legislation to address vulnerabilities in the Aviation Security Identification Card and Maritime Security Identification Card schemes that allowed individuals with serious and organised crime links access to secure areas of airports and ports.
6. Stakeholders agree that ACIC intelligence is meaningful and useful	⊗	<b>Partially met</b> —While we received 661 requests for additional disclosure, nearly double the 4-year historical average, we did not meet our targets for the stakeholder satisfaction with our intelligence products. We will continue to work with our partners to ensure that our intelligence products are of value to them.
7. ACIC information systems are available when required by partner agencies	✓	<b>Met</b> —Our information systems met all board-agreed availability benchmarks.
8. ACIC information systems are used by partner agencies	⊗	<b>Partially met</b> —Four of 11 systems exceeded the 4-year average for users, and 5 of 7 systems exceeded the 4-year average for searches.
9. ACIC information systems provide useful information to police partners	⊗	<b>Partially met</b> —Two of 3 systems exceeded the 4-year average for positive data matches. The National Automated Fingerprint Identification System had fewer matches, due to factors including COVID-19 impacts and changes to fingerprint processing by partners.
10. The ACIC continues to enhance information systems	✓	<b>Met</b> —Our enhancement of the National Criminal Investigation DNA Database to improve DNA matching for missing persons cases demonstrated our commitment to ensuring that ACIC systems are appropriate and fit for purpose and meet stakeholder expectations.
11. Stakeholders are satisfied that the national policing information systems are meaningful and fit for purpose	⊗	<b>Partially met</b> —We met our target for stakeholders agreeing that our policing information systems prove valuable to their work, and saw a significant increase in stakeholder confidence that our systems are meeting the needs of stakeholder organisations. System reliability remains a known issue that we are working to address through system enhancements.
12. The National Police Checking Service is available to conduct checks as requested	✓	<b>Met</b> —The National Police Checking Service (NPCS) exceeded the board-agreed benchmark of 99% system availability.
13. The ACIC contributes to community safety by delivering timely information to support employment decisions	✗	<b>Not met</b> —We were on track to meet the timeliness benchmarks for NPCS checks until a number of factors in the fourth quarter, including a surge in requests for checks after the easing of COVID-19 restrictions, prevented us from meeting our targets.
14. National Police Checking Service accredited bodies are fulfilling their obligations to ensure an accurate and reliable service	✓	<b>Met</b> —We undertook 112 audits as part of the NPCS Assurance Program. As a result, 7 accredited bodies were referred for further investigation following alleged non-compliance. We provided 194 education sessions to accredited bodies.

# 2020–21 highlights



Our criminal intelligence delivers insights on the highest-level transnational serious and organised crime threats impacting Australia and plays a critical role in bringing partners together to build operational strategies and coordinate disruption activities.



**138** intelligence products containing examination material produced



**14,419** information and intelligence products disseminated among **271** stakeholders



**160** analytical intelligence and **2,106** tactical products finalised



**\$1.4 billion** estimated street value of drugs and precursors and **\$66.2 million** cash seized



**8** entities involved in **5** financial referrals totalling **\$48.2 million** of offences



**61** disruptions of criminal entities



Key reports produced on **illicit drugs, gangs, cybercrime, illicit tobacco, wastewater drug data** and **evolving criminal threats to Australia**

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We provide national policing information systems and services to police officers and other accredited users to keep them, and the Australian community, safe.



**11** information systems provided to help our partners prevent, detect and reduce crime in the community



**100%** of ACIC Board-agreed availability benchmarks met by policing information systems




**National Criminal Investigation DNA Database** enhanced to provide a platform for identifying missing persons cases




Agreement that our information and intelligence **services are valuable to** the work of their organisation expressed by **92% of surveyed stakeholders** who use them

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We deliver world-class background checking services to support employment or entitlement decisions.




**112** compliance audits and  
**194** education sessions conducted  
for National Police Checking Service  
accredited bodies




**6.2 million** nationally  
coordinated criminal  
history checks  
processed


Our financial performance is underpinned by an accountable and transparent governance framework.




**\$252.591 million** total revenue




**\$152.740 million**  
own source income




**\$95.786 million**  
revenue from government



**\$4.065 million** other gains




**\$233.770 million**  
total expenses




**\$18.821 million**  
operating surplus


Our people  
are skilled,  
experienced  
and diverse.




**768** staff and **29** secondees from partner agencies




**384** male, **384** female and **0** indeterminate staff



**13.8%** of staff from non-English speaking backgrounds



Proportion of Indigenous staff doubled to **2.4%**



**84.2%** retention rate

# Letter of transmittal



AUSTRALIAN  
**CRIMINAL  
INTELLIGENCE  
COMMISSION**

16 September 2021

The Hon. Karen Andrews MP  
Minister for Home Affairs  
Parliament House  
Canberra ACT 2600

Dear Minister

I am pleased to present the annual report of the Australian Criminal Intelligence Commission (ACIC) for the year ending 30 June 2021, prepared in accordance with the requirements of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The report outlines the ACIC's performance for 2020–21 and includes audited financial statements.

Section 46(1) of the PGPA Act requires me to provide you with a report for presentation to the Australian Parliament.

In addition, I certify that I am satisfied that the ACIC has undertaken all appropriate fraud control measures as set out in section 10 of the *Public Governance, Performance and Accountability Rule 2014*.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M. Phelan', written over a horizontal line.

**Michael Phelan APM**  
Chief Executive Officer  
Australian Criminal Intelligence Commission



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