AUSTRALIAN CRIMINAL INTELLIGENCE COMMISSION

NATIONAL POLICE CHECKING SERVICE

Document 1

NPCS staffing numbers – Last four financial years

Relevant financial year:	Number of NPCS staff employed as at the end of the relevant financial year:
2019 – 2020	27
2020 – 2021	22
2021 – 2022	19
2022 – 2023	29

NCCHCs received per month – Last financial year

July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023
558,830	626,553	601,295	574,390	585,759	474,994	565,682	647,219	719,417	519,253	693,074	616,819

Average processing time for NCCHCs – Last financial year

	July 2022	August 2022	September 2022	October 2022	November 2022	December 2022	January 2023	February 2023	March 2023	April 2023	May 2023	June 2023
Normal Checks within SLA	97.48%	96.89%	94.34%	88.20%	95.25%	94.32%	97.73%	97.03%	94.73%	93.23%	93.71%	93.68%
Urgent Checks within SLA	94.65%	96.01%	92.49%	94.99%	93.33%	95.01%	98.41%	98.86%	97.01%	97.01%	95.15%	95.27%

Key Performance Indicators for the NPCS – Current

(sourced from Australian Criminal Intelligence Commission Corporate Plan 2023-24.pdf (acic.gov.au), pages 36-37)

Performance Criterion: **The National Police Checking Service is available to conduct checks as requested.**			
Measure:	**Definition:**	**Method:**	**Rationale:**
System availability	National availability of the National Police Checking Service Support System as a percentage of time (excluding scheduled outages), based on the board-agreed benchmark.	Data is captured through our IT ticketing system.	Measuring availability demonstrates that the service is available to conduct checks as required and that the ACIC is delivering the service in line with board priorities.
System reliability	The national mean time between system failure of the service, based on the board-agreed benchmark.	Data is captured through our IT ticketing system and reported through an internal dashboard.	Measuring reliability demonstrates that the service is reliable and complements the system availability measure.
Performance Criterion: **The ACIC contributes to community safety by delivering timely information to support employment decisions.**			
Measure:	**Definition:**	**Method:**	**Rationale:**
Time taken to perform urgent checks and non-urgent checks	This measure reflects the timeliness for checks that are referred to police partners for processing. Timeliness is measured against the board-agreed benchmarks. The targets are: -5 business days for urgent requests -10 business days for non-urgent requests	Data is captured through reports from the National Police Checking Service Support System, monitored through an internal dashboard.	Measuring the timeliness of information provided to support employment decisions contributes to community safety and ensures that our processes are efficient and reliable.

Performance Criterion: The ACIC and accredited bodies are fulfilling their obligations to ensure an accurate and reliable service.			
Measure:	**Definition:**	**Method:**	**Rationale:**
Number of audits of compliance undertaken by the ACIC on accredited bodies	ACIC-accredited bodies are entrusted with access to the National Police Checking Service Support System in order to submit applications and retrieve check results for consenting applicants. Compliance audits ensure that accredited bodies are abiding by their legal obligations.	Information on audit activity and the number of audits is provided by the National Police Checking Service.	By measuring the number of audits of compliance undertaken on accredited bodies, the ACIC can ensure that the service is abiding by relevant Commonwealth, state and territory legislation. This approach reflects 2 principles of regulator best practice: -Risk based and data driven -Collaboration and engagement.
ACIC accredited bodies comply with obligations	The number of accredited bodies breaching obligations trends down, tracked over 5 years.	Information on compliance is provided by the National Police Checking Service.	This indicates that our education and compliance programs are effective, and that accredited bodies are fully aware of their obligations under their agreements. This approach reflects 3 principles of regulator best practice: -Continuous improvement and building trust -Risk based and data driven -Collaboration and engagement.