



AUSTRALIAN
**CRIMINAL
INTELLIGENCE
COMMISSION**

ANNUAL REPORT

2023–24

Snapshot of 2023–24

Performance highlights



We delivered mission critical intelligence on the highest-level transnational serious and organised crime threats impacting Australia, and played a critical role in bringing partners together to build operational strategies and coordinate disruption activities.

- We produced **170** analytical intelligence and **2,722** tactical intelligence products.
- We made **18,745** disseminations of intelligence products among **276** partners.
- Our intelligence contributed to **43** disruptions of criminal entities.
- Our intelligence contributed to the seizure of drugs with an estimated street value of **\$1.0 billion** and cash and assets worth **\$10.9 million**.



We provided national policing information systems and services to law enforcement and intelligence partners to keep them and the Australian community safe.

- We managed **12** information systems to help our partners prevent, detect and reduce crime in the community.
- 11 of our 12 information systems met or exceeded the availability benchmarks set by the ACIC Board.
- Access to the National Criminal Intelligence System grew to over **47,300** users.
- Of our surveyed stakeholders, **80%** agreed that our information systems meet the needs of their organisation.



We delivered timely and accurate background checking services to support employment or entitlement decisions.

- We processed **7.2 million** nationally coordinated criminal history checks.
- We achieved our best ever results for timeliness, completing **98.4%** of urgent checks and **97.2%** of standard checks within benchmarks set by the ACIC Board.
- We conducted compliance audits for 36 of 147 National Police Checking Service accredited bodies.

Resources



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

- **\$297.021 million** total revenue
 - **\$146.985 million** revenue from government
 - **\$150.036 million** own source income
- **\$305.021 million** total expenses
- **\$8.000 million** operating deficit



Our people were skilled, experienced and diverse.

- **868** staff – **409** male, **450** female and **9** non-binary – at 30 June
- **64** secondees and task force members on assignments with the ACIC
- **18.6%** of employees from non-English speaking backgrounds
- **2.0%** of employees from Indigenous backgrounds
- **2.8%** of employees with disability

ACIC at a glance

The Australian Criminal Intelligence Commission (ACIC) provides **mission critical intelligence** to partners and government to reduce the harm from serious criminal threats impacting Australia.

Our vision

An Australia hostile to criminal exploitation.

Our purpose

To protect Australia from serious criminal threats by collecting, assessing and disseminating intelligence and policing information.

Our work

- Detect and assess changes in the serious criminal threat landscape through the provision of mission critical intelligence.
- Work with international and domestic partners as the trusted source of criminal intelligence to pursue transnational serious criminal threats impacting Australia from around the globe.
- Conduct special ACIC operations and special ACIC investigations addressing the criminal activities that pose the greatest threats to Australians.
- Deliver comprehensive intelligence and information-sharing solutions between law enforcement agencies that assist with biometric matching, child protection, firearm tracing and information services, police reference services, missing persons, and domestic violence.
- Deliver background checking services, including criminal intelligence assessments, to support employment or entitlement decisions.



About this report

This report summarises the performance of the ACIC for the financial year ending 30 June 2024, as required by the *Public Governance, Performance and Accountability Act 2013*.

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.

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*.

Performance in 2023–24

Performance criterion	Result	Comments
1. The ACIC discovers and targets current and evolving criminal threats to Australia.	Fully met	We identified, monitored and assessed the criminal threats posed by existing Australian Priority Organisation Targets (APOTs) and monitored emerging criminal actors to determine whether they should be designated as APOTs or Regional Priority Organisation Targets (RPOTs). The ACIC updated the APOT list in consultation with partners and informed by intelligence.
2. The ACIC produces criminal intelligence products to better inform partners and stakeholder agencies.	Fully met	We exceeded the 4-year average for the number of intelligence products produced. The 2,892 unique products included products derived from each of our capability pillars and were aligned with our priority crime themes. We also presented qualitative examples of products addressing different crime themes, to fulfil this criterion.
3. The ACIC informs partners of the current and evolving criminal threats to Australia.	Substantially met	We fully met dissemination targets for products and partners as well as for the numbers of times products were disseminated to board, non-board and international agencies. We substantially met the target for the number of requests for information, finalising 1,101 requests, which was below the 4-year average of 1,503.
4. ACIC intelligence facilitates a response to criminal activity affecting Australia.	Substantially met	We fully met our target for initiating joint projects and provided a qualitative example showing the use of ACIC intelligence in relation to criminal activity affecting Australia. We substantially met our disruption target, reporting 43 disruptions, which was below the 4-year average of 55.
5. ACIC intelligence is helping to make Australia more hostile to crime.	Fully met	We delivered a case study of Project SONGBIRD which shows our work with partners to make Australia more hostile to crime.
6. Stakeholders agree that ACIC intelligence is meaningful and useful.	Substantially met	We fully met 2 of the 3 targets for this criterion. We met the 4-year average target for requests for additional disseminations, and the survey-based target for stakeholders agreeing or strongly agreeing that ACIC intelligence provides a comprehensive and relevant understanding of crime in Australia. We partially met the survey-based target for stakeholders agreeing or strongly agreeing that our intelligence identifies changes in the criminal environment.

Performance criterion	Result	Comments
7. ACIC information systems are available when required by partner agencies.	Substantially met	Eleven of the 12 national information systems met their board-agreed benchmarks for system availability. We excluded the measure on system reliability from our assessment of performance as the benchmarks for reliability have not yet been developed.
8. ACIC information systems provide useful information to partners.	Substantially met	The targets for numbers of users and positive data matches were substantially met, with most national information systems exceeding their 4-year averages. The target for number of searches was partially met, with 3 out of 7 systems exceeding the 4-year average.
9. The ACIC continues to enhance information systems.	Fully met	The case study on the integration of Australian Firearms Information Network data into the National Criminal Intelligence System demonstrated improvements in the national information systems.
10. Stakeholders are satisfied that the national information systems are meaningful and fit for purpose.	Substantially met	All 3 survey-based targets were substantially met, with stakeholders agreeing or strongly agreeing that national policing information systems are of value to their work, are reliable, and met the needs of their organisation.
11. The National Police Checking Service is available to conduct checks as requested.	Fully met	The board-agreed availability benchmark for the National Police Checking Service was met. We excluded the measure on system reliability from our assessment of performance as the benchmark for reliability has not yet been developed.
12. The ACIC contributes to community safety by delivering timely information to support employment decisions.	Fully met	We fully met the timeliness target for the National Police Checking Service, exceeding the board-agreed benchmarks for urgent and non-urgent checks. This is the first time the benchmarks for both types of checks have been fully met, and the result reflects key process improvements.
13. The ACIC and accredited bodies are fulfilling their obligations to ensure an accurate and reliable service.	Fully met	We audited 24% of accredited bodies, exceeding the target of 10%. We excluded the measure on non-compliance by accredited bodies from our assessment of performance as the trend has not yet been established.

Letter of transmittal



30 September 2024

The Hon Mark Dreyfus KC MP
Attorney-General
Parliament House
Canberra ACT 2600

Dear Attorney-General

I am pleased to present the annual report of the Australian Criminal Intelligence Commission (ACIC) for the year ending 30 June 2024, 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 2023–24 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 and corruption 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 'H. Cook', is positioned above the printed name of the signatory.

Heather Cook
Chief Executive Officer
Australian Criminal Intelligence Commission

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We act with **INTEGRITY**





SECTION

1

AGENCY OVERVIEW

Who we are and what we do

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Chief Executive Officer's review

I was delighted to join the Australian Criminal Intelligence Commission (ACIC) as Chief Executive Officer (CEO) in January 2024. I am grateful to Matt Rippon for his leadership as the acting CEO from November 2022 until my commencement. We have been very fortunate to benefit from Matt's expertise and stewardship, which provided stability and continuity for our staff and partners over this period.

As an agency, we have collectively achieved a substantial and significant body of work, as outlined in this report.

Throughout 2023–24, the ACIC continued to provide high-value intelligence to combat the threats the Australian community faces from transnational serious and organised crime. It is a responsibility we undertake with unwavering resolve.

Supporting partners through criminal intelligence

Working closely with our law enforcement and National Intelligence Community partners, we ensure a united and intelligence-led national approach to combatting the threats from serious and organised crime. We share our criminal intelligence insights at all levels, from government to community.

We continued to build and develop the National Criminal Intelligence System (NCIS), to enhance the capabilities of law enforcement and intelligence agencies by providing secure, national access to criminal intelligence and information, to contribute to a safer Australia by providing a truly national picture of crime. A key achievement in 2024 was the completion of Tranche 1, which introduced a robust, high-performance and secure cloud-based platform for information sharing. This provided a comprehensive national data view, advanced search capabilities, and the ability to maximise data value shared through NCIS. All police agencies, the ACIC and the Department of Home Affairs now have access to this information through a user interface; early adopter agencies – Queensland Police Service, Victoria Police, Western Australia Police Force and New South Wales Police Force – have integrated NCIS into their local systems.

Protecting our community

The challenges that Australia and Australians face from serious and organised crime are diverse and complex, but we are equipped with the expertise, innovation and collaborative spirit necessary to meet them head on.

As part of the government's strategy to prevent and respond to child sexual abuse, our agency has received funding to scope, design and pilot an enhancement to the National Police Checking Service Support System to enable a continuous checking capability. The current lack of a national continuous checking function across states and territories leaves gaps in the system and puts Australia's most vulnerable people at risk of abuse.

The ACIC will co-design the national continuous checking solution in partnership with police agencies and state and territory Working with Children Check and National Disability Insurance Scheme screening units. Scoping work for the project is well underway, along with design and planning activities. The next step will involve uplifting the functionality of national policing information systems and pilot testing the solution.

We use our unique combination of collection, analysis and assessment capabilities to illuminate the hidden, complex and dynamic criminal environments. We collect intelligence to inform our products and advice to partners so that Australian agencies can bring a coordinated and strategic national response to tackling serious criminal threats and protect Australians from harm.

Enhancing transparency

We have focused over the past year on increasing public awareness of who we are and what we do. We have established additional social media platforms and a quarterly newsletter, QRTLY | INTEL, to foster transparency, visibility and communication with the public.

While we may not be able to talk in detail about all of the work that we do, it is crucial that we share pertinent information that can empower and educate the community. The communication around the ACIC's National Wastewater Drug Monitoring Program and associated analysis is an example of this. By sharing insights and updates, we can demystify our work and highlight our collective efforts in safeguarding our nation. Through this shared understanding and cooperation, we can more effectively tackle the challenges posed by serious and organised crime and help build more resistance and resilience against its harmful impact.

Looking ahead

The development of the National Firearms Register will be a substantial and complex project over the next 4 years. The project will establish a central data hub to streamline the flow of information between Commonwealth, state and territory firearms registries, portals and management systems. This initiative will not only integrate and uplift existing systems, including transitioning from paper-based processes where necessary, but also enable us to build a national system that will provide a near real-time national view of firearms and associated risks, thereby enhancing public safety and community protection.

As serious and organised crime threats grow increasingly complex, sophisticated and transnational, we must operate at a pace that matches the threat environment. This includes continuously examining and prioritising our capability and capacity and building on our strengths. To this end, we will be progressing work to shape our future business and operating model. As our agency evolves to meet the challenges of the criminal environment, it is vital we continue to align our focus with the needs of our partners and stakeholders, who depend on our intelligence to reduce harm.

The next 12 months will inevitably hold new challenges and opportunities; however, I have full confidence in our dedicated, mission-focused workforce and our vision for the future.



Heather Cook
Chief Executive Officer
Australian Criminal Intelligence Commission

About us

The Australian Criminal Intelligence Commission (ACIC) is Australia's national criminal intelligence agency.

Our purpose is to protect Australia from serious criminal threats by collecting, assessing and disseminating intelligence and policing information.

The agency is part of the Attorney-General's portfolio, and a member of the National Intelligence Community and the Five Eyes Law Enforcement Group.

Role

We work with our national and international partners to conduct special ACIC operations and special ACIC investigations, collect intelligence, and furnish advice and assessments to combat serious and organised crime.

We share criminal intelligence and information between Commonwealth, state and territory law enforcement agencies.

To perform our role and achieve our purpose, we:

- collect, correlate, analyse and disseminate criminal intelligence and information
- maintain a national criminal intelligence database
- develop strategic criminal intelligence assessments and advice on national criminal intelligence priorities
- conduct special ACIC operations and special ACIC investigations
- provide and maintain systems that allow information sharing for policing and law enforcement agencies
- provide nationally coordinated criminal history checks and conduct criminal intelligence assessments.

Objectives

Our vision is 'An Australia hostile to criminal exploitation'.

We achieve that vision by delivering the 4 objectives set out by the ACIC Board in our *Strategic Direction 2024–28*:

- mission critical intelligence at pace
- hardening the environment to transnational serious and organised crime
- trusted services and information sharing
- innovation through emerging technologies and our diverse workforce.

Specialist capabilities

The capabilities that enable us to perform our role include:

- **National criminal intelligence data holdings** – We collect criminal intelligence and combine it with information and intelligence from partner agencies to create and share a comprehensive national and international picture of serious criminal threats impacting Australia.
- **National information and intelligence sharing services and systems** – We provide timely and reliable police and law enforcement information services and, through consultation and collaboration, we develop new and innovative capabilities.
- **Coercive powers** – We have coercive powers, similar to those of a royal commission, which may be exercised by an ACIC examiner in the course of a special ACIC operation or special ACIC investigation.
- **International collaboration** – We work in collaboration with international law enforcement and criminal intelligence networks and have deployed ACIC officers to countries of strategic importance in our efforts to counteract serious and organised crime impacting Australia.
- **Strategic products** – Our strategic intelligence products build a comprehensive picture of criminality impacting Australia to support our partners in decision-making, strategic targeting and policy development.
- **Australian Priority Organisation Target (APOT) strategy** – This ACIC-led framework focuses on identifying and assessing serious and organised criminal entities, networks and enterprises that pose the greatest harm to Australia's interests, and enables the ACIC to work with partners to coordinate national operational responses. This approach improves understanding and facilitates disruption efforts in collaboration with our domestic and offshore intelligence and law enforcement partners, within the local, regional and global contexts.
- **Legislative framework allowing appropriate data sharing** – By sharing intelligence, information, resources and expertise with our partners, and with private industry where permitted and appropriate, we maximise the collective impact against serious criminal threats. We share criminal intelligence and information between the states and territories and the Commonwealth.
- **Specialist technology and skills** – Our work is underpinned by sophisticated and tailored intelligence gathering and analytical capabilities.

Culture and values

We promote a culture that strives for excellence, enables personal and professional growth, values workplace diversity, models respectful behaviour, and achieves agency unity through collaboration and inclusiveness.

We value our professionally diverse people as our greatest asset. We engage with each other and our stakeholders ethically, and with integrity and respect. We are capable, agile, innovative, adaptive and service focused.

We are committed to the Australian Public Service values of being impartial, committed to service, accountable, respectful and ethical.

Our organisational values, shown in Figure 1.1, guide our behaviour and help us work together towards common goals.

Figure 1.1: Organisational values

INTEGRITY
Integrity is at the core of everything we do. We are objective. We make ethical decisions. We obey the law. We comply with policy. We make difficult decisions and are accountable for our decisions. We are trustworthy and trusted. We do what we say we will. We use intrusive powers appropriately. We are accountable, admit mistakes and don't repeat them.
RESPECT
We respect all colleagues, partners and stakeholders. We are tolerant and kind. We value diversity and inclusion. We value everyone's contribution and consider alternative views. We trust others' expertise. We debate the issue, not the person. We are reasonable and fair. We are flexible. We care about wellbeing and look after our people.
INNOVATION
Innovation is rewarded. We are curious. We are explorers. We are problem solvers and world leaders in what we do. We are committed to continuous improvement. We are open to change and change before we have to. We are efficient and nimble. We are dynamic and anticipate what's over the horizon.
EXCELLENCE
We strive for excellence in everything we do. We are responsive and deliver what we say we will. We provide mission critical intelligence. We are driven to succeed. Our people are proficient in their fields. Our capabilities are world class and world leading. Peers look to our example.
COURAGE
We are audacious in our thinking and bold in our actions. We engage with risk. We pursue the hard targets. We stand by our assessments. We lead out in front and are front runners. We are prepared to try and fail. We are resilient and tenacious. We are stronger together.

Our organisation

The ACIC is a Commonwealth statutory agency, established under the *Australian Crime Commission Act 2002* (ACC Act). We began operating on 1 July 2016.

Our role and functions are defined in the ACC Act and underpinned by state and territory legislation. We have a permanent presence in each state and territory and 3 offshore locations.

Accountability

During 2023–24, the ACIC was part of the Attorney-General’s portfolio and reported to the Attorney-General.

The ACIC is a non-corporate Commonwealth entity for the purposes of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). The CEO is the accountable authority of the ACIC for the purposes of the PGPA Act.

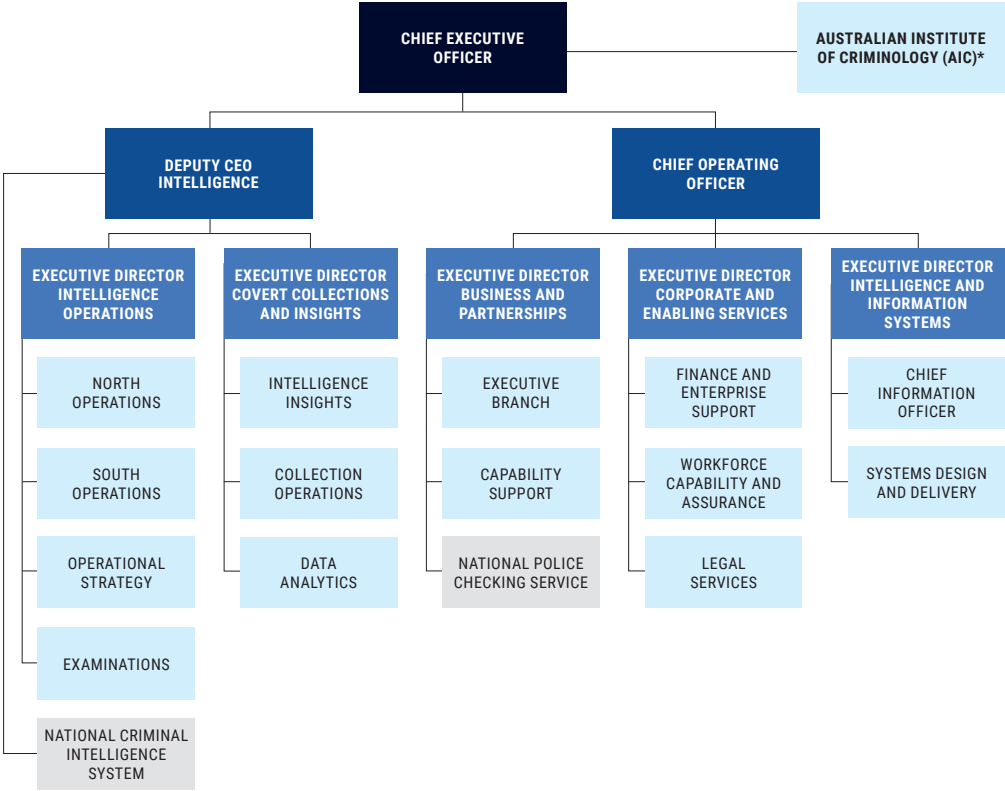
During 2023–24, the role of accountable authority was performed by:

- Matthew Rippon, who acted in the CEO position, from 13 November 2022 to 14 January 2024
- Heather Cook, who was appointed as CEO, from 15 January 2024 to 30 June 2024.

Structure

Figure 1.2 sets out the organisational structure of the ACIC. Section 3 of the report provides more information on the members of our executive, our staffing and the locations of our activities.

Figure 1.2: Organisational structure at 30 June 2024



*The ACIC Chief Executive Officer is also Director of the Australian Institute of Criminology.

Board

The ACIC Board is established by section 7B of the ACC Act. Its members are senior officeholders of Commonwealth, state and territory law enforcement bodies and key regulatory and national security agencies. The ACIC CEO is a non-voting member.

The role of the board includes:

- providing strategic direction and determining agency priorities
- determining national criminal intelligence priorities
- by determination, authorising special ACIC operations and special ACIC investigations, which allow the use of our coercive powers to occur
- making recommendations about charges for national policing information services, including criminal history checks
- determining priorities for the national policing information systems and services, and providing recommendations to the Attorney-General for investment to improve, maintain and expand them.

Relationship with the Australian Institute of Criminology

The ACIC supports and works closely with the Australian Institute of Criminology (AIC), to ensure that criminological research and evidence remain central to law enforcement's collective response to crime.

Our CEO is Director of the AIC, and the 2 agencies are co-located. While the AIC operates independently, its high-quality research is integral to our work.

Examiners

ACIC examiners are independent statutory officers appointed by the Governor-General to exercise the coercive powers set out in the ACC Act for the purpose of board-approved special ACIC operations and special ACIC investigations.

An examiner may exercise coercive powers only where relevant for the purposes of a special ACIC operation or special ACIC investigation and only when all legislative requirements are met.

Six examiners (4 full-time and 2 part-time) were active in 2023–24, based in Adelaide, Brisbane, Melbourne, Perth and Sydney. The contracts of the part-time examiners expired in February and May 2024 and were not renewed.

Our performance framework

We achieve our purpose through a planning and reporting framework that harmonises portfolio and corporate objectives and performance measures.

Our annual portfolio budget statements detail our outcome and program structure. The ‘outcome’ is the intended result, impact or consequence of our actions. We work towards our outcome by performing the functions that make up our program.

The core documents in our strategic planning framework – our strategic direction and our corporate plan – articulate how we will perform those functions.

The criteria to measure how well we performed our functions during the financial year are set out in the portfolio budget statements and the corporate plan, and addressed in the CEO’s annual report against the PGPA Act reporting requirements.

Our outcome and program structure for 2023–24 is shown in Figure 1.3, along with its relationship to key elements of our *Strategic Direction 2023–27* and *Corporate Plan 2023–24*. Those documents and a link to our *Portfolio Budget Statements 2023–24* are available on our website at aic.gov.au/publications.

Figure 1.3: Strategic, portfolio and corporate performance framework for 2023–24

PURPOSE	To protect Australia from serious criminal threats by collecting, assessing and disseminating intelligence and policing information.
↑ STRATEGIC DIRECTION: STRATEGIC OBJECTIVES	<ul style="list-style-type: none"> • Trusted source of criminal intelligence • Comprehensive information and intelligence • Accurate and timely background checks • High-performing agency
↑ PORTFOLIO BUDGET STATEMENTS: OUTCOME AND PROGRAM	<p>OUTCOME 1 To protect Australia from criminal threats through coordinating a strategic response and the collection, assessment and dissemination of intelligence and policing information.</p> <p>PROGRAM 1.1: AUSTRALIAN CRIMINAL INTELLIGENCE COMMISSION</p> <p>The ACIC supports the protection of Australia from criminal threats through developing and coordinating innovative disruption strategies that disable or dismantle criminal groups. The ACIC, through Board-approved special investigations and special operations collects, assesses and disseminates criminal intelligence to improve the national ability to respond to crime affecting Australia. The ACIC provides high-quality national policing information systems and services to Commonwealth and law enforcement partners and keeps the community safe through delivery of background checking services to support employment or entitlement decisions.</p>
↑ PORTFOLIO BUDGET STATEMENTS: PLANNED PERFORMANCE RESULTS	<ul style="list-style-type: none"> • ACIC intelligence is disseminated to partners and facilitates disruption activities against criminal entities affecting Australia. Our intelligence supports legislative, policy or regulatory reform. Partners find ACIC intelligence to be meaningful and useful. • ACIC national information services are available to our partners when required, and provide information that leads to successful outcomes. • The National Police Checking Service delivers community safety benefits by providing accurate and timely policing information, allowing organisations to make informed decisions about the suitability of applicants.
↑ PORTFOLIO BUDGET STATEMENTS: PERFORMANCE MEASURES	<ul style="list-style-type: none"> • The ACIC provides our law enforcement, other government and industry partners with intelligence on serious and organised crime threats to Australia. • The ACIC provides effective and efficient information-sharing services to support our partners. • The ACIC facilitates the National Police Checking Service to allow people to apply for a nationally coordinated criminal history check.
↑ CORPORATE PLAN: PERFORMANCE OBJECTIVES	<ul style="list-style-type: none"> • Criminal intelligence • National information services • National Police Checking Service
↑ PORTFOLIO BUDGET STATEMENTS AND CORPORATE PLAN: PERFORMANCE CRITERIA	<ol style="list-style-type: none"> 1. The ACIC discovers and targets current and evolving criminal threats to Australia. 2. The ACIC produces criminal intelligence products to better inform partners and stakeholder agencies. 3. The ACIC informs partners of the current and evolving criminal threats to Australia. 4. ACIC intelligence facilitates a response to criminal activity affecting Australia. 5. ACIC intelligence is helping to make Australia more hostile to crime. 6. Stakeholders agree that ACIC intelligence is meaningful and useful. 7. ACIC information systems are available when required by partner agencies. 8. ACIC information systems provide useful information to partners. 9. The ACIC continues to enhance information systems. 10. Stakeholders are satisfied that the national information systems are meaningful and fit for purpose. 11. The National Police Checking Service is available to conduct checks as requested. 12. The ACIC contributes to community safety by delivering timely information to support employment decisions. 13. The ACIC and accredited bodies are fulfilling their obligations to ensure an accurate and reliable service.

Our stakeholders

We cannot achieve our vision and purpose without the support of and collaboration with others. The responsibility to make Australia safer and to reduce the impact of serious criminal threats is shared by many government departments, law enforcement and intelligence agencies, and other entities, in Australia and overseas.

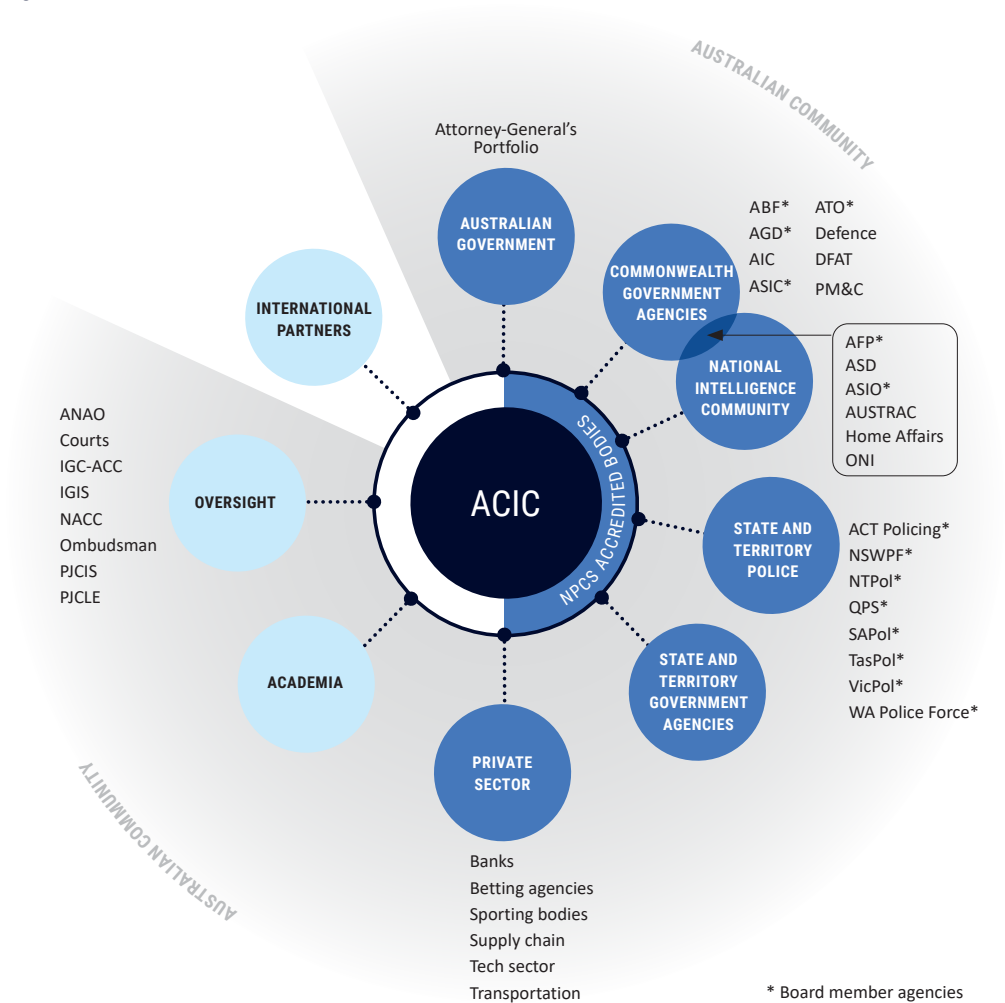
We aim to be the trusted source of criminal intelligence for all our stakeholders. Effective engagement is critical.

Our stakeholders include:

- **Australian community** – We undertake our activities in order to support and improve the safety of the Australian community by generating and sharing intelligence about serious crime threats, supporting law enforcement partners to respond to crime, or providing information to support decision-making through the National Police Checking Service.
- **Australian Government** – We report to the Attorney-General and work within the Attorney-General's portfolio to ensure that our response to serious crime threats is coordinated across government.
- **Australian Government agencies** – We leverage our unique position to link Commonwealth, state and territory operational and policy agencies. We generate intelligence that is shared among relevant Australian Government partners to detect, profile and support responses to serious crime threats in Australia. The heads of a number of Australian Government agencies are members of the ACIC Board.
- **National Intelligence Community** – We are a trusted source of intelligence within the National Intelligence Community. We leverage our unique powers under the ACC Act to contribute to joint efforts to keep Australia safe.
- **State and territory police** – We provide state and territory law enforcement agencies with information and services that support them to undertake their role. All police commissioners are members of the ACIC Board and provide strategic direction to the ACIC.
- **State and territory governments** – We generate intelligence that can be used by state and territory governments to reduce opportunities for criminal activity, strengthen regulations or disrupt criminal activity.
- **International agencies** – We work in collaboration with international law enforcement and intelligence agencies and leverage those relationships to support our response to serious crime threats to Australia. The ACIC is a member of a number of international law enforcement and intelligence groups.
- **Private sector** – We rely on private sector partnerships to support the delivery of national policing information systems, act as accredited bodies and build relationships to support responses to the evolving criminal threats that Australia faces.
- **Academia** – We partner with established sources of scientific and intellectual expertise within Australian and international academic institutions to ensure that we remain at the forefront of responding to serious crime threats to Australia.
- **Oversight bodies** – We are subject to independent external oversight, which ensures that the agency uses its powers responsibly and effectively, with due consideration to proportionality and reasonableness, and in accordance with the law.
- **Accredited bodies** – We have accredited certain organisations to help individuals apply for and submit police checks. These organisations are entrusted with direct access to the National Police Checking Service system and play a vital role to help safeguard the Australian community.

Figure 1.4 illustrates the connections between our key stakeholder groups.

Figure 1.4: Stakeholders



ABF	Australian Border Force
ACT Policing	Australian Capital Territory Policing
AFP	Australian Federal Police
AGD	Attorney-General's Department
AIC	Australian Institute of Criminology
ANAO	Australian National Audit Office
ASD	Australian Signals Directorate
ASIC	Australian Securities and Investments Commission
ASIO	Australian Security Intelligence Organisation
ATO	Australian Taxation Office
AUSTRAC	Australian Transaction Reports and Analysis Centre

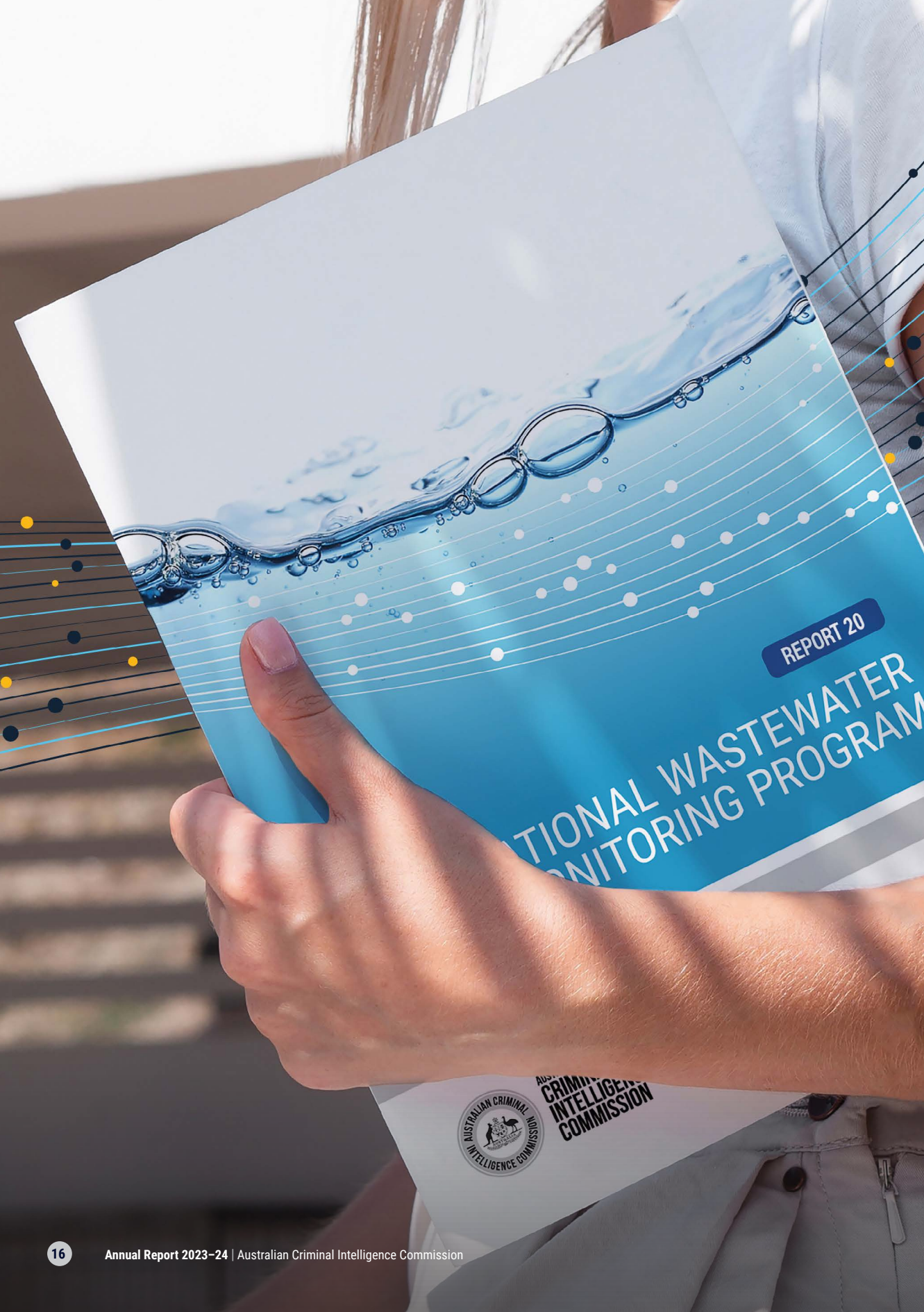
Defence	Department of Defence
DFAT	Department of Foreign Affairs and Trade
Home Affairs	Department of Home Affairs
IGC-ACC	Inter-Governmental Committee on the Australian Crime Commission
IGIS	Inspector-General of Intelligence and Security
NACC	National Anti-Corruption Commission
NPCS	National Police Checking Service
NSWPF	New South Wales Police Force
NTPol	Northern Territory Police

ONI	Office of National Intelligence
PJICIS	Parliamentary Joint Committee on Intelligence and Security
PJCLE	Parliamentary Joint Committee on Law Enforcement
PM&C	Department of the Prime Minister and Cabinet
QPS	Queensland Police Service
SAPol	South Australia Police
TasPol	Tasmania Police
VicPol	Victoria Police
WA Police Force	Western Australia Police Force

Australia's criminal environment

Australia's serious and organised crime environment is dynamic and continues to adapt to an increasingly technological and globalised landscape. Criminal entities are pervasive, resilient and destructive. We use our unique combination of collection, analysis and assessment capabilities to illuminate the hidden, complex and dynamic criminal environments. We collect and analyse intelligence to inform advice to partners and to assist coordinated and strategic national responses to tackling serious criminal threats.

- **Serious and organised crime networks are interconnected and international.** Serious and organised crime groups are increasingly prioritising collaboration over competition, and continue to demonstrate their reliance on the services, access and expertise of other criminal enterprises to succeed in their illicit ventures.
- **Technology expands opportunities for foreign and domestic criminals.** Today's digital world is consistently targeted by criminals seeking to exploit emerging and advancing technologies. Cybercrime, one of many forms of technology-enabled crime, can be perpetrated against Australians from anywhere in the world, with increasing adoption of online services and platforms expanding opportunities for criminal targeting. Criminal capabilities and expertise can be developed through online forums and marketplaces.
- **Professional facilitators and trusted insiders enable serious and organised crime activity.** Professionals such as accountants, lawyers and real estate agents are knowingly or unknowingly used for their skillsets and insider knowledge, to mask criminal activity. These professionals can be used to conceal criminal enterprises and to help manage proceeds of crime. Trusted insiders within Australian supply chains can be leveraged to exploit their access to and knowledge of border security and law enforcement processes.
- **Australia's national security threat is amplified by serious criminal threats.** Offshore jurisdictions of risk pose challenges to law enforcement and intelligence agencies engaged in protecting Australia's national interests. There are enduring links between serious and organised crime entities and national security issues, including illegal activities that undermine the integrity of Australia's border and governance processes.
- **Serious and organised crime entities are driven by profit.** High-value criminal entities seek to maximise their profits, and will go to extreme lengths to achieve their goals. Traditional club or group affiliations no longer prohibit criminal interactions, with serious and organised crime networks driven by the maximisation of their profits.
- **The illicit activities of criminal entities are pervasive, destructive and costly.** Serious and organised crime contributes to the erosion of public order and governance, negatively impacting the lives of Australians. Criminal activity increases economic pressure by adding unfair competition for legitimate businesses and industries and increasing the burden on critical health and welfare services.



REPORT 20

NATIONAL WASTEWATER MONITORING PROGRAM



AUSTRALIAN
CRIMINAL
INTELLIGENCE
COMMISSION

FEATURE

Telling our story

Reflecting our corporate identity and engaging our audiences

In 2023, our agency embarked on an initiative to identify the most effective ways to enhance the ACIC's brand and online presence. This effort focused on developing strategies to differentiate us in a market crowded for attention, talent and funding while also defining the distinct value we offer.






The ACIC's public communication channels provide a degree of openness, exposure, and responsiveness to the public that may not be feasible through other means, considering the nature of our work as an intelligence agency. These platforms are instrumental in showcasing our flagship reports, driving recruitment, sharing partner agency content, and educating the public about the significance of and rationale behind our delivery of mission critical intelligence.

We connect with our audiences through our official website, various social media platforms, and our recently launched newsletter, QRTLY | INTEL. The recent revitalisation also involved crafting a new 'about us' video and a recruitment video to visually communicate our refreshed messaging.

Our social media presence has steadily grown over the years, with our Facebook and X (formerly Twitter) platforms laying the groundwork. A strategic expansion to include LinkedIn and Instagram in January 2024 has markedly expanded our digital footprint. This expansion, coupled with the launch of our inaugural QRTLY | INTEL newsletter in March 2024, has led to an increase in our reach. Subscribers to our newsletter have increased by 123% since the release of our first edition. This, in turn, has doubled traffic to our revamped website, reflecting our commitment to staying connected and relevant in the digital arena.

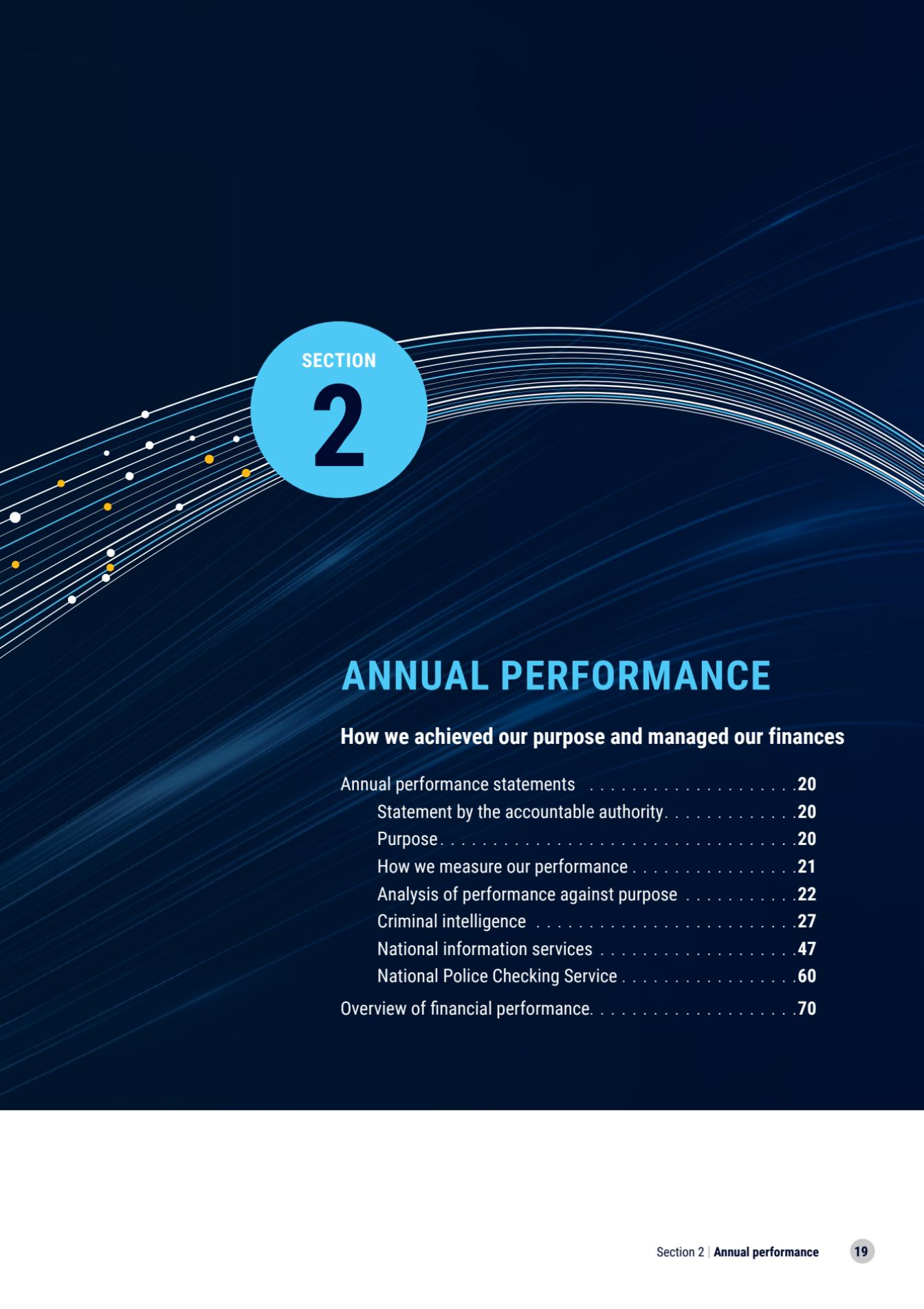
Our value proposition centres on mission critical intelligence, and our work puts us at the forefront of a unified and connected approach to intelligence and how it is accessed and used effectively in an ever-changing and complex landscape. We share our intelligence at all levels from government to the community. The information we provide through our public communication platforms needs to establish a clear link to our agency's outcomes, as well as reflect our corporate identity, mission and narrative.

To remain updated and informed, please visit:

-  acic.gov.au
-  facebook.com/ACIC
-  linkedin.com/company/acic-govau
-  instagram.com/acic_govau
-  youtube.com/@ACIC_govau/videos

We treat others with **RESPECT**





SECTION

2

ANNUAL PERFORMANCE

How we achieved our purpose and managed our finances

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Annual performance statements

Statement by the accountable authority

I, as the accountable authority of the Australian Criminal Intelligence Commission (ACIC), present the 2023–24 annual performance statements of the ACIC, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

In my opinion, these annual performance statements are based on properly maintained records, accurately reflect the performance of the ACIC, and comply with subsection 39(2) of the PGPA Act.



Heather Cook
Chief Executive Officer
Australian Criminal Intelligence Commission

30 September 2024

Purpose

The ACIC, as Australia's national criminal intelligence agency, protects Australia from serious criminal threats by collecting, assessing and disseminating intelligence and policing information.

To do this, the ACIC:

- collects and analyses diverse and unique information and data
- produces and disseminates tactical and analytical criminal intelligence products and insights for partners and key stakeholders
- shares information through national policing information systems and services to support police partners' activities
- coordinates the delivery of background checking services to support employment and entitlement decisions.

The ACIC delivered its purpose in 2023–24 in accordance with the *Australian Crime Commission Act 2002* (ACC Act), the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), the *Public Service Act 1999* and other legislation.

How we measure our performance

As a statutory agency within the Attorney-General’s portfolio during 2023–24, we planned and managed our performance and assessed our delivery of goals using performance measures, planned results and targets detailed on:

- pages 97–98 of the Attorney-General’s *Portfolio Budget Statements 2023–24*
- pages 22, 23 and 24 of the ACIC’s *Corporate Plan 2023–24*.

Figure 1.3 in this annual report summarises our performance framework while Figure 2.1 shows criteria results for this year.

The ACIC’s performance criteria are grouped into 3 categories that reflect key focuses and outputs of the agency: criminal intelligence, national information services, and the National Police Checking Service (NPCS).

A mixture of quantitative and qualitative measures is used to report on our outputs and effectiveness in delivering against our purpose. For statistical measures, targets are based on up to 4 years of historical data to enable comparative assessments of performance. Our qualitative performance criteria include short insights into the work of the ACIC, and case studies that provide more in-depth reviews. Several measures rely on a stakeholder satisfaction survey, which is undertaken annually.

Many of our 13 performance criteria for 2023–24 contain several measures; each measure has a target. We used the rating system shown in Table 2.1 to calculate the results for individual measures and the overall result for each criterion. Where a target required a benchmark or trend that had not been established, we excluded the measure from our assessment of the overall result.

Table 2.1: Performance rating system

Rating	Measure result	Criterion result
Fully met	Targets were 100% met	All of the measures were fully met
Substantially met	Targets were 50% to 99% met	Most of the measures were fully or substantially met
Partially met	Targets were 25% to 49% met	Half of the measures were fully or substantially met, or most of the measures were partially met
Not met	Targets were <25% met	Less than half of the measures were fully or substantially met, or most of the measures were not met

Analysis of performance against purpose

In 2023–24, the ACIC delivered on its purpose. We provided mission critical intelligence to protect Australia from transnational serious and organised crime (TSOC) threats, delivered policing information services that supported law enforcement and government partner activities, and coordinated and undertook checks for employment decisions where applicant integrity and community safety is paramount.

This diverse work was monitored and reported through 13 performance criteria. As shown in Figure 2.1, we fully met 7 of the 13 criteria, and substantially met 6. This continues our agency's past trends of strong performance.

Figure 2.1: Summary of results

CRIMINAL INTELLIGENCE	
Performance criterion	Result
1. The ACIC discovers and targets current and evolving criminal threats to Australia.	Fully met
2. The ACIC produces criminal intelligence products to better inform partners and stakeholder agencies.	Fully met
3. The ACIC informs partners of the current and evolving criminal threats to Australia.	Substantially met
4. ACIC intelligence facilitates a response to criminal activity affecting Australia.	Substantially met
5. ACIC intelligence is helping to make Australia more hostile to crime.	Fully met
6. Stakeholders agree that ACIC intelligence is meaningful and useful.	Substantially met
NATIONAL INFORMATION SERVICES	
Performance criterion	Result
7. ACIC information systems are available when required by partner agencies.	Substantially met
8. ACIC information systems provide useful information to partners.	Substantially met
9. The ACIC continues to enhance information systems.	Fully met
10. Stakeholders are satisfied that the national information systems are meaningful and fit for purpose.	Substantially met
NATIONAL POLICE CHECKING SERVICE	
Performance criterion	Result
11. The National Police Checking Service is available to conduct checks as requested.	Fully met
12. The ACIC contributes to community safety by delivering timely information to support employment decisions.	Fully met
13. The ACIC and accredited bodies are fulfilling their obligations to ensure an accurate and reliable service.	Fully met

Criminal intelligence

Performance criteria 1 to 6 focus on our intelligence work. Of those 6 criteria, 3 were fully met and 3 were substantially met.

Our role in working together with law enforcement and the National Intelligence Community underpins our success. Our role, partnerships, powers and capabilities enable us to build collection strategies that identify information gaps and develop relevant and trusted products, while our dissemination strategies enable us to share our products and insights with authorised partners. We analyse diverse data and sources to build profiles and pictures of criminal trends and threats.

In 2023–24, we produced 2,892 intelligence products, many tactical and others analytical, offering our partners insights into crime priorities. We used our coercive powers and other collection capabilities to develop those intelligence products.

We also substantially met our stakeholders' needs, offering value as indicated by partners' requesting additional disseminations of our products. Survey-based results showed that our intelligence provided a comprehensive and relevant understanding of crime impacting Australia, although we have some work to do in more proactively identifying trends in the criminal environment and ensuring that our advice is timely and actionable by partners, and improving our survey sample size and response rate.

Intelligence is often a fundamental element of operational strategy and can inform government policy or legislation on crime. It is a less visible, often not publicly recognised, input into many processes and decisions.

Our critical intelligence informs our partners about what to target, identifies and maps organised crime entities and organisations, and highlights emerging issues requiring attention. Our qualitative examples and case studies identify the links between intelligence, operational activities and the value proposition that the ACIC offers to partners.

Our mix of analytical and tactical products in 2023–24 highlights the intelligence benefits provided to our partners and stakeholders. Intelligence products informed and supported our partners' disruption, prosecution and preventive or target-hardening actions. Our qualitative measures (criteria 1, 2 and 4) demonstrate the impacts of our products on informing operational outcomes.

Our intelligence success was fuelled by increased data collection, encompassing a wider range of sources, and use of data analytics to create value from the data by identifying patterns and trends in the criminal landscape. We also continued to develop our intelligence analysts and refine their skills, through face-to-face and online training and through secondment arrangements that offer opportunities to develop synergies and collaboration.

National task forces, such as National Task Force Morpheus and the Fraud Fusion Taskforce, highlight the effectiveness and impact of multi-agency collaboration, leveraging capacity and capability to cause an enduring effect against TSOC. ACIC intelligence teams work with these task forces and, as required, are embedded with law enforcement partners and within the intelligence community. This ensures that we are connected, informed and providing timely and mission critical intelligence.

National information services

In 2023–24, our national information systems delivered increasingly integrated and sophisticated platforms and data searches. The systems rely on us working closely with data owners, IT providers, the Department of Home Affairs, and state and territory police to coordinate, co-design and deliver platforms to access and search national law enforcement data.

Our premier system, the National Criminal Intelligence System (NCIS), continues to deliver efficiencies and high-value, information-based discoveries for users.

The systems assisted law enforcement and other accredited users to perform their duties, helping to keep both officers and the community safe. In 2023–24, we provided national information services to more than 76,000 police officers and other accredited users.

Performance criteria 7 to 10 report on our performance in delivering the national information systems. Of the 4 criteria, we fully met one and substantially met 3.

The volumes of users and searches show the usefulness of the data, while availability and reliability measures show our systems' functionality. We also enhanced NCIS during the year. This was presented in our case study for criterion 9. The case study shows the functionality and benefits that users obtain from enhanced data, which serves to keep officers and the community safe.

Our stakeholders also reported that they perceive that our systems are reliable, are of value to their work, and meet the needs of their organisation, with the measures rating as substantially met. The result for criterion 10 was based on our stakeholder survey. The survey was sent to 167 people, mainly representatives of user advisory groups, and had a response rate of 31%.

Three measures make up the criterion. Against the target of 91% for measure 10.1, 70% of respondents rated our systems as being of value to their work. We nearly met the target of 82% for measure 10.3: 79% of respondents agreed or strongly agreed that our systems were meeting the needs of their organisation.

Measure 10.2 covered reliability of systems, with 73% of survey respondents agreeing or strongly agreeing that systems were reliable, against a target of 82%. This rating somewhat contrasts with the technical availability results in performance measure 7.1, which show that 11 of 12 systems met benchmarks that ranged from 95% to 99% availability. Technical reliability data shows that 7 of 12 systems had no national outages in 2023–24.

The difference between technical results and respondents' perceptions may arise from the fact that the ACIC reports on technical national outages, defined as unscheduled outages affecting all jurisdictions. In contrast, respondents are likely to be considering their total, broader experience of system use, which includes aspects operated by their home agency.

The ACIC will continue to monitor partner and user feedback on national information systems as part of our performance suite in 2024–25. In the meantime, we have commenced further analysis of the results and internal consultations to look at ways of addressing stakeholder feedback.

National Police Checking Service

The ACIC manages the NPCS, which delivers community safety benefits by providing accurate and timely information that helps organisations to make informed decisions about the suitability of applicants, including applicants for employment, Australian citizenship, appointment to positions of trust, and various forms of licensing and registration.

The NPCS is a fee-based service with the revenue generated going to the National Policing Information Systems and Services Special Account, which is used by the ACIC to provide, maintain and develop national policing information systems and services.

In 2023–24, more than 7.2 million checks were processed and more than 1.8 million checks were referred for manual assessment.

Performance criteria 11 to 13 report on aspects of these activities. In 2023–24, we fully met all 3 criteria: a strong result. It was the first year in which our criterion for meeting timeliness targets for urgent and non-urgent checks was fully met.

As the regulator of the accredited bodies involved in performing checks, the ACIC needs to fulfil requirements set out in Australian Government Resource Management Guide 128 – Regulator Performance. We fulfil aspects of regulator reporting requirements through criterion 13, which was fully met.

Our strong performance in managing the NPCS in 2023–24 was underpinned by continued use of process improvements developed in 2022–23. We undertake daily data integrity monitoring to identify and remove incorrectly submitted checks. Incorrect checks can create multiple referrals which can increase the time taken to process a check and can have a significant impact on the accuracy of the result. They may also result in inaccurate disclosure of information being provided to decision-makers.

In 2023–24, the NPCS reviewed approximately 65,000 checks, of which 2,574 checks were investigated and 2,185 incorrectly submitted checks were removed. This prevented approximately 70,200 incorrect matches from being referred for manual review. With these processes we maintain the integrity of, and trust in, the system.

We also maintained our compliance checks and education for accredited bodies, which support the integrity of the system. When issues were found or reported, we followed up and asked the accredited body to undertake remedial action to address the problem as necessary. As shown in the report on performance measure 13.1, we took actions that effectively maintained the integrity of the NPCS.

Using an internal dashboard, we monitor and address the IT system functionality of the NPCS. This allows us to respond to reports of outages quickly. Having the monitoring and response processes in place ensures strong availability and reliability results for the system.

Changes and further improvements in the accreditation arrangements are planned for 2024–25. This may lead to changes to performance results as new arrangements are embedded.

Into the future

With the appointment of a new CEO and ongoing internal reform, we undertook a major review of our performance indicators to ensure that they remained fit for purpose. Changes have been made to ensure that the performance suite reports on what the ACIC delivers; reduces duplication; and clarifies language. As a result, there will be a significant reduction in the number of indicators for 2024–25: from 13 criteria to 3, and 32 measures to 11.

Measures that show the value of our products or services have been prioritised. Many measures from 2023–24 were combined, providing some historical continuity. The changes should provide greater representation of the services and value we provide to our partners and the community in achieving our purpose. They should also deliver internal efficiencies in reporting.

Several new stakeholder feedback measures are being introduced and ongoing work on our survey methodology will be required to ensure that results are meaningful. The updated performance suite will also be evaluated in light of other internal reform.

In mid-2023–24, the ACIC commenced a comprehensive program of evaluation of how it delivers its purpose. The agency reviewed its identity and how it delivers value for government, stakeholders, customers and the community. Areas such as leadership, communication, skills development and needs, recruitment, intelligence processes, and partner relationships were considered, to strengthen our mission of being the Australia's authority on criminal intelligence and trusted steward of police data and information. Development of a future business and operating model will continue in 2024–25 and guide development of revised performance criteria and measures for the agency.

Criminal intelligence

The ACIC delivers insights and intelligence on the highest-level TSOC threats and systemic vulnerabilities that TSOC exploits for material gain. We operate within intelligence and law enforcement environments influenced by the Office of National Intelligence, the ACC Act and the Australia New Zealand Policing Advisory Agency (ANZPAA) *Australia New Zealand Protocol for the Management of Multi-agency Investigations of Serious and Organised Crime*.

We support work on TSOC strategies by using our intelligence collection capabilities to deliver unique access for our partners to serious and organised crime covert planning and activities. We inform understanding of and actions against crime by providing reliable and trusted intelligence insights and advice, and identifying and filling strategic information gaps.

Our intelligence products and capabilities provide partners with critical intelligence to inform and influence their disruptive actions, nationally and internationally. ACIC teams respond to requests for information, providing advice to government department applicant assessment processes, border checks and police investigations.

The ACIC has unique intelligence holdings and collection capabilities that support production of quality products and advice. The value and influence of the ACIC in informing and advising on TSOC threats is highlighted in multi-agency, national task forces, and engagement in law enforcement and intelligence forums such as the Five Eyes Law Enforcement Group. Performance criteria 1 to 6 enable us to monitor and report on key aspects of our intelligence functions.

One way in which ACIC intelligence informs partners' operational activity is through providing the Australian Priority Organisation Target (APOT) framework and other support for work occurring under the ANZPAA protocol.

A key characteristic of APOTs and Regional Priority Organisation Targets (RPOTs) is that they exert significant influence, nationally and internationally, over Australia's illicit commodity markets. APOTs and RPOTs are entities, networks and enterprises that are often involved in several criminal activities – such as outlaw motorcycle gangs, cybercrime, money laundering and illicit drugs activities – and can be based onshore or offshore.

Given the significance of high-threat criminal targets and the role of ACIC intelligence in profiling and making recommendations on priority organisation targets, performance criterion 1 focuses on our work in this area.

Criterion 2 focuses on the intelligence products produced by the ACIC. Measures show how we use specialist collection capabilities to build understanding and insights into crime priorities via our products.

Criterion 3 contains 4 measures that examine the different ways we share information on current and emerging criminal threats with partners. It articulates the dissemination of these products, which is a key service we provide.

Criteria 4 and 5 focus on our partners’ use of our intelligence to deliver their operational outcomes. We collect and distribute actionable intelligence to domestic and international law enforcement, intelligence and government partners. Our products often identify specific target-hardening opportunities, trade pathways, criminal organisations or illicit commodities. Our partners use the information to inform and develop operational strategies to undertake disruptive action, address vulnerabilities identified in systems and/or processes, and identify TSOC exploitation and capabilities.

Lastly, criterion 6 monitors and reports the value of our intelligence products and services, based on key partners’ requests for additional disseminations and stakeholders’ feedback. Information is collected on the number of requests that partners submitted for intelligence holdings, bulk data analysis, and additional disseminations of existing ACIC products that were disseminated to other partner agencies. The increasing number of requests demonstrates that the ACIC products are perceived as credible and valuable.

We also undertake an annual stakeholder satisfaction survey. In 2023–24, an in-depth interview methodology, supplemented with an email questionnaire to targeted recipients, was adopted. The responses are discussed in the report on performance measures 6.2 and 6.3.

While we are committed to transparency, much of our criminal intelligence work cannot be publicly discussed and we are unable to provide reports or updates on active operations. In line with section 60 of the ACC Act, we do not publicly disclose any matters that could cause harm to the safety or reputation of a person, or prejudice a person’s fair trial.

Performance criterion 1: The ACIC discovers and targets current and evolving criminal threats to Australia.

Source: *Portfolio Budget Statements 2023–24*, page 97; *Corporate Plan 2023–24*, page 22

Measure	Target	Measure result
1.1 Number of high-threat criminal targets identified	High-threat criminal targets are identified	Fully met
1.2 Proportion of high-threat criminal targets impacted	High-threat criminal targets are impacted	Fully met
1.3 Qualitative examples of ACIC discovery of evolving criminal threats to Australia	≥ 1	Fully met
Performance criterion 1 result		Fully met

We fully met this performance criterion, as the targets for all measures were fully met.

High-threat criminal targets are defined as APOTs. In consultation with our partners, we identify the TSOC criminals and enterprises that pose the most significant threat to Australia. The list’s classification rating ensures that it can be shared across services, offering partners additional insights into criminal operations. Partners may use the list when developing their policing strategies and responses.

The ACIC also supports work on RPOTs under the ANZPAA protocol. ACIC analysts are members of joint analyst groups (JAGs) in every state and territory, and work collaboratively with partners to profile criminals who pose the greatest threat within each jurisdiction. Each JAG has its own distinct arrangements reflective of state laws and partner relations. All partners, including the ACIC, can nominate TSOC criminals for consideration as RPOTs.

The operations coordination group (OCG) that operates in each jurisdiction receives and considers nominations for RPOTs assessed by the respective JAG. The ACIC performs a key role in providing intelligence in support of the recommendations and the nominations assessed by the OCGs.

Across the year, the ACIC reports on APOT and RPOT list additions and removals as a way to measure its own performance and the usefulness of its intelligence. The ACIC controls the addition and removal of criminals on the APOT list; however, a range of groups manage the jurisdictional lists for RPOTs. RPOT list changes are recorded for ACIC performance measurement as we actively contribute to the process and we draw on the lists to build the national picture of serious and organised crime.

MEASURES 1.1 AND 1.2 | IDENTIFYING AND IMPACTING HIGH-RISK CRIMINAL TARGETS

During 2023–24, the ACIC:

- identified, monitored and assessed the criminal threats posed by existing APOTs
- monitored emerging criminal actors to determine whether they should be designated as APOTs or RPOTs
- updated the APOT list in consultation with partners, informed by intelligence
- contributed intelligence on RPOTs in each state and territory and noted changes made to the RPOT lists during the year.

At 30 June 2024, the ACIC was tracking 9 APOTs. During 2023–24, one new target was designated as an APOT. Through the work of state and territory OCGs, 26 targets were added to the RPOT lists. The ACIC's leading work in identifying and assessing APOTs and contributing to joint work identifying priority regional and national targets resulted in the ACIC meeting performance measure 1.1.

A criminal enterprise may be removed from a priority organisation target list if the enterprise has changed to such an extent that there is little potential for law enforcement to impact it, or if it poses less concern than a new, emerging criminal threat. In other cases, a target may be removed from a list because the threat it poses has been downgraded as a result of disruption by law enforcement agencies.

In 2023–24, 7 targets were downgraded from APOT status due to law enforcement disruption or were assessed as no longer meeting APOT levels of threat. Of those removed from the list, 4 were removed due to disruptive actions, including law enforcement actions which involved arrest and/or prosecution. Of the APOT removals, 2 enterprises were removed due to targeting opportunities no longer being viable and one enterprise was removed because it was no longer operating at the APOT level. Also during 2023–24, 27 RPOTs were removed nationally, 15 of them due to disruptions by partners.

Significant achievements have been made with APOTs operating and residing internationally. Through our international liaison officers and partner relationships, the ACIC has provided valuable intelligence, including identifying connections surrounding criminal activity, to assist Turkish authorities to increase pressure on APOTs located within Türkiye. This has led to several targets relocating or being detained or arrested. Following the arrests, Türkiye is no longer a jurisdiction considered safe by Australian organised criminals to reside and undertake their criminal enterprises.

The ACIC met the target for measure 1.2 by supporting the work to impact these high-threat criminal targets.

MEASURE 1.3 | DISCOVERING EVOLVING CRIMINAL THREATS

We have a key role in scanning the criminal environment to identify new criminal trends. We consider criminal methodologies, the use of emerging technologies, and trade in illicit products. In checking for trends and changes, we use our in-house and unique data holdings, while also leveraging partner information.

The ACIC is well positioned to discover criminality that other agencies may not have the data, time or resources to identify and consider. Our discoveries alert partners to new criminal activities and potential avenues for further enquiry or response. Our intelligence products and advice can offer initiatives and strategies to partners to strengthen their defences to prevent or disrupt crime. Our products can also identify persons of interest and make important linkages across criminal enterprises, expanding operational focus or intelligence collection strategies. The following qualitative example shows some discoveries made by ACIC intelligence in 2023–24.



Qualitative example

The emergence and criminal operation of a transnational organised crime network impacting Australia

Under Project SARGASSO, in late 2023, the ACIC identified several connected criminal networks involved in domestic drug distribution, with links to multiple transnational supply lines.

ACIC intelligence indicated the network has an active footprint in 4 Australian states and direct influence in drug supply operations in 3 international countries. Intelligence supplied to partner agencies included the target identities, addresses, main communication platforms, and role of each of the identified members. The network has also been identified as laundering significant proceeds of crime through a recently identified money laundering organisation, and facilitating the movement of illicitly obtained money between Australia and an overseas country. The network seeks to launder millions of dollars per week.

The ACIC intelligence was disseminated to several domestic and foreign partners to assist law enforcement agencies to monitor and target the network's involvement in transnational serious and organised crime activity impacting Australia.

Performance criterion 2: The ACIC produces criminal intelligence products to better inform partners and stakeholder agencies.

Source: Portfolio Budget Statements 2023–24, page 97; Corporate Plan 2023–24, page 22

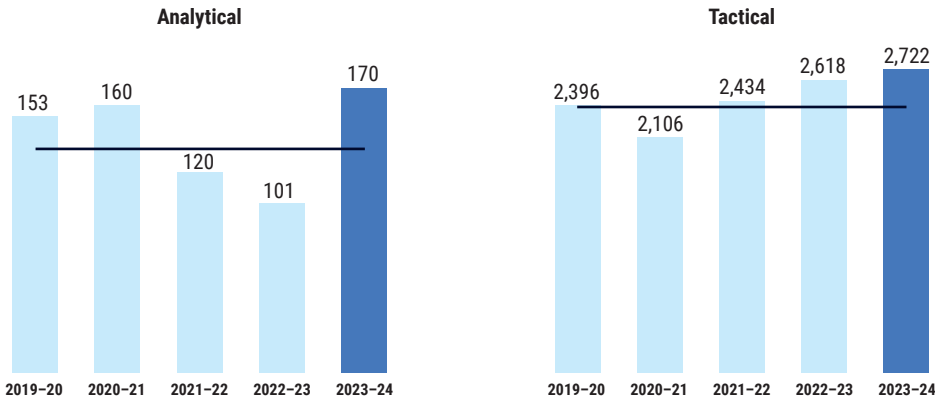
Measure	Target	Measure result
2.1 Number of intelligence products produced	≥ 4-year average	Fully met
2.2 Percentage of intelligence products derived from the ACIC’s core capability pillars	Intelligence products are derived from the ACIC’s core capability pillars	Fully met
2.3 Percentage of intelligence products produced by priority crime theme	Products are produced by priority crime theme	Fully met
2.4 Qualitative examples of products developed for different crime themes	≥ 3	Fully met
Performance criterion 2 result		Fully met

We fully met this performance criterion, as the targets for all measures were fully met.

MEASURE 2.1 | INTELLIGENCE PRODUCTS PRODUCED

We produced 2,892 unique intelligence products in 2023–24, exceeding the target of 2,522 for measure 2.1. The target is based on the average of the total numbers of analytical and tactical products produced in each of the past 4 years. Figure 2.2 shows the numbers of unique analytical products and tactical products produced over the past 5 reporting periods.

Figure 2.2: Intelligence products produced



Note: The trendline represents the 4-year historical average.

MEASURE 2.2 | INTELLIGENCE PRODUCTS DERIVED FROM THE ACIC'S CORE CAPABILITY PILLARS

We met the target for measure 2.2 in 2023–24. In total, 1,830 products (63% of intelligence products produced in 2023–24) were produced from one or more capability pillars.

Within the mix of intelligence products produced, some products use material or insights from specialist capabilities: coercive powers, technical intelligence, human intelligence and data analytics.

The use of specialist intelligence collection capabilities occurs after detailed assessment and consideration on the effectiveness, intelligence dividend and associated application of the capabilities. The ACIC tailors the use of its 4 specialist capabilities in response to the likely intelligence value to target TSOC.

The ACIC has coercive powers to enhance its intelligence collection. Coercive powers are examinations and notices. Notices are issued under section 21A of the ACC Act by an examiner and served by ACIC staff or police, and compel the recipient to produce a document or thing. Examinations, closed legal hearings before examiners, are held in secret to protect the identity and safety of those appearing and the focus of the ACIC's line of inquiry. Those appearing in the examination are legally compelled to answer questions designed to confirm or gather intelligence. Coercive powers are used judiciously, and the ACIC monitors and documents their use.

Overall, the 2023–24 total figures are above 2022–23 figures in all categories except coercive powers. A reduction in the number of examinations conducted in 2023–24 affected the number of products using material in this category. Examinations are selectively used. The decision to use them reflects intelligence collection priorities, whether there are relevant opportunities to use them, and whether they are the most appropriate methodology for the collection task.

MEASURE 2.3 | INTELLIGENCE PRODUCTS BY PRIORITY CRIME THEME

In 2023–24, the ACIC produced intelligence products covering all priority crime themes, satisfying the target for measure 2.3. Of the products produced in 2023–24, 96% focused on one or more of the priority crime themes.

The ACIC serves the needs of all state and territory law enforcement agencies, building nationally focused intelligence pictures and collection strategies. To ensure that products are targeted to the needs of partners and address current or emerging criminal threats, ACIC analysts work on intelligence priorities set by the ACIC Board. Board members provide a collective national perspective and multi-jurisdictional and sector-specific experience and insights.

Typically, every 3 years the board agrees on national criminal intelligence priorities which direct our effort and influence the work of our partners. An updated set of 8 priority crime themes was approved by the ACIC Board in December 2022 and implemented in 2023–24. As set out in the ACIC’s *Corporate Plan 2023–24*, the priorities for 2023–24 are:

- criminal networks
- cybercrime
- firearms
- illicit drugs
- illicit tobacco
- national security
- serious financial crime
- victim-based crime.

As the criminal environment evolves, the relative priority of crime categories can shift within the year and from year to year. Developments in crime and our policing partners’ priorities also influence our outputs, given the strong influence that tactical products have in our overall intelligence product mix. Consistent with 2022–23, criminal networks, illicit drugs, and serious financial crime were the dominant product themes in 2023–24.

MEASURE 2.4 | QUALITATIVE EXAMPLES OF INTELLIGENCE PRODUCTS BY PRIORITY CRIME THEME

The following qualitative examples present intelligence products on priority crime themes developed for partners to assist them with their operations and investigations in 2023–24.



Qualitative example

Firearms – Threat from Illicit domestic manufacture

In August 2023, an intelligence report was disseminated to domestic and international partners on the emergence of privately made or manufactured firearms (PMFs). PMFs are firearms manufactured out of readily available metal and other components, and those made with 3D printers. The report provides intelligence on the threat PMFs will pose alongside continuing developments in 3D printing and highlights 2 case studies of PMFs that have been used in fatal shootings. The report highlights the importance of consistent legislation across Australian jurisdictions, and the use of the ACIC’s capabilities to help identify and monitor the threat posed by PMFs.



Qualitative example

Serious financial crime – Cash incentives to enable fraud of the National Disability Insurance Scheme

To foster an understanding of fraud against the National Disability Insurance Scheme (NDIS) among task force partners, in September 2023, the ACIC-hosted Fraud Fusion Centre disseminated an intelligence report about serious financial crime to a broad range of Commonwealth government agencies. The report covered the use of incentive payments or ‘kickbacks’ by serious and organised crime (SOC) networks to enable fraud against the NDIS. The insights were drawn from case studies of Fraud Fusion Taskforce investigations. The estimated losses from the various investigations ranged between \$2 million and \$11 million of NDIS funds.

The report outlined common methods of operation by SOC networks, which often involved SOC entities colluding with allied health professionals and/or prospective NDIS participants. A sliding scale of collusion to coercion was used. A significant proportion of NDIS participants involved in these SOC schemes were unaware they were involved. The cohort most vulnerable to collusion or coercion was identified as NDIS participants from non-English speaking backgrounds, with little to no support networks, and with significant disabilities hindering physical and cognitive ability.

In response, the report proposed a number of recommendations for target hardening the environment. These included developing a targeted NDIS education communication strategy with consideration of the language barriers in addition to employment of full-time interpreters at National Disability Insurance Agency offices that service areas with a high volume of participants from non-English speaking backgrounds. This strategy is in alignment with prevention strategies already implemented by Services Australia to mitigate against SOC networks’ efforts to exploit the lack of understanding of persons from non-English speaking backgrounds to defraud government payments and programs.



Qualitative example

Illicit tobacco – Violence in the market

Under Project ZURAS, in November 2023, an intelligence report about the increasing threat of the illicit tobacco market was shared with Illicit Tobacco Taskforce partners.

Since March 2023, a spate of arsons, extortions and shootings involving tobacco stores, predominantly in Victoria, has highlighted the serious and enduring threat from serious and organised crime networks involved in the illicit tobacco trade.

The report provided a rapid assessment of the current illicit tobacco landscape, particularly in Victoria, and of the networks driving the spate of violence and the wider environment they operate in.

The report identified current intelligence gaps to be addressed to further understand and identify opportunities to target harden and disrupt the illicit tobacco environment in Australia. The ACIC subsequently utilised its intelligence collection capabilities to identify professional and logistics facilitators and understand the interplay between illicit tobacco networks operating in Australia.



Qualitative example

Criminal networks exploiting small aircraft

In November 2023, an intelligence report was disseminated to domestic and international partners, highlighting the use of small craft to facilitate cross-jurisdictional criminal activity and compromise law enforcement investigations. APOT and RPOT network associates facing imminent prosecution or charges in Australia travelled to a jurisdiction via road and exited Australia via the small craft stream to evade law enforcement. Intelligence indicates the entities continue to engage in serious criminal activity impacting Australia once offshore.

The report presented the small craft stream vulnerabilities, and information on key indicators of criminality by maritime facilitators and offshore facilitator networks, including their serious and organised crime linkages and connections to APOT and RPOT networks. The report noted that challenges remain for law enforcement to identify suspicious small craft movements, as regulatory requirements are few and easily circumvented. Legislative reforms are needed to harden the regulatory environment and provide for sufficient offence provisions to create a deterrent effect.



Qualitative example

Cybercrime – Identity documents trading and uses in cybercrime

Under Project BERING, in December 2023, an intelligence report was disseminated to several Australian Government agencies on the compromise of personal identifiable information (PII) traded online and its uses in cybercrime offending.

The report outlines that PII traded online is increasing in Australia, with the total direct costs estimated to be approximately \$2.291 million in 2020–21, up 7.55% from 2018–19. Most commonly PII is compromised through hacking of a device, data breaches and online communication.

The report incorporates key intelligence insights. It includes a case study detailing a significant data breach example, considerations that include the likely increase in illicit trade of biometric data, and legislative reform increasing the government's ability to protect Australians and Australian businesses from the effects of data breaches and cybercrime.

Performance criterion 3: The ACIC informs partners of the current and evolving criminal threats to Australia.

Source: Portfolio Budget Statements 2023–24, page 97; Corporate Plan 2023–24, page 22

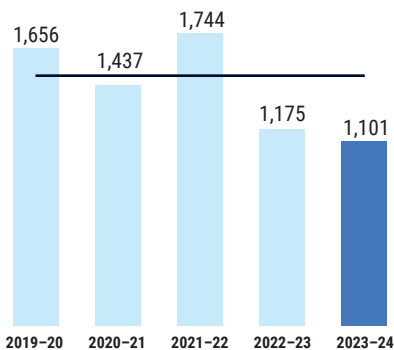
Measure	Target	Measure result
3.1 Number of requests for information the ACIC finalised	≥ 4-year average	Substantially met
3.2 Number of times that intelligence products were disseminated	≥ 4-year average	Fully met
3.3 Number of partners receiving disseminations	≥ 4-year average	Fully met
3.4 Number of times that products were disseminated to ACIC Board agencies, non-board agencies and international partners	≥ 4-year average	Fully met
Performance criterion 3 result		Substantially met

We substantially met this performance criterion, as the targets for 3 of the 4 measures were fully met. The target for measure 3.1 was substantially met.

MEASURE 3.1 | REQUESTS FOR INFORMATION

We completed 1,101 requests for information from partners and stakeholders in 2023–24, substantially meeting the target. The total was lower than the target, the 4-year average of 1,503, as shown in Figure 2.3. This was similar to the 2022–23 result of 1,175 requests completed against a target of 1,554.

Figure 2.3: Requests for information finalised



Note: The trendline represents the 4-year historical average.

Measure 3.1 assesses how many requests were completed in the year compared to a historical average. Partners use many avenues to lodge requests for information, and this measure reports on 3 key channels: general requests, gang-related requests, and firearms-related requests. These channels are selected as they offer a mix of requests and responses by the ACIC.

These requests can assist many agencies, including Australian law enforcement agencies and Interpol. They may also involve data matching to assist regulators such as the Foreign Investment Review Board and Australian Taxation Office to assess applications; and support border protection by checking holdings for queries from Australian Border Force. At times, our response may be that we hold no data. This can confirm the good character of an applicant, or provide information that may rule people in or out of an investigation.

The numbers of requests we receive are largely driven by our partners' operational tempo and focus. For regulators, results and demand are driven by the design of their applicant checks and by applicant demand, which has peaks and troughs.

In 2023–24, the decline in requests was mainly in relation to requests for firearms information. Firearms requests have historically accounted for a significant share, almost 50%, of all incoming requests.

While the quality and relevance of ACIC products play a part in meeting this target, the number of requests received each year mainly depends on the priorities of other agencies. To better demonstrate the ACIC's performance, the measure has been refined for 2024–25 to set a target for the timeliness of our processing of requests for information.

MEASURES 3.2 AND 3.3 | PRODUCT DISSEMINATIONS TO PARTNERS

During 2023–24, we made 18,745 disseminations to 276 partners, as shown in Figure 2.4. We exceeded the historical averages of 15,007 for the number of times products were disseminated and 249 for number of partners receiving disseminations, meeting the targets for measures 3.2 and 3.3.

Our partners include: ACIC Board agencies, including members and observers; other Australian partners; and international law enforcement agencies. Our non-board Australian partners include stakeholders not involved in traditional law enforcement, such as bodies in the health and sports integrity sectors, who benefit from our intelligence around vulnerabilities and potential criminal threats.

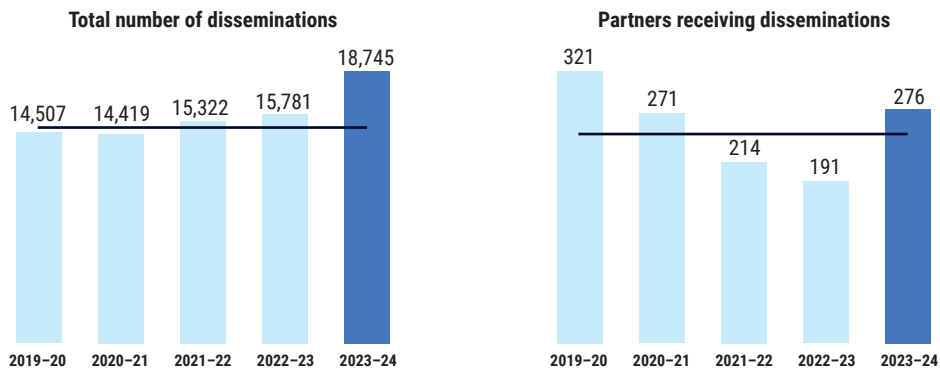
Of the ACIC products disseminated to partners, 65% were disseminated to board agencies, 21% were disseminated to non-board Australian partners, and 14% were disseminated to international partners. Collectively, the products disseminated to these recipient groups were 85% tactical and 15% analytical, and the majority of products were focused on the priority crime themes of criminal networks, serious financial crime, and illicit drugs.

Changes in the way we interact with a number of our international partners have impacted our dissemination of products to those partners. During 2023–24, we continued to work offshore through our international liaison officers and short-term mission postings, and sustained, enhanced and grew our international partnerships. We disseminate products to these partners as the ACC Act and other legal instruments allow.

Growth in the number of partners receiving disseminations may also arise from the ACIC's communication and engagement strategies, the creation of new law enforcement or government agencies, or the emergence of new crimes.

The ACIC is subject to legal requirements under the ACC Act and other instruments governing how and why it can share intelligence products. This naturally restricts the dissemination of products to a relatively fixed range of law enforcement and government partners, except in the case of a major event.

Figure 2.4: Products disseminated and partners receiving disseminations



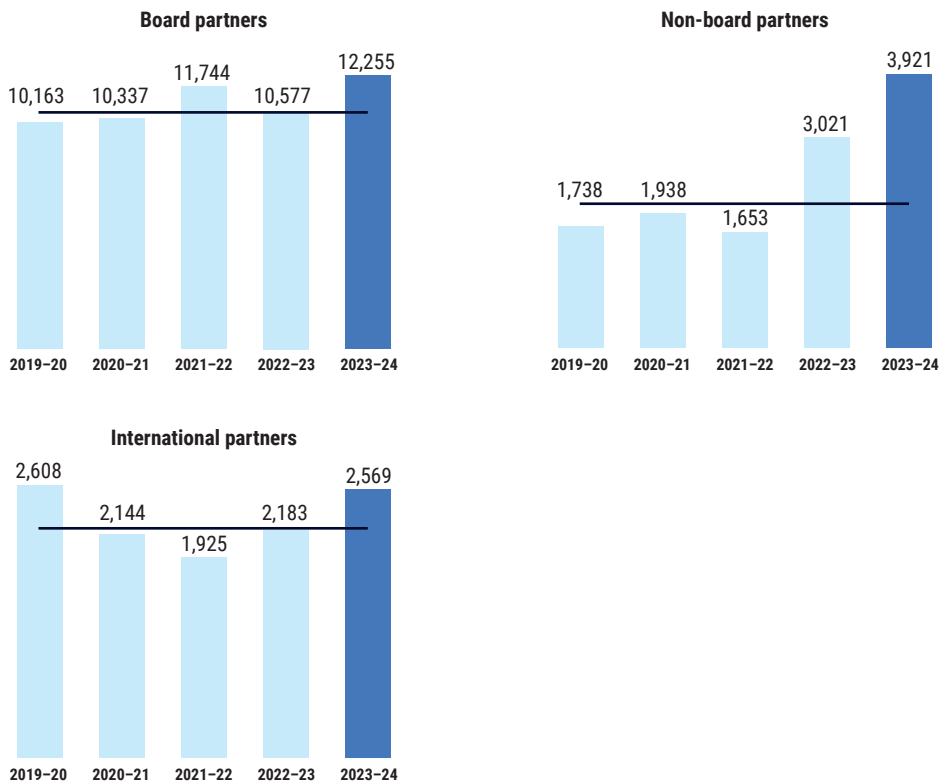
Note: The trendline represents the 4-year historical average.

MEASURE 3.4 | PRODUCT DISSEMINATIONS TO PARTNERS BY PARTNER TYPE

We fully met this measure, with the numbers of disseminations to board, non-board and international partners exceeding respective targets for each category of partner.

Figure 2.5 shows the numbers of times products were disseminated to partners, by type of partner.

Figure 2.5: Times that products were disseminated, by partner type



Note: The trendline represents the 4-year historical average.

Performance criterion 4: ACIC intelligence facilitates a response to criminal activity affecting Australia.

Source: *Portfolio Budget Statements 2023–24*, page 97; *Corporate Plan 2023–24*, page 22

Measure	Target	Measure result
4.1 Number of disruptions recorded	≥ 4-year average	Substantially met
4.2 Number of joint projects initiated	Joint projects are initiated, to be benchmarked against the 4-year average in 2024–25	Fully met
4.3 Qualitative examples of responses to criminal activity affecting Australia	≥ 1	Fully met
Performance criterion 4 result		Substantially met

We substantially met this performance criterion, as the targets for 2 of the 3 measures were fully met. The result for measure 4.1 was substantially met. The number of disruptions the ACIC contributed to was 43 against a target of 55, with disruptions driven by law enforcement partner operational tempo.

MEASURE 4.1 | DISRUPTION OF CRIMINAL ENTITIES

Disruption by law enforcement is the dismantling, reduction or cessation of criminal behaviour or a criminal enterprise. Our staff who are involved in multi-agency task forces or are on secondment report the disruptions where ACIC intelligence has materially contributed to the intervention. We also receive feedback on the value of ACIC intelligence which has contributed to operational activity. Operational effects reports are also issued within the ACIC and may report on impacts such as disruptions.

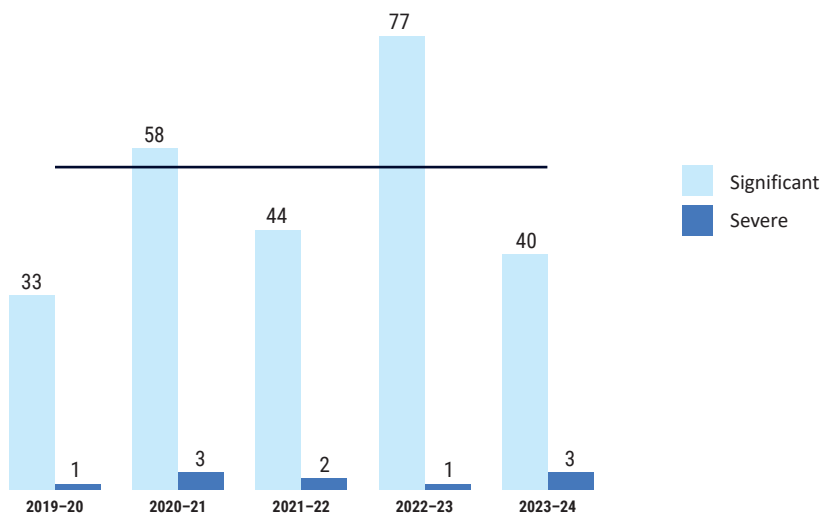
Only disruptions to which the ACIC has materially contributed are counted for performance measure 4.1. A material contribution has been made if the disruption is unlikely to have occurred without ACIC intelligence input.

Disruptive activity is rated as ‘significant’ or ‘severe’. A significant disruption must achieve a significant impact to reduce the threat of a crime entity, but not the complete disruption or dismantling of the entity. To be considered severe, a disruption must result in the complete disruption or dismantling of a crime entity and the cessation of its serious criminal activities. Severe disruptions of serious and organised crime are exceptionally difficult, due to the large, complex, enduring and often transnational networks of TSOC.

In 2023–24, we worked with our partners to support successful disruption outcomes including arrests of outlaw motorcycle gang members, arrests of crime entities for trafficking in illicit drugs, and seizures of large quantities of illicit drugs, firearms and cash. We contributed to 40 significant disruptions and 3 severe disruptions in 2023–24.

Disruptions are driven by the operational activity of our partners. As shown in Figure 2.6, the total number of disruptions in 2023–24 substantially met the target, the 4-year average of 55.

Figure 2.6: Disruptions



Note: The trendline represents the 4-year historical average for total disruptions.

The disruptions we assist may result in our partners seizing illicit drugs, illicit tobacco, or cash and assets. The removal of such assets and illicit tradable goods lowers TSOC enterprises’ operating capital and rewards from crime. This amplifies the impact of the disruption. It provides a deterrent effect, as others in the criminal milieu know they can lose illicit products and benefits. Seizures of illicit goods can also inform and support further intelligence work, enhancing knowledge of criminal enterprises.

MEASURE 4.2 | JOINT PROJECTS


This year we fully met this measure. This measure reports on projects initiated by the ACIC; our partners are responsible for undertaking the projects and shaping their outcomes. A joint project is an initiative between the ACIC and a partner or partners that arises as a result of ACIC intelligence. Joint projects show that we work with partners to respond to criminal activity.

In 2023–24, we initiated 23 joint projects, a significant decrease compared with the total of 48 joint projects initiated in 2022–23.

This measure was introduced in 2020–21, and modified in 2023–24 to report on projects initiated, with a target to be based on a 4-year average. It has been removed from the ACIC performance suite for 2024–25 in favour of measures that more clearly focus on the ACIC’s impact on the response to criminal activity.

MEASURE 4.3 | QUALITATIVE EXAMPLE OF DISRUPTION

The following qualitative example illustrates the way in which ACIC intelligence facilitated disruptions of criminal entities by law enforcement in 2023–24.



Qualitative example

Disruption of entire compartment of an Australian Priority Organisation Target criminal network

Under Project ZINCITE, the ACIC is targeting an identified transnational serious and organised crime network. The criminal network has been designated as an APOT due to its extensive involvement in various criminal activities, including money laundering, drug importation and drug manufacture. The ACIC developed intelligence that resulted in the significant disruption of an entire compartment of the criminal network and hampered its ability to carry out criminal activities.

The ACIC implemented a strategy with a partner agency targeting one of the main compartments of the network operating in Australia, and controlled by a foreign national person of interest (POI). As a result of disruption activity during an earlier phase of this operation, the POI’s entire domestic network was arrested. This forced the POI to return to Australia to coordinate their criminal activities, which enabled the ACIC to provide intelligence to the partner agency leading to the arrest of the POI and their associate. They were both charged with supply and manufacture of large commercial quantities of a prohibited drug. The main POI was also charged with possessing a prohibited weapon.

Performance criterion 5: ACIC intelligence is helping to make Australia more hostile to crime.

Source: Portfolio Budget Statements 2023–24, page 97; Corporate Plan 2023–24, page 22

Measure	Target	Result
5.1 Case study of an intelligence product developed that has resulted in an operational outcome or identified opportunity for legislative, policy or regulatory reform	≥ 1	Fully met
Performance criterion 5 result		Fully met

We fully met this performance criterion.

MEASURE 5.1 | CASE STUDY OF INTELLIGENCE SUPPORTING OUTCOMES OR REFORM

We provide intelligence collection and products that assist partners to undertake operational activities, such as disruptions, and generate operational outcomes and impacts. Our intelligence also informs the development, implementation and evaluation of policy and legislation relating to emerging criminal issues and trends.

The case study to address measure 5.1 shows the complexity and diversity of our work.

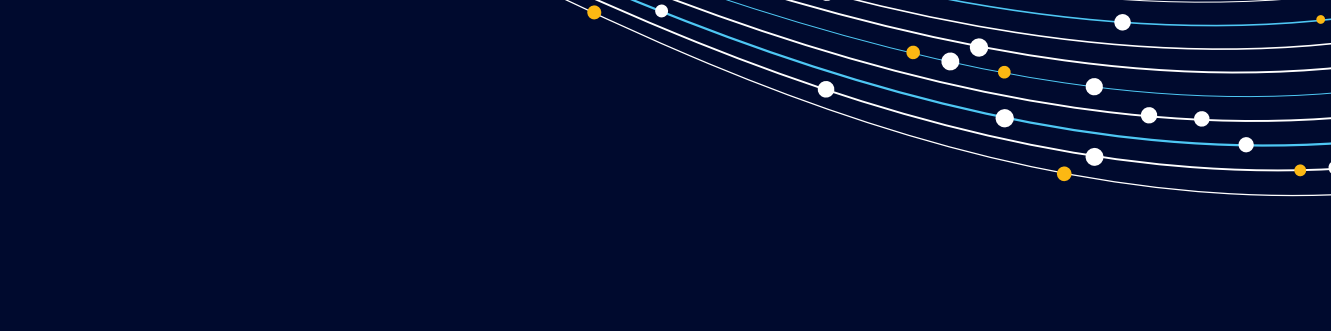
Case study



Law enforcement outcomes informed by ACIC Project SONGBIRD

The ACIC uses a range of capabilities to support our law enforcement partners in investigations and operations.

Under Project SONGBIRD, the ACIC exercised its coercive powers; collected, correlated and analysed criminal intelligence about specified import/export offences; and disseminated information to partner agencies to facilitate enforcement, prevention and disruption, including, where appropriate, arrests and seizures.



An example of this is the multi-agency effort involving ACIC Project SONGBIRD, Australian Border Force (ABF) Strike Force Jardena and the Australian Federal Police (AFP) that led to a disruption of a transnational organised crime network involved in the import and extraction/manufacture of methylamphetamine.

Following a referral from the ABF in August 2023, the ACIC collected intelligence on a person of interest (POI) who was a suspected 'shore party' member. Investigations, using diverse intelligence collection methods, identified additional POIs. Connections were made between the persons of interest, and on 7 November 2023 the AFP accepted an ACIC Joint Project Proposal.

During November 2023, intelligence was collected and investigators executed a search warrant in New South Wales (NSW), where a methylamphetamine clandestine lab was identified. The lab extracted the drug from imported soft furnishings impregnated with methylamphetamine. Early forensics indicated approximately 50 kilograms of methylamphetamine after extraction. This resulted in several people being arrested and charged by the AFP.

A further example of a multi-agency effort involving ACIC Project SONGBIRD is the joint partnership with the ABF, AFP and NSW Police Force (NSWPol), which conducted a line of effort focused on a break-in at a container terminal, Port of Brisbane. ACIC intelligence identified a network based in NSW and Queensland coordinating logistics, recruiting couriers and trafficking significant amounts of border-controlled drugs.

In May 2023, aligned with the intelligence provided by the ACIC, NSWPol commenced Strike Force Biles. The ACIC's intelligence outputs – via our unique capabilities, intelligence production and timely provision to our partners – also identified key transnational serious and organised crime entities. Our outputs provided scope for NSWPol Strike Force Biles to undertake further investigations leading to significant drug seizures, arrests and charges against several people.

The ACIC's continued work to further intelligence collection that identifies key targets and provides greater understanding of the exploitation of supply chain industries and methodologies associated with regular, ongoing importations of border-controlled drugs has resulted in operational opportunities for law enforcement agencies.

Performance criterion 6: Stakeholders agree that ACIC intelligence is meaningful and useful.

Source: *Portfolio Budget Statements 2023–24*, page 97; *Corporate Plan 2023–24*, page 22

Measure	Target	Measure result
6.1 Number of requests for additional disseminations of our intelligence products	≥ 4-year average	Fully met
6.2 Stakeholders agree or strongly agree that the ACIC provides intelligence products that identify changes within the criminal environment	82% of stakeholder survey respondents	Partially met
6.3 Stakeholders agree or strongly agree that ACIC intelligence products provide a comprehensive and relevant understanding of crime impacting Australia	82% of stakeholder survey respondents	Fully met
Performance criterion 6 result		Substantially met

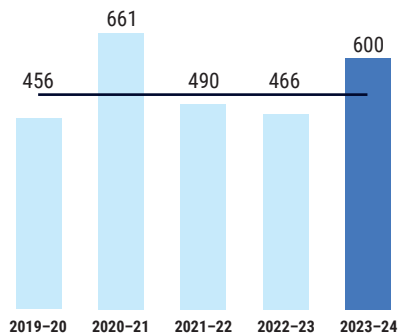
We substantially met this performance criterion, as the targets for 2 of the 3 measures were fully met. The target for measure 6.2 was partially met as 40% of respondents agreed or strongly agreed that the ACIC produces products that identify changes in the criminal environment.

MEASURE 6.1 | REQUESTS FOR ADDITIONAL DISCLOSURES

As Figure 2.7 shows, we completed 600 requests for additional disclosures (disseminations of our products) in 2023–24. This is higher than the 4-year historical average of 518. Of the requests in 2023–24, 122 were for analytical products and 478 were for tactical products. Requests for additional disclosures are driven by demand for intelligence products based on partners’ operational tempo and focus, and their internal methods of sharing intelligence products.

Our existing communication channels and our strategy that identifies interested and relevant recipients for our products also shape demand. If we identify all relevant dissemination channels in the first issuing of a product, there will be few requests for additional disseminations. Lower numbers of requests for additional disseminations may also reflect better initial dissemination methods by the ACIC or tighter controls on information dissemination.

Figure 2.7: Requests for additional disclosures



Note: The trendline represents the 4-year historical average.

MEASURES 6.2 AND 6.3 | STAKEHOLDER SATISFACTION WITH ACIC INTELLIGENCE

The targets for these measures are based on results of the ACIC’s formal stakeholder survey. The ACIC also uses several methods to gauge the performance of its intelligence products across the year to supplement the annual survey.

STAKEHOLDER SURVEY

The ACIC collects stakeholder feedback each year, usually through a questionnaire, in-depth interviews, or a combination of both. The responses for the questionnaire approach offer a ready picture of our performance, but that approach historically has had declining response rates as people experience survey fatigue. The ACIC also requires a more in-depth understanding of stakeholder feedback and experiences in order to adjust internal processes and performance. The interview approach better supports those goals.

In 2023–24, an independent consultant undertook a mix of interviews and a questionnaire during June. The consultant engaged 43 stakeholders through interviews (59% of those contacted participated), with 60% of interviews focused on intelligence capabilities. Interview subjects included members of the ACIC Board and representatives of international agencies, the National Criminal Intelligence Capability Committee, the Serious and Organised Crime Capability Committee, the Law Enforcement Information Services Capability Committee, and the Technology Capability Committee.

The consultant distributed the questionnaire and received a total of 68 responses from director-level stakeholders across partner agencies. The survey generated an overall 25% response rate. Overall, the rate was higher than in previous years, and similar to other agencies’ response rates for online surveys in recent years. The questionnaire provided the data for the survey-based measures.

The questionnaire was designed in 3 parts, each focused on one of 3 themes: intelligence, national information systems, and National Police Checking Service. One group of recipients who used ACIC intelligence products was asked questions relating to intelligence and measures 6.2 and 6.3. The intelligence survey component received 11 responses, a response rate of 16%. Responses were from groups such as the Serious and Organised Crime Coordination Committee Working Group; forensic units; and user advisory groups.

The survey responses shown in Table 2.2 offer insights for measures 6.2 and 6.3, but the reliability of the results needs to be treated with caution. We are altering how we manage the survey and will continue to explore ways to gain greater participation next year.

Table 2.2: Stakeholder survey results – performance criterion 6

Survey statement	Proportion of respondents who agreed or strongly agreed (%)				
	2023–24	Target	2022–23	2021–22	2020–21
ACIC provides intelligence products that identify changes within the criminal environment	40	82	100	94	77
ACIC intelligence products provide a comprehensive and relevant understanding of crime impacting Australia	83	82	86	100	66

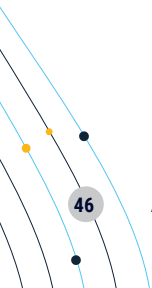
Note: Due to changes in survey methodology, these results are not comparable between years.

Survey responses identified that 90% of respondents agreed or strongly agreed that ACIC intelligence products effectively targeted the most serious criminal threats and organisations, while 40% of respondents agreed or strongly agreed that ACIC intelligence products effectively clarified changes and trends in the criminal environment. Given this, we partially met the target for measure 6.2 despite some very positive feedback in other areas.

Responses related to measure 6.3 reflected stronger performance, with 83% of survey respondents agreeing or strongly agreeing that the ACIC provided a comprehensive and relevant picture or understanding of crime affecting Australia. This exceeded the target and the measure was fully met.

The ACIC will digest and consult further about the survey results and related qualitative material from the interviews. Issues of the ACIC’s identity and role were highlighted in the feedback. New stakeholder satisfaction measures using stakeholder feedback will be introduced in 2024–25, drawing on key elements of the existing measures.

The ACIC is committed to canvassing feedback on its intelligence products. It uses several methods to gauge performance across the year to supplement the annual survey, to ensure that performance is being monitored.



PRODUCT FEEDBACK

Across the year, we automatically seek feedback from consumers of intelligence products through feedback forms attached to each product. In 2023–24, stakeholders volunteered formal feedback on 51 intelligence products through this method, a decrease from 76 products in 2022–23.

Given the volume of products and the speed at which some products, especially tactical products, are digested, only the larger, more complex products tend to attract comments. The proportion of products that attract feedback has been consistently small.

The formal feedback indicates that almost 63% of respondents found that tactical products were of real interest or directly assisted them with their operational activities. Analytical products are rated across 4 criteria – quality, purpose, knowledge and decision-making – to a maximum of 5 points per criterion. On average, respondents gave the analytical products they received 17 points out of 20, indicating that our intelligence products are meaningful and useful. This was an increase from an average of 15 points out of 20 in 2022–23.

We also monitor the use of flagship public intelligence report releases. In the period from 30 November 2023 to 30 January 2024, the *Illicit Drug Data Report 2020–21* (released 4 October 2023) received 306 downloads and *Report 20 of the National Wastewater Drug Monitoring Program* (released 8 November 2023) received 488 downloads. Downloads indicate the reports' interest value and usefulness. We also monitor media coverage for each report published on the ACIC website, as this shows our value to the broader community. Coverage indicates indirect feedback about interest in key education messages and pictures of crime affecting the community.

National information services

The ACIC provides a range of information systems that deliver mission critical data to our partners and enable Australian police agencies to share essential information with each other.

Our premier system, NCIS, is a national information-sharing capability supporting frontline, intelligence and community safety outcomes. NCIS joins together criminal information and intelligence from multiple agencies through a single national view, providing law enforcement officers with near real-time access to valuable cross-border details about individuals, locations and events of interest.

NCIS directly contributes to the effectiveness and efficiency of policing in Australia and the safety of police and the community. During 2023–24, we further extended the capability of NCIS, which is fast becoming a core information-sharing capability for the Australian law enforcement and intelligence communities.

NCIS is accessed by partner agency users through a variety of integration types. Users access NCIS via a secure web user interface or via direct local system integrations (including mobile devices), depending on the specific agency's local capability integrations and business processes. From 35,499 user interface and 993 system-to-system users in 2022–23, NCIS access increased to 47,373 user interface and 35,630 system-to-system users in 2023–24.

In addition to NCIS, the ACIC develops and delivers other national capabilities in partnership with our partner agencies. Joint delivery of national systems allows the ACIC and partner agencies to achieve national and local benefits, and optimises the sharing of information to enhance policing and intelligence responses.

To ensure that systems keep pace with technical advances and user needs, the ACIC engages with user groups to obtain feedback and develop system enhancements. We also seek to enhance our data holdings by actively identifying new datasets and sharing opportunities to incorporate data into our IT ecosystem. We use data analytics and data linking to enhance the intelligence picture. These systems account for a significant share of the ACIC's budget and activity.

Performance criteria 7 to 11 report on the performance of these crucial information systems. Reporting can be challenging, as for most systems we need to focus on the parts that the ACIC delivers and designs, rather than the whole system. Local outages and arrangements influenced by partner agencies can affect the user experience and system reliability and availability. We report on national service delivery where possible.

Criterion 7 examines national availability, a feature of delivering trusted and reliable services that provide time-sensitive information. National availability records are based on national outages, defined as periods where unscheduled simultaneous outages occur in all jurisdictions.

Criterion 8 reports on use of systems. Measures 8.1 and 8.2 report on the numbers of users and searches, which demonstrate uptake and the use of our specialist and general information systems by partner agencies. Figures for users are indicative only: systems record users and allow access in diverse ways, which poses challenges for individual system calculations as well as for inter-system comparisons. For example, some of our systems may be accessed through web service integration or mobile platforms, which do not easily support the counting of individual users.

Measure 8.3 examines matches obtained from searches in selected systems. Some of our services are able to capture the moment when a user makes a positive data match. Like searches, matches are a way to show use, and indicate more explicitly that the data holdings contain relevant information that is useful to partners.

Care needs to be exercised with this measure. Higher or lower numbers of matches do not necessarily reflect better or poorer quality of service or performance. A search may result in a match or no match, and either result may be useful for the person making the query. For example, if a search is conducted to check someone's fingerprints because they are considered to be a suspect and there is no match, that information is as useful as finding a match. The number of matches does not equate to the benefit of the system.

Criterion 9 reports on system enhancements while criterion 10 covers user feedback and perceptions of the systems.

Performance criterion 7: ACIC information systems are available when required by partner agencies.

Source: *Portfolio Budget Statements 2023–24*, page 97; *Corporate Plan 2023–24*, page 23

Measure	Target	Measure result
7.1 System availability	Board-agreed benchmarks	Substantially met
7.2 System reliability	Board-agreed benchmarks (to be determined)	Not applicable
Performance criterion 7 result		Substantially met

We substantially met this performance criterion, as 11 of the 12 systems met their individual system benchmarks for system availability. We excluded the target for measure 7.2 from our assessment of performance as the ACIC board benchmarks for reliability have not yet been developed. Reliability is reported without reference to targets.

MEASURE 7.1 | NATIONAL INFORMATION SYSTEMS AVAILABILITY

System availability is calculated as the percentage of time a system was available in all states and territories, excluding scheduled outages, during the reporting period.

As many of our systems are integrated or routed via partner agency systems, availability is calculated by national outages. Users notify us of unscheduled outages, which are prioritised and investigated to see if they are national and addressed to ensure that the systems keep operating.

ACIC Board benchmarks for individual systems are the targets for this measure. Benchmarks are set every 3 years.

As shown in Table 2.3, the board-agreed system availability benchmarks were met or exceeded in 2023–24 by all systems except NCIS. This is a strong result, especially given the age of some systems.

Table 2.3: National information systems availability

System	2023–24 (%)	Board-agreed benchmark (%)	Benchmark met
Australian Ballistic Information Network	100	95.00	✓
Australian Firearms Information Network	100	99.00	✓
Australian Law Enforcement Intelligence Network/ Australian Criminal Intelligence Database: Desk	99.90	98.50	✓
National Automated Fingerprint Identification System	99.99	99.50	✓
National Child Offender System	100	99.50	✓
National Criminal Intelligence System	99.88	99.90	✗
National Criminal Investigation DNA Database	100	99.00	✓
National Firearms Identification Database	100	96.00	✓
National Missing Persons and Victim System	100	96.00	✓
National Police Reference System	99.91	99.50	✓
National Vehicles of Interest System	99.99	99.00	✓
Working with Children Checks National Reference System	100	98.70	✓

NCIS experienced several short outage events in the last quarter of 2023–24. Each incident related to one set of components of the system. A number of vendor-recommended changes were implemented, which reduced the outage duration to approximately 15 minutes on each occasion with the system self-recovering. Additional actions will be taken in 2024–25 to decrease outages in NCIS, focusing on the components experiencing instability.

MEASURE 7.2 | NATIONAL INFORMATION SYSTEMS RELIABILITY

In 2022–23, we commenced measuring the reliability of national information systems. System reliability reporting indicates how many unscheduled national outages a system experiences and the time between those outages.

While work has progressed on developing reliability benchmarks for the systems, there have been technical challenges. Each system requires its own benchmark, reflecting its unique scope, technical arrangements and local service agreements.

Reporting for 2023–24 focuses on reliability performance without comparison to targets, as in 2022–23. In 2024–25, system reliability will be reported as part of the system availability measure.

Table 2.4 shows that 7 of 12 systems were at peak reliability, with no unplanned outages during 2023–24. Two of the systems had one unplanned national outage each during the year and 3 systems had more than one unplanned national outage.

Table 2.4: National information systems reliability

System	2023–24 National unplanned outages
Australian Ballistic Information Network	0
Australian Firearms Information Network	0
Australian Law Enforcement Intelligence Network/ Australian Criminal Intelligence Database: Desk	1
National Automated Fingerprint Identification System	1
National Child Offender System	0
National Criminal Intelligence System	13
National Criminal Investigation DNA Database	0
National Firearms Identification Database	0
National Missing Persons and Victim System	0
National Police Reference System	6
National Vehicles of Interest System	2
Working with Children Checks National Reference System	0

Performance criterion 8: ACIC information systems provide useful information to partners.

Source: *Portfolio Budget Statements 2023–24*, page 97; *Corporate Plan 2023–24*, page 23

Measure	Target	Measure result
8.1 Number of users	≥ 4-year average	Substantially met
8.2 Number of searches performed	≥ 4-year average	Partially met
8.3 Number of positive data matches	≥ 4-year average	Substantially met
Performance criterion 8 result		Substantially met

We substantially met this performance criterion, as the targets for 2 of the 3 measures were substantially met. The target for measure 8.2 was partially met as searches are driven by partners’ operational tempo and focus and some users moved from older systems to NCIS.

The overall criterion result reflects methodological issues in the measures, including the use of averages for targets. It should be noted that after the initial start-up of a system, or additions to holdings in existing systems, the numbers of users and searches are expected to increase and then plateau. Numbers of users and searches are also fuelled by staffing levels of partners and the number of partners using the service. There are issues with the target of increasing numbers of positive matches, given that searches which return no matches can equally show the usefulness of the service.

Due to the methodological issues, these measures have been removed from the performance suite for 2024–25.

MEASURES 8.1 AND 8.2 | SYSTEM USERS AND SEARCHES

In 2023–24, the target for measure 8.1 was substantially met, with the majority of systems exceeding their 4-year averages for numbers of users, as shown in Table 2.5. The number of users for the National Police Reference System reduced during the year as users migrated to NCIS.

The level of usage continues to show that these systems are in use and seen as valuable to partners. The numbers of users cannot continue to rapidly grow as they reflect police service and other agency staffing levels. The target offers an indicative, rather than ideal, level of use by partners.

The numbers of searches in 2023–24 partially met the target for measure 8.2, with 3 out of 7 systems exceeding their 4-year averages, as shown in Table 2.6.

Searches are driven by partner agencies' work tempo and the types of crimes the agencies focus on, as well as the types of crimes being committed. Numbers of searches may also be affected by a system's national and local availability.

The number of National Police Reference System searches fell as users moved to NCIS. The increases in searches for the Australian Firearms Information Network and the National Firearms Identification Database are assumed to have been due to the increased focus on the emerging priority of the National Firearms Register.

Table 2.5: Service users

System	2023–24	4-year average	Result ≥ average
Australian Ballistic Information Network	162	107	✓
Australian Criminal Intelligence Database	2,043	2,193	✗
Australian Firearms Information Network	540	477	✓
Australian Law Enforcement Intelligence Network	4,116	4,280	✗
National Automated Fingerprint Identification System	471	N/A ^a	N/A
National Child Offender System	1,381	1,205	✓
National Criminal Intelligence System – system to system	35,630	N/A ^b	N/A
National Criminal Intelligence System – user interface	47,373	N/A ^b	N/A
National Criminal Investigation DNA Database	121	114	✓
National Firearms Identification Database	352	240	✓
National Missing Persons and Victim System	231	N/A ^c	N/A
National Police Reference System	24,755	63,380	✗
National Vehicles of Interest System	39,586	35,442	✓

- a The 4-year average is not available because the National Automated Fingerprint Identification System changed the way it counts 'active users' in 2021–22. Previously, all accounts were considered 'active' if they received an automated email; however, this does not indicate whether the accounts were actually being used. The current method cannot be applied historically. The number of users in 2021–22 was 470 and the number of users in 2022–23 was 561.
- b The 4-year average is not available because the National Criminal Intelligence System was new to production in 2021–22. The results for 2022–23 were: 35,499 user interface users and 993 system-to-system users.
- c The 4-year average is not available because of a system change within the National Missing Persons and Victim System. In June 2024, a new version of the system was deployed. The result for 2022–23 was 1,003.

Table 2.6: Searches performed

System	2023–24	4-year average	Result ≥ average
Australian Ballistic Information Network	3,646	4,015	✗
Australian Criminal Intelligence Database	258,546	310,134	✗
Australian Firearms Information Network	344,061	401,460	✗
National Automated Fingerprint Identification System	1,976,035	1,468,293	✓
National Criminal Intelligence System	25,500,307	N/A ^a	N/A
National Firearms Identification Database	94,143	66,030	✓
National Police Reference System	15,470,471	38,238,734	✗
National Vehicles of Interest System	7,686,018	7,040,963	✓
Working with Children Checks National Reference System	196,890,775	N/A ^b	N/A

a The 4-year average is not available because the National Criminal Intelligence System was new to production in 2021–22.

b The 4-year average is not available because the Working with Children Checks National Reference System has been progressively adopted across jurisdictions since 2019–20. Once most systems were online, internal reporting commenced during 2022–23. This is the first year of external reporting.

MEASURE 8.3 | POSITIVE DATA MATCHES

Select systems have readily available match records from databases. Table 2.7 shows that, for 2 out of the 3 systems, the number of matches in 2023–24 exceeded the 4-year average. The target for measure 8.3 was substantially met.

Table 2.7: Positive data matches

System name	2023–24	4-year average	Result ≥ average
Australian Ballistic Information Network	83	72	✓
National Automated Fingerprint Identification System ^a	369,815	461,828	✗
National Criminal Investigation DNA Database	158,212	116,870	✓

a Matching data for the National Automated Fingerprint Identification System now includes tenprint matches as well as latent print identifications. The 4-year average has been recalculated with the tenprint data included for each historic year. A ‘tenprint’ is a generic term for a fingerprint form comprising a person’s finger and palm prints by electronic imaging, black ink or photography, taken under controlled conditions.

Performance criterion 9: The ACIC continues to enhance information systems.

Source: *Portfolio Budget Statements 2023–24*, page 97; *Corporate Plan 2023–24*, page 23

Measure	Target	Measure result
9.1 Case study on information system enhancements	≥ 1	Fully met
Performance criterion 9 result		Fully met

We fully met this performance criterion, as the single target was fully met.

MEASURE 9.1 | SYSTEM ENHANCEMENTS

Information systems are central to our delivery of mission critical intelligence to partners. We are committed to ensuring that ACIC systems are appropriate, are fit for purpose and meet stakeholder expectations.

To this end, many of our systems are evolving. We have an investment program and project investment roadmap, overseen by our Commission Executive Committee and Investment and Delivery Committee, and regularly consult with partners about current and future system performance. The following case study shows the benefit of additional data holdings.

Case study

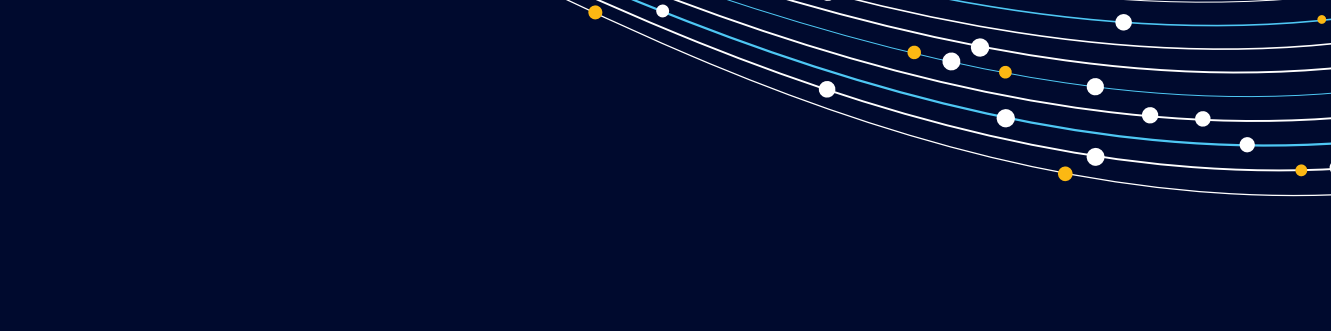


Australian Firearms Information Network data integration into the National Criminal Intelligence System

NCIS is a joint project led by the ACIC with Australian police agencies and the Department of Home Affairs (as the technical delivery partner). It connects data from Australian law enforcement agencies and provides secure access to a national view of policing information and criminal intelligence.

This secure capability enables frontline officers to access the information they need, when they need it, to address and prevent criminal activity. The near real-time nature of the system facilitates effective information sharing, supporting community safety by providing frontline officers and first responders with access to critical information.

In November 2023, Australian Firearms Information Network (AFIN) data was integrated into NCIS to provide information about known firearms, firearms licences and permits in Australia alongside comprehensive operational policing data already in NCIS. With integration of AFIN data into NCIS, users can view any known relationships between firearms, persons, locations, events and incidents. Integration of AFIN data with NCIS is a key interim step to enhance frontline officer access to national firearms information, and to bridge the gap between today and the completion of the National Firearms Register.



The information in the AFIN is provided by firearm registries in all state and territories and by Commonwealth agencies who deal with imports and exports of firearms and permits. The AFIN data is integrated into NCIS nightly, ensuring that operational officers have access to the most recent data. Users of ACIC information systems need information to be collated, easily searched and readily accessible, including through handheld devices.

Combining AFIN data with other information in NCIS assists frontline officer risk assessment and decision-making by answering the following questions:

- Does this person have a firearm?
 - Does this person have a firearm involvement flag (licence holder, dealer, adverse firearm involvement)?
 - Has this person ever had a firearm licence or permit (regardless of the status of licence or permit)?
 - Does this person have a firearm stored at their address?
- Is there a firearm at this location?

The AFIN data appears in NCIS as part of the record for a person, location or event entity search where AFIN data is matched to that entity.

The following example illustrates the way integration of AFIN data with the comprehensive NCIS data and search capability provides valuable firearm information to assist frontline officers to increase officer and community safety.

Officers were attending a domestic violence incident. The involved persons of interest (POIs) were from interstate, and checks of local jurisdictional systems did not reveal any relevant information on either POI.

The officers conducted a national search on NCIS. NCIS returned results – including AFIN data – that one POI had a firearms licence in another jurisdiction, and 2 registered firearms. This information prompted the officer to enquire about the whereabouts of the firearms and take relevant actions. The officers also notified the jurisdiction where the firearms licence was held of the incident, to ensure that appropriate action was taken in that jurisdiction.

A key benefit for NCIS is its capability to provide operational officers with an instant and comprehensive view of national criminal activity. Integration of the AFIN data with the comprehensive operational policing data already in NCIS strengthens frontline officer safety and other critical outcomes, including responses to family and domestic violence incidents. This is crucial for the safety of the officers, as well as those involved in the incidents.

Performance criterion 10: Stakeholders are satisfied that the national information systems are meaningful and fit for purpose.

Source: *Portfolio Budget Statements 2023–24*, page 97; *Corporate Plan 2023–24*, page 23

Measure	Target	Measure result
10.1 Stakeholders agree or strongly agree that ACIC national policing information systems are of value to their work	91% of stakeholder survey respondents	Substantially met
10.2 Stakeholders agree or strongly agree that ACIC national policing information systems are reliable	82% of stakeholder survey respondents	Substantially met
10.3 Stakeholders agree or strongly agree that ACIC national policing information systems meet the needs of their organisation	82% of stakeholder survey respondents	Substantially met
Performance criterion 10 result		Substantially met

We substantially met this performance criterion, as the targets for all 3 measures were substantially met.

As covered in the report on performance for criterion 6, we commissioned an annual stakeholder survey. One part of the questionnaire focused on national information systems and asked questions related to measures 10.1, 10.2 and 10.3. The survey was sent to 167 people, mainly user advisory group members, and 52 people sent responses, resulting in a response rate of 31%.

MEASURES 10.1, 10.2 AND 10.3 | STAKEHOLDER SATISFACTION WITH NATIONAL INFORMATION SYSTEMS

As Table 2.8 shows, 71% of respondents to our stakeholder survey agreed or strongly agreed that the systems were valuable to their work, against a target of 91%, resulting in a substantially met result for measure 10.1.

In terms of reliability, 73% of respondents agreed or strongly agreed that the systems were reliable, which substantially met the measure 10.2 target of 82%. The comparison between the perception of reliability and actual reliability (as shown in the report on criterion 7) is noteworthy, as many systems had high levels of national technical reliability. Two systems had more than 3 unscheduled national outages.

Measure 10.3 was also substantially met, as 80% of respondents agreed or strongly agreed that the systems met the needs of their organisation, falling short of the target of 82%.

Table 2.8: Stakeholder survey results – performance criterion 10

Survey statement	Proportion of respondents who agreed or strongly agreed (%)				
	2023–24	Target	2022–23	2021–22	2020–21
ACIC national policing information systems are of value to their work	71	91	96	100	92
ACIC national policing information systems are reliable	73	82	80	85	68
ACIC national policing information systems meet the needs of their organisation	80	82	72	80	54

Note: Due to changes in survey methodology, these results are not comparable between years.

Feedback from interviews and the survey showed that national information systems are a major strength of the ACIC and performed strongly during 2023–24. The consultant’s report highlighted feedback which raised the NCIS milestones as being ‘very successfully’ delivered through the joint work of intelligence and IT teams. This platform is viewed as a ‘game changer’ for organisations which have adopted it or have been allowed to access NCIS to date.

Stakeholders were generally positive about the systems and their management of IT issues in terms of outages, accesses and security. Issues with data and general modernisation of systems and future proofing outside NCIS were raised.

Results for perceived reliability and meeting the needs of the respondent’s organisation have varied with time. Reliability responses may not clearly distinguish between state outages and ACIC-sourced outages, as the user would not necessarily know which part of the system had caused an interruption to a service.

Since 2020–21, the demand for online services and more sophisticated delivery of online services has risen dramatically with the impetus of working from home, greater access to online and artificial intelligence fuelled internet search capacities in everyday life, and mobile platforms. The needs and expectations of organisations have rapidly evolved, which may also affect satisfaction with older architecture and interfaces.

Stakeholders’ feedback will inform our efforts to ensure that our systems remain fit for purpose to our partners. The ACIC has commenced reviewing the survey results and interview material and is committed to working with partners to improve their levels of satisfaction. Work will also continue to review and improve the survey methodology in 2024–25.

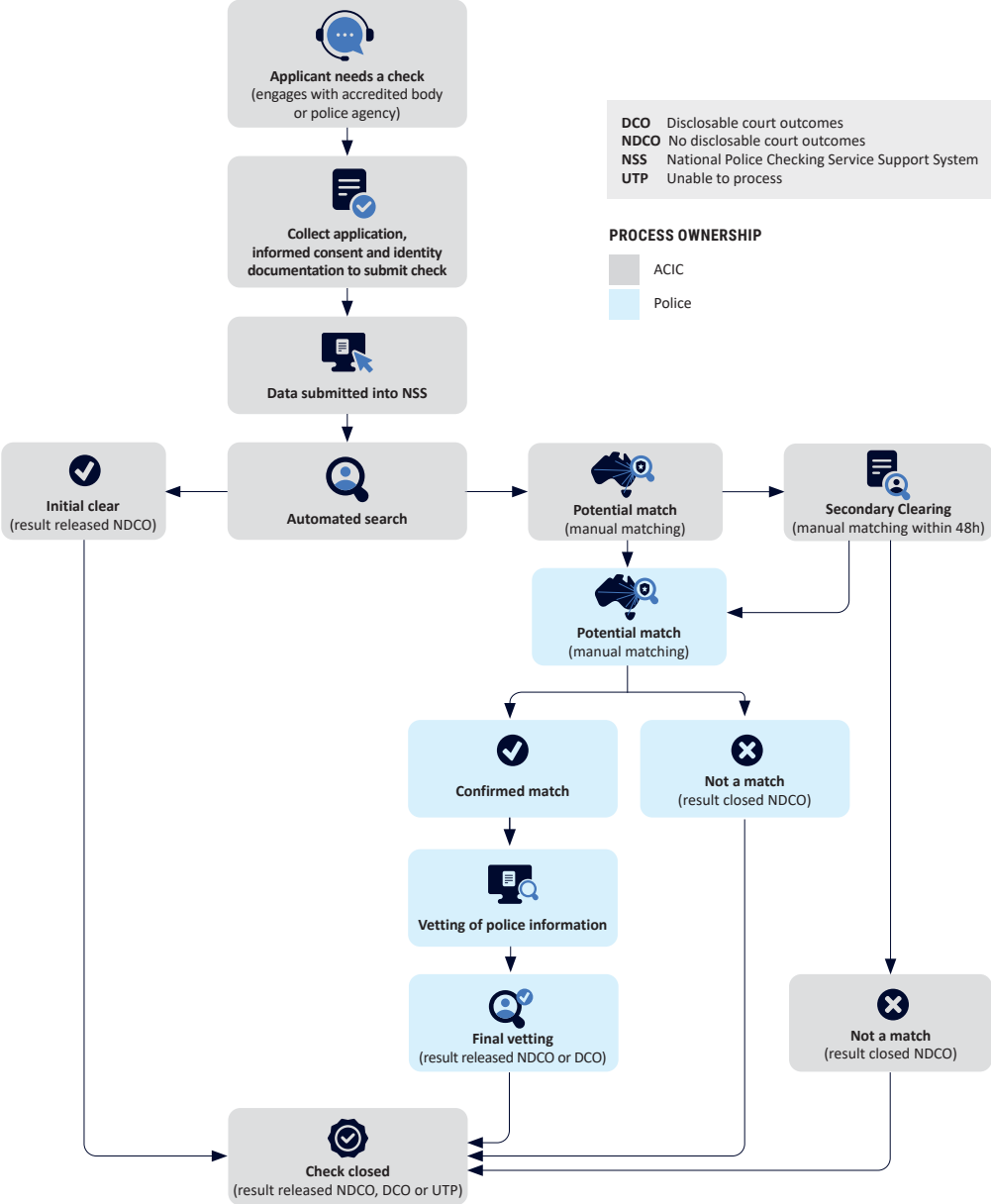
National Police Checking Service

The ACIC works with Australian police agencies and accredited bodies to deliver the NPCS.

The NPCS allows people to apply for a nationally coordinated criminal history check, which is often required when applying for employment, Australian citizenship, appointment to positions of trust, or a variety of licensing and registration schemes.

The NPCS facilitates millions of checks each year, which may result in thousands of referrals to police each day. Figure 2.8 outlines the checking process.

Figure 2.8: National Police Checking Service process



Two of the 3 performance criteria for the NPCS relate to our service delivery. Criterion 11 covers the availability and reliability of the NPCS Support System, reporting on the consistency of the service. Criterion 12 covers the timeliness of NPCS checks, reporting on the service quality.

The third criterion, criterion 13, reports on our delivery of regulatory functions for the NPCS, as the regulator of certain bodies that are accredited to help individuals apply for and submit nationally coordinated criminal history checks.

The ACIC also undertakes activities such as education and liaison with accredited bodies to ensure that the system operates efficiently and effectively and the regulatory burden on business is minimised.

As the regulator of the NPCS, the ACIC must adhere to the Statement of Expectations provided by the Attorney-General each financial year, and the Statement of Intent provided by the ACIC CEO in response. The Statement of Intent outlines the activities and obligations for managing accreditation. Both statements refer to the need for regulatory reporting to be included in the entity’s reporting processes under the PGPA Act. Performance criterion 13 addresses this need.

Performance criterion 11: The National Police Checking Service is available to conduct checks as requested.

Source: *Portfolio Budget Statements 2023–24*, page 98; *Corporate Plan 2023–24*, page 24

Measure	Target	Measure result
11.1 System availability	Board-agreed benchmarks	Fully met
11.2 System reliability	Board-agreed benchmark (to be determined)	Not applicable
Performance criterion 11 result		Fully met

We fully met this performance criterion, as the target for system availability was met. We excluded the target for measure 11.2 from our assessment of performance as the benchmark for system reliability has not yet been developed.

MEASURE 11.1 | NATIONAL POLICE CHECKING SERVICE SYSTEM AVAILABILITY

System availability reporting presents the percentage of time a system was available in all jurisdictions, excluding scheduled outages, during the reporting period. We measure national availability through user notifications of outages.

As Table 2.9 shows, an ACIC Board agreed availability benchmark for the NPCS system is the target for this measure. The NPCS met the benchmark in 2023–24. The results for system availability were similar in each of the past 4 years (ranging from 99.65% in 2019–20 to 99.94% in 2021–22).

Table 2.9: National Police Checking Service system availability

System	2023–24 (%)	Board-agreed benchmark (%)	Benchmark met
National Police Checking Service/ NPCS Support System	99.94	99.00	✓

MEASURE 11.2 | NATIONAL POLICE CHECKING SERVICE SYSTEM RELIABILITY

In 2022–23, we commenced measuring the reliability of the NPCS system. System reliability indicates how long a system is operating without unplanned outages. It is measured by the number of unscheduled outages and the average time between them, expressed as the number of days. The higher the number of days between unplanned outages, the more reliable the system.

A benchmark for these systems is under development. Table 2.10 shows the number of unplanned national outages and the average time between unplanned outages for the NPCS. There were 6 unplanned national outages in 2023–24, and the average time between outages was 61 calendar days. This indicates lower reliability compared to the results for 2022–23, when there were 3 outages and the average time between outages was 121.5 days.

Table 2.10: National Police Checking Service system reliability

System	2023–24	
	National unplanned outages	Days between national unplanned outages (average)
National Police Checking Service/ NPCS Support System	6	61

Performance criterion 12: The ACIC contributes to community safety by delivering timely information to support employment decisions.

Source: Portfolio Budget Statements 2023–24, page 98; Corporate Plan 2023–24, page 24

Measure	Target (board-agreed benchmark)	Measure result
12.1 Time taken to perform urgent checks and non-urgent checks	95% of urgent checks completed in 5 business days	Fully met
	95% of non-urgent checks completed in 10 business days	Fully met
Performance criterion 12 result		Fully met

We fully met this performance criterion, as the single target was met.

MEASURE 12.1 – TIMELINESS OF CHECKS

As shown in Table 2.11, the timeliness benchmarks for the NPCS were fully met for urgent checks and for standard checks in 2023–24, a major improvement in overall performance. This measure was introduced in 2020–21, and this is the first time both benchmarks have been fully met.

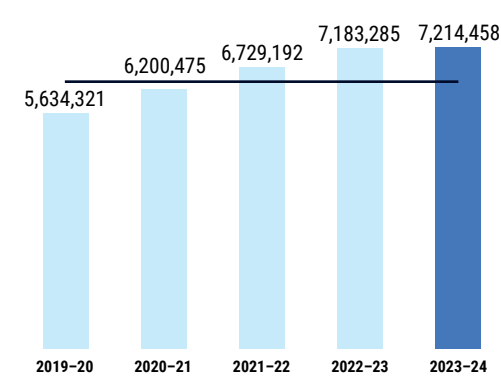
Table 2.11: National Police Checking Service checks completed on time

Measure	2023–24 (%)	Board-agreed benchmark (%)	Benchmark met
Non-urgent checks: 10 business days	97.24	95.00	✓
Urgent checks: 5 business days	98.37	95.00	✓

During 2022–23, we met the benchmark for urgent checks and fell 0.28 percentage points below the benchmark for non-urgent checks.

In 2023–24, the number of requests exceeded 7.2 million, as shown in Figure 2.9, equivalent to an average of more than 600,000 requests per month. This is the highest number since the NPCS was established, slightly higher than last year’s result and 12.0% higher than the 4-year historical average.

Figure 2.9: Volume of National Police Checking Service checks processed



Note: The trendline represents the 4-year historical average.

Our timeliness results depend not only ACIC performance but also on the contribution of our Commonwealth, state and territory police partners who provide an aspect of the process when manual matching is required. Approximately 73% of checks submitted are cleared without manual intervention, and a further 9% are cleared through the manual intervention of the ACIC through our secondary clearing function. The remaining approximately 18% of checks require manual assessment and intervention by police partners. On occasion, checks that are referred to police partners may be complicated, or may require further investigation to take place prior to completion. In these instances, delays may occur beyond the agreed timeframes.

The timeliness results for 2023–24 represent a record achievement for the NPCS, being the highest percentages of checks completed on time since the system was implemented in 2012, as well as the first time both benchmarks were met. The ACIC largely attributes this improvement to the introduction of the secondary clearing capability.

In March 2023, the NPCS implemented the secondary clearing capability in an effort to improve check processing times. The capability was initially implemented for those jurisdictions that were experiencing significant delays in their processing times. The capability was rolled out to all jurisdictions in January 2024.

The capability involved hiring casual staff, often university students. These staff underwent rigorous testing and assessment to measure suitability and worked during their studies. Entry through this area provides an alternative pathway for those considering the ACIC for a future career, with staff transitioning over time to other areas of the agency.

The secondary clearing capability is an important component of the continued improvement and management of check processing times, as it improves the quality of referrals sent to police jurisdictions for processing.

The impact that the secondary clearing capability has had on the overall process has been positive. More applicants, approximately 83%, are receiving their check results within 48 hours of submission, giving job seekers greater access to employment opportunities in a shorter timeframe.

Performance criterion 13: The ACIC and accredited bodies are fulfilling their obligations to ensure an accurate and reliable service.

Source: *Portfolio Budget Statements 2023–24*, page 98; *Corporate Plan 2023–24*, page 24

Measure	Target	Measure result
13.1 Number of audits of compliance undertaken by the ACIC on accredited bodies	10% of accredited bodies are audited	Fully met
13.2 ACIC accredited bodies comply with obligations	Noncompliance trends downward (trend to be established)	Not applicable
Performance criterion 13 result		Fully met

We fully met this performance criterion, as the target for the number of audits of compliance measure was fully met. We excluded the measure on number of breaches by accredited bodies from our assessment of performance as the trend has not yet been established.

MEASURES 13.1 AND 13.2 | NUMBERS OF AUDITS AND COMPLIANCE WITH OBLIGATIONS

The ACIC has established the Agreement for controlled access by duly Accredited Bodies to Nationally Coordinated Criminal History Checks, which provides access to the NPCS Support System for accredited bodies.

The Nationally Coordinated Criminal History Check helps organisations assess the suitability of applicants applying for employment; appointment to positions of trust, volunteer services or specific fields of endeavour; or eligibility for various licensing or registration schemes.

A mandatory requirement for accessing the NPCS Support System is that all accredited bodies must comply with the conditions set out in the agreement.

In 2023–24, the ACIC audited 36 accredited bodies as part of the NPCS Assurance Program, to measure the level of compliance against the key requirements of the agreement. As a result, 24.4% of the accredited bodies were audited and the target for measure 13.1 was fully met.

Accredited bodies consist of Commonwealth and state government agencies, private sector organisations and commercial brokers. At 30 June 2024, 147 organisations were ACIC-accredited bodies.

Table 2.12 shows the types of audits undertaken in the past 3 reporting periods.

Table 2.12: National Police Checking Service audits of compliance

Activity being audited	2023–24	2022–23	2021–22
Identity verification	18	15	13
Collection of application data	18	15	13
Submission of correct purpose description	18	15	13
Volunteer check type submission	4	10	9
Provision of nationally coordinated criminal history check results	27	93	63
Special provisions audit	1	1	1
Total	86	149	112

During audits non-compliance may be identified and may include:

- failing to suitably compare the identity documents to the details submitted on the application and informed consent form
- using incorrect terminology on the accredited body's website
- trading under a name not registered with the ACIC
- altering personal or police information
- failing to collect minimum identity documents
- using special provisions incorrectly.

The ACIC also conducts assessments following referrals of alleged non-compliance. Referrals may be received from a number of sources, including: the accredited body itself, in the case of data or security breaches; the NPCS Branch and the broader ACIC; partner agencies or external public organisations; and individual members of the public.

Accredited bodies are given an opportunity to rectify identified compliance issues. If an accredited body is unable to rectify an issue to the satisfaction of the NPCS Assurance Program, the ACIC may exercise options under the accredited body's contract which include limitation or suspension of service or, in extreme cases, termination of the contract.

The ACIC assessed 17 referrals of alleged non-compliance. The majority of these referrals came from teams within the NPCS Branch or resulted from information identified during a routine audit. All compliance issues were addressed by the audited accredited bodies.

The ACIC also undertakes daily data integrity monitoring to identify and remove incorrectly submitted checks. These checks can create multiple potential matches and have a significant impact on the accuracy of the check result. They may also result in inaccurate disclosure of information being provided to decision-makers. By removing checks which contain incorrect data, the ACIC eliminates the need for police jurisdictions to manually review those incorrect matches.

Daily data monitoring is crucial to ensure the integrity of data being submitted. In 2023–24, the NPCS reviewed approximately 65,000 checks, of which 2,574 checks were investigated and 2,185 incorrectly submitted checks were removed. This prevented approximately 70,200 incorrect matches from being referred to police for manual review.

In addition to the NPCS Assurance Program, the ACIC also conducts information and education sessions to ensure that accredited bodies are aware of, and comply with, their obligations. These sessions reflect the ACIC's commitment to demonstrate regulator best practice by 'providing up-to-date, clear and accessible guidance and information to assist regulated entities with compliance', as set out in the CEO's Statement of Intent. In 2023–24, we conducted 6 education sessions, including NPCS induction and user acceptance testing.

FEATURE

National Continuous Checking Capability



New model designed to protect children and vulnerable people

Every year, thousands of people are assessed for their suitability to work with children, people living with disability, and other vulnerable Australians. Screening units and other bodies accredited by the ACIC rely on a nationally coordinated criminal history check to determine an applicant's suitability to hold a clearance.

Currently there is no model for national continuous monitoring across states and territories. This leaves gaps in the system and puts vulnerable Australians at risk. In response, the Attorney-General announced funding in November 2023 for the ACIC to scope, design and pilot a National Continuous Checking Capability (NCCC) under the Care and Support Economy Reform Unit, of which we are a member.

We will pilot a subset of the NCCC using Commonwealth criminal history information. In parallel, our agency will undertake a feasibility study and develop a business case for consideration by government and key stakeholders for a comprehensive implementation of the NCCC from 2025, subject to funding.

The introduction of this new capability will contribute to community safety once fully implemented. This will be done by providing ongoing monitoring of changes to the criminal history information of people holding regulated clearances to work with children and vulnerable people. There is the potential for the NCCC to be expanded to other regulated entitlements in future, including the aged care worker screening check.

We have been working in collaboration with state and territory screening units, police and other Commonwealth government departments to design a fit-for-purpose NCCC.

A blueprint has been developed that describes the high-level design of the NCCC and how the capability will connect Australian Working with Children and National Disability Insurance Scheme screening units with ongoing information to determine a clearance holder's suitability to maintain their clearance.

The NCCC project is one of a number of initiatives under the National Police Checking Service Modernisation Program. The program aims to ensure that the service is timely, accurate, adaptable and sustainable. This will better meet the needs of our stakeholders, enhance community safety and support the government's digital agenda.



FEATURE

A safer Australia

A major milestone in the delivery of the National Criminal Intelligence System

The National Criminal Intelligence System (NCIS) is a new capability being delivered by the ACIC, providing our partners with timely and relevant criminal information. By arming law enforcement with the cross-border information they need, NCIS contributes to a safer Australia.

Tranche 1 was completed in 2023–24, and has delivered a stable and secure cloud-based information-sharing platform, including:

- 4 high-value operational policing datasets (Western Australia Police Force, Victoria Police, New South Wales Police Force and Queensland Police Service)
- the provisioning of National Police Reference System data from the remaining police agencies and the Department of Home Affairs, which is combined with other national datasets
- powerful and flexible search capabilities to maximise the value of the data shared through NCIS
- consumption by all police agencies, the ACIC and the Department of Home Affairs through the user interface and through local systems in early adopter agencies.

NCIS provides law enforcement officers with details about individuals, locations and events of interest, garnered from a wide range of agencies and datasets.

Tasmania Police (TasPol) recently connected its Compass integrated police search system to NCIS. On the first day that NCIS was available through Compass, a TasPol intelligence officer received information on an individual trying to book a flight under an alias.

NCIS data on Compass revealed:

- several aliases, phone numbers and email addresses not previously linked to the person or known to TasPol
- point-in-time activities in another jurisdiction, validating previous intelligence.

Further investigation identified a large parcel in transit to Tasmania. The parcel was intercepted the following day along with the individual, who was in possession of a trafficable quantity of crystal methamphetamine or 'ice'.

This new information has helped develop the intelligence holdings on the individual, demonstrating ongoing drug trafficking and membership of a broader drug syndicate.

Overview of financial performance

The ACIC's financial result for 2023–24 was an operating deficit of \$8.000 million.

With the exclusion of unfunded depreciation (\$5.947 million) and capital funding income (\$0.895 million), the ACIC would have realised a deficit of \$2.948 million for the financial year. This is an improvement from the budgeted loss of \$8.646 million.

The improvement was primarily driven by:

- growth in services revenue of \$5.612 million due to arrangements with other government agencies entered into after the 2023–24 Budget
- underspend in supplier expenses of \$3.410 million due to resourcing and supply chain constraints
- an increase in employee expenses of \$3.449 million due to impact of the *ACIC Enterprise Agreement 2024–27*.

During 2023–24, there were no instances of significant non-compliance with the finance law. The ACIC received an unmodified audit opinion from the Australian National Audit Office.

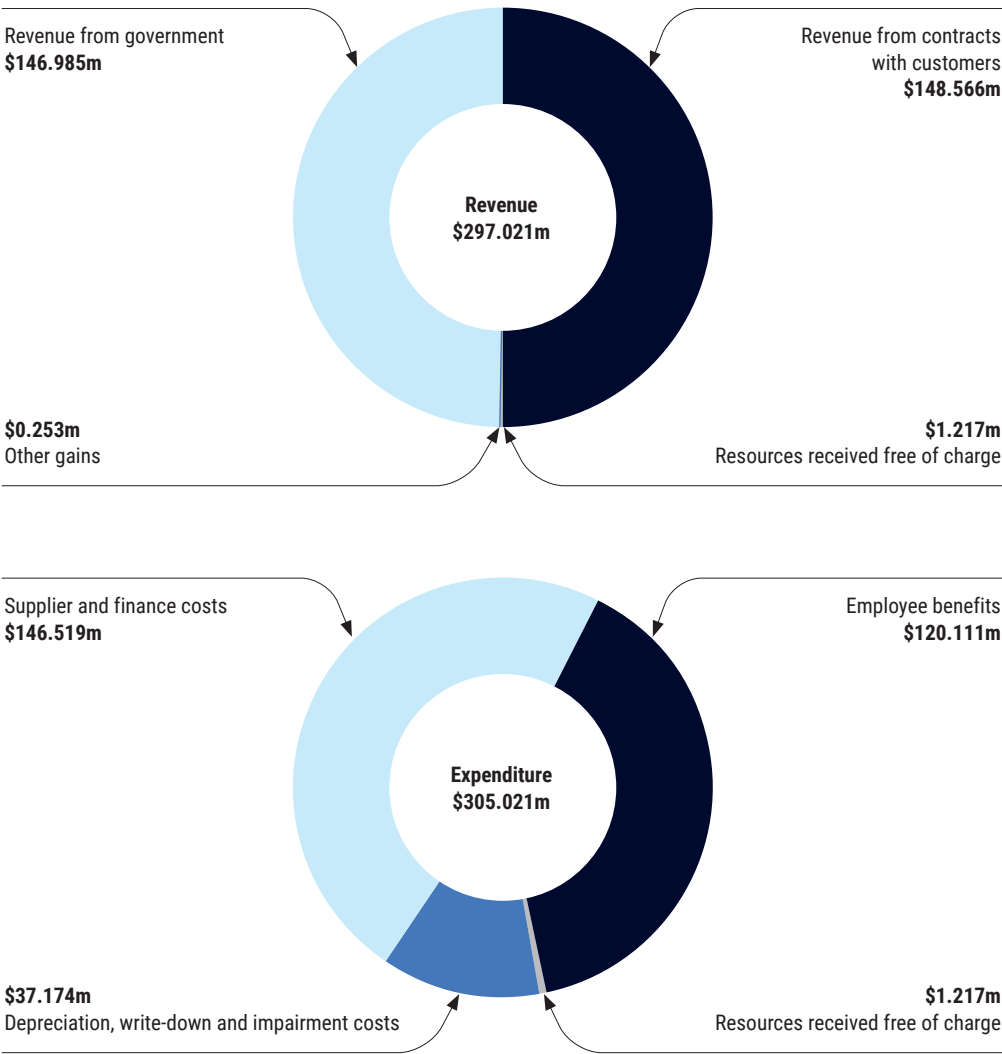
Revenue and expenditure

Figure 2.10 summarises sources of revenue and expenditure in 2023–24. The total ACIC revenue in the 2023–24 financial year consisted of \$148.566 million revenue from contracts with customers, \$146.985 million revenue from government, \$1.217 million in resources received free of charge, and \$0.253 million other gains.

The total ACIC operating expenditure consisted of \$120.111 million employee benefits, \$146.519 million supplier and finance costs, \$37.174 million depreciation, write-down and impairment costs, and \$1.217 million resources that are received free of charge.

More details of resources and expenses are provided in tables 2.13 to 2.15.

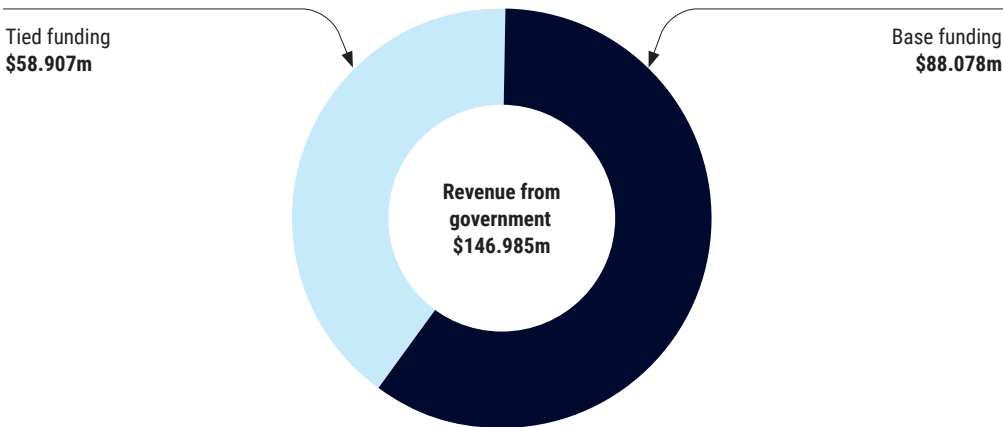
Figure 2.10: Revenue and expenditure



Revenue from government

The \$146.985 million revenue from government was made up of base appropriation funding of \$88.078 million plus \$58.907 million tied funding, as shown in Figure 2.11.

Figure 2.11: Revenue from government



The tied funding in 2023–24 consisted of:

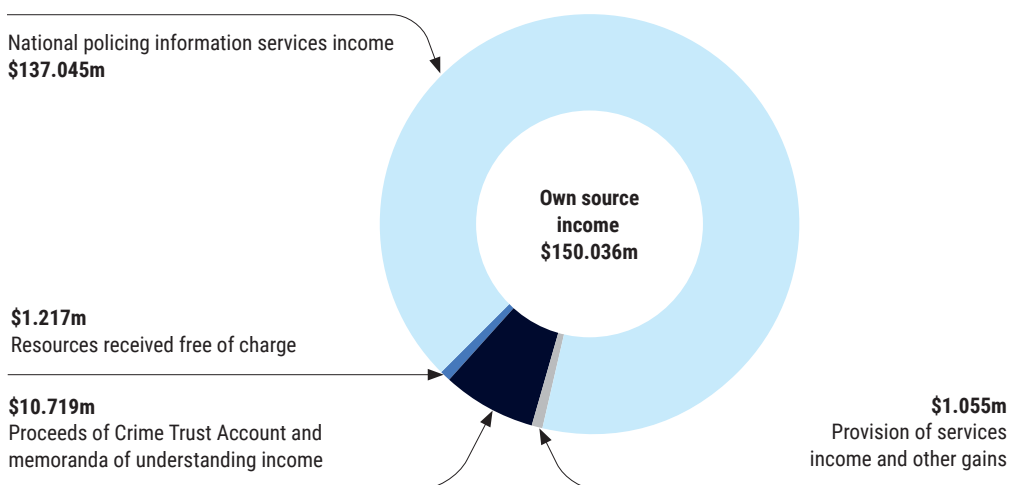
- \$35.719 million additional funding to sustain operational activities and core capabilities to disrupt transnational serious and organised crime
- \$16.620 million to connect NCIS with mid-late adopters and sustain NCIS
- \$3.667 million to support development of a criminal intelligence assessment capability
- \$1.254 million to strengthen border and intelligence capabilities to detect and combat child sexual abuse
- \$1.319 million to address fraud and serious non-compliance in the National Disability Insurance Scheme through the multi-agency Fraud Fusion Taskforce
- \$0.263 million to contribute to the implementation and sustainment of the cross-border serious crime data-sharing agreement
- \$0.060 million to progress foundations for national worker screening arrangements for the care and support sector
- \$0.005 million to provide family law courts with access to real-time detailed and accurate police information to support their issuing of family violence orders.

Own source income

In addition to the government appropriation as detailed in Figure 2.11, the ACIC had own source income as detailed in Figure 2.12.

Own source income consisted of \$137.045 million as a result of the provision of national policing information services, \$10.719 million received from the Proceeds of Crime Trust Account and through memoranda of understanding, \$1.217 million in resources received free of charge, and \$1.055 million from provision of services.

Figure 2.12: Own source income



Internal controls

The ACIC's internal controls that ensured compliance with our financial management responsibilities included:

- senior management involvement in budget development, allocation and monitoring
- internal and external reporting, including providing financial information to the ACIC Board on the National Policing Information Systems and Services Special Account and reporting monthly to the Department of Finance and the ACIC executive
- full engagement with the Joint ACIC–AIC Audit Committee
- periodic review of the Accountable Authority Instructions, policies and procedures to ensure compliance with the PGPA Act
- audit by the Australian National Audit Office and the ACIC's internal audit team
- engagement with the ACIC executive to identify breaches of financial management practices under the PGPA Act and to provide assurance to the accountable authority and the Chief Financial Officer
- centralised administration of procurement, property leases, assets, travel, credit cards, fleet vehicles, mobile phones and laptops.

Table 2.13: Entity resource statement

	Actual available appropriations for 2023–24 \$'000 (a)	Payments made 2023–24 \$'000 (b)	Balance remaining \$'000 (a) – (b)
Departmental annual appropriations – ordinary annual services			
Prior year appropriation available	74,919	74,919	–
Departmental appropriation (including departmental capital budget)	149,680	59,508	90,172
Section 74 relevant agency receipts ¹	17,781	17,781	–
Total ordinary annual services	242,380	152,208	90,172
Annual appropriation – other services non-operating			
Prior year appropriation available	1,459	1,459	–
Equity injections ²	4,230	4,052	178
Total other services	5,689	5,511	178
Total annual appropriations	248,069	157,719	90,350
National Policing Information Systems and Services Special Account			
Opening balance	142,955		
Appropriation receipts	19,534		
Non-appropriation receipts	136,473		
Payments made		182,370	
Total special account	298,962	182,370	116,592
Less: departmental appropriations drawn from annual appropriations and credited to special accounts	(19,534)		(19,534)
Total resourcing and payments	527,497	340,089	187,408

1 Section 74 agency receipts and payments exclude any GST component.

2 Equity injection funded for 2023–24 was \$4.230m of which \$0.178m is held for future years.

Table 2.14: Expenditure by outcome

Outcome 1: To protect Australia from criminal threats through coordinating a strategic response and the collection, assessment and dissemination of intelligence and policing information			
Departmental expenses	Budget 2023–24 \$'000	Actual expenses 2023–24 \$'000	Variation \$'000
Departmental appropriation and section 74 agency receipts	149,127	160,766	(11,639)
National Policing Information Systems and Services Special Account	149,307	137,090	12,217
Expenses not requiring appropriation in the budget year	10,096	7,165	2,931
Total departmental expenses	308,530	305,021	3,509
Total expenses for Outcome 1	308,530	305,021	3,509

Table 2.15: Average staffing level

	Budget 2023–24	Actual 2023–24
Average staffing level (number)	848	817

Note: This figure excludes Australian Institute of Criminology employees.



FEATURE

Generating leads through data analytics

Supporting the Fraud Fusion Taskforce to identify patterns of risk

We are committed to providing and leading the delivery of mission critical intelligence to combat the threats Australia faces from serious and organised crime. A key function of the ACIC's purpose lies in our advanced data analytics work. Raw data with useful information is converted into actionable insights that support decision-making and compliance responses.

Our data-driven approach assists in the discovery of new serious and organised crime threats and builds understanding of known threats. Defrauding government payments and programs is one such threat.

The Fraud Fusion Taskforce, led by the National Disability Insurance Agency and Services Australia, collaborates closely with the ACIC to implement robust measures to stop fraud against government programs. The scale of individual instances of fraud against the National Disability Insurance Scheme (NDIS) is said to run into tens of millions of dollars per criminal syndicate – diverting necessary funding from reaching the most vulnerable members of our community.

In late 2023, our Data Analytics Branch undertook a program of work to analyse a series of datasets in support of the Fraud Fusion Taskforce. This analysis focused on finding relationships across datasets and identifying patterns of risk. This analysis revealed:

- approximately half of a specific NDIS group of interest to the National Disability Insurance Agency carried some degree of risk, with data matching highlighting 118 priority persons of interest (POIs) for further assessment
- the POIs were linked to NDIS funding in excess of \$250 million in the preceding 6 months
- the POIs posed differing levels of risk, allowing task force officers to optimally prioritise, analyse and guide potential compliance activity.

Our intelligence indicates that instances of fraud against the NDIS frequently coincide with other unlawful activities, including money laundering and tax evasion. Professional facilitators complicit in these fraudulent activities are also assisting criminal organisations in defrauding the Commonwealth programs.

Our agency plays a vital role in understanding the nature and scale of fraud conducted and how to prevent future fraud. We will continue to use our advanced data analytics capabilities to improve law enforcement and compliance responses, and strengthen Australian Government programs to combat organised fraud activities.

We seek out **INNOVATION**





SECTION

3

MANAGEMENT AND ACCOUNTABILITY

Our governance, people and resources

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Internal governance

Our internal governance framework and processes ensure accountability and transparency and promote quality leadership, effective people management and efficient and ethical use of our resources. Our internal governance structure includes the ACIC executive and senior management committees.

Executive

On 30 June 2024, the ACIC executive comprised the CEO, the Deputy CEO Intelligence, the Chief Operating Officer, 5 executive directors, the Chief Information Officer, the National Manager Finance and Enterprise Support/Chief Financial Officer, and 12 other national managers.

Table 3.1 provides details of the positions and responsibilities of the members of the ACIC executive at 30 June 2024.

Table 3.1: Executive positions and responsibilities at 30 June 2024

Position title and name	Responsibilities
Chief Executive Officer Office	
Chief Executive Officer Heather Cook	Responsible for overseeing the management and administration of the ACIC, managing our relationships with ministers, working collaboratively with ACIC Board member agencies, and providing leadership, strategic direction and strong governance for our agency. Our CEO is a non-voting member of the ACIC Board.
Deputy CEO Intelligence Matthew Rippon	Responsible for leveraging the ACIC’s unique intelligence collection capabilities to drive intelligence insights and disruption outcomes. This includes responsibility for examinations and covert collection capabilities, operational strategy, and the development of intelligence to deliver operational, policy and regulatory outcomes in response to the threat of serious and organised crime.
Acting Chief Operating Officer Jeremy Johnson	Responsible for leading business and engagement for our key national policing information and background checking services. This includes the provision of important enabling functions to the ACIC, including ICT, financial services, workforce capability and assurance, legal services, strategic engagement and communication.

Position title and name	Responsibilities
Intelligence Operations	
Executive Director Intelligence Operations Jennifer Hurst	Responsible for ACIC investigations and intelligence operations, intelligence development and oversight of North Operations and South Operations.
National Manager North Operations Boyd Doherty	Responsible for operations and stakeholder relationships (including oversight of state directors) in New South Wales and Queensland.
National Manager South Operations Damien Appleby	Responsible for operations and stakeholder relationships (including oversight of state directors) in Victoria, Western Australia, South Australia and Tasmania.
National Manager Operational Strategy Anita Van Hilst	Responsible for operational strategy; national coordination and planning; the ACIC's international network; and serious financial crime.
National Manager Examinations Jason Halls	Responsible for the ACIC's examination capability.
Covert Collections and Insights	
Acting Executive Director Covert Collections and Insights Katie Willis	Responsible for intelligence insights, covert intelligence collection operations, data analytics and intelligence disclosure reform.
National Manager Intelligence Insights Chris Davey	Responsible for developing strategic intelligence products and intelligence analysis initiatives.
National Manager Collection Operations Wendy Darling	Responsible for covert intelligence collection methodologies.
Acting National Manager Data Analytics Shawn McClure	Responsible for data analytics, bulk data collection and data governance.
Business and Partnerships	
Acting Executive Director Business and Partnerships Kavita Kewal	Responsible for leading business and engagement for our key national policing information and background checking services and for supporting the ACIC to deliver its strategic priorities, stakeholder liaison, communication and governance functions.
Acting National Manager Executive Branch Amelia Grace	Responsible for government relations and engagement; internal governance and stakeholder liaison; media and communication; planning and performance; policy development; audit and risk; and strategic policy.
National Manager Capability Support Laurent Berlioz-Nott	Responsible for the ACIC's capability lifecycle, planning and investment prioritisation, and business engagement and services to support the agency's extensive portfolio of capability development.

Table 3.1: Executive positions and responsibilities at 30 June 2024 (continued)

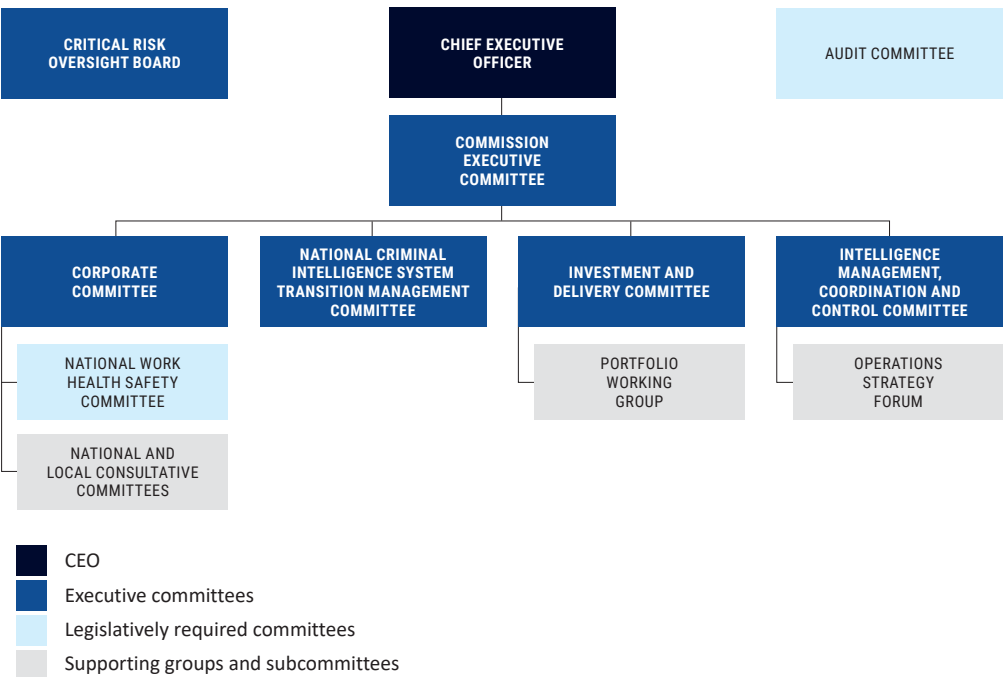
Position title and name	Responsibilities
Corporate and Enabling Services	
Executive Director Corporate and Enabling Services/Chief Counsel Nicole Mayo	Responsible for key enabling services, including legal services, security, people, finance and property.
National Manager Finance and Enterprise Support/Chief Financial Officer Eneas Sokolowski	Responsible for the financial management of the agency; procurement; the national property portfolio; and business support.
National Manager Workforce Capability and Assurance Heidi Walsh	Responsible for the delivery of human resource, people and wellbeing strategies; entry programs, learning and development, protective security, integrity, ICT security and information management functions; niche operational enablement capabilities; psychology services; and oversight of the agency's powers to ensure legislative compliance.
National Manager Legal Services Jacqui Thompson	Responsible for the delivery of in-house legal services to ensure that legal risks are appropriately identified and mitigated.
Intelligence and Information Systems	
Executive Director Intelligence and Information Systems Heidi Madden	Responsible for providing critical ICT infrastructure, systems and services to the ACIC and its partner agencies. This includes provision of national law enforcement, intelligence, research and corporate information systems and services.
Chief Information Officer Sam Lewis	Responsible for providing and maintaining our national information capabilities and services to support policing and law enforcement.
National Manager Systems Design and Delivery Stewart Sibree	Responsible for the delivery of new and/or enhanced national policing information and intelligence capabilities that directly support Commonwealth, state and territory police, intelligence and law enforcement agencies to respond effectively to crime.

Governance and senior management committees

Our committee structure comprises the Commission Executive Committee, the Critical Risk Oversight Board, the Corporate Committee, the Investment and Delivery Committee, the Intelligence Management, Coordination and Control Committee, the National Criminal Intelligence System Transition Management Committee, and several other committees, panels, working groups and consultative committees.

The relationships between governance and senior management committees are shown in Figure 3.1.

Figure 3.1: Governance and senior management committee structure at 30 June 2024



Commission Executive Committee

The Commission Executive Committee is the ACIC’s peak committee to support the achievement of strategic and business objectives, effective and efficient management of resources, strategic investment, and management of risk.

The committee also ensures that we are accountable and meet the expectations of the ACIC Board, the Australian Government and the community. It receives reporting and advice from other executive committees, identifies and plans for future capability investments, and makes all major resourcing and funding decisions.

The Commission Executive Committee consists of the CEO (as Chair), the Deputy CEO Intelligence, the Chief Operating Officer and the executive directors. The Chief Financial Officer and the Chief of Staff to the CEO attend as observers to the committee, which meets monthly, or more often if required.

Critical Risk Oversight Board

The Critical Risk Oversight Board provides strategic oversight and direction for ACIC matters which are, or have the potential to be, critical risks, due to the potential or evolving operational, political, legal, reputational or safety impacts they may cause.

In this context, critical risks are matters where the residual risk remains critical (as defined in the ACIC's risk management framework) and requires further oversight after treatments and controls have been applied or the matter has been escalated through, and considered by, other relevant governance mechanisms.

The Critical Risk Oversight Board consists of the Chief Operating Officer (as Co-Chair and ACIC Chief Risk Officer), the Deputy CEO Intelligence (as Co-Chair), the executive directors and the National Manager Legal Services. The board meets as convened by the co-chairs.

Corporate Committee

The Corporate Committee reviews and makes decisions on broader issues of organisational health and effective function. It receives relevant reporting on a broad spectrum of organisational health indicators and oversees key organisational improvement projects and the management of enterprise risk. It is supported by the National Work Health Safety Committee.

The committee consists of the Chief Operating Officer (as Chair), the Deputy CEO Intelligence, and the executive directors. The Chief Financial Officer and the National Manager Workforce Capability and Assurance attend as observers. The committee meets quarterly, or more often if required.

NATIONAL WORK HEALTH SAFETY COMMITTEE

Undertaking functions as described in section 77 of the *Work Health and Safety Act 2011*, the National Work Health Safety Committee is the ACIC's primary means of staff consultation on matters relating to health, safety and wellbeing. It supports the ACIC executive to identify, develop, implement and review health, safety and wellbeing arrangements in the workplace.

The committee is chaired by the National Manager Workforce Capability and Assurance and composed of senior management and health and safety representatives, and meets quarterly.

More information on National Work Health Safety Committee activities in 2023–24 is in Appendix B.

NATIONAL AND LOCAL CONSULTATIVE COMMITTEES

The ACIC's enterprise agreement and workplace consultation policy set out the arrangements for consultation at the ACIC.

The consultation arrangements are underpinned by the National Consultative Committee and a series of local consultative committees. These committees enable consultation between management and employees on changes which may affect their workplace, and provide a forum for all employees, and their representatives, to have direct input into a wide range of workplace issues and decisions.

Investment and Delivery Committee

The Investment and Delivery Committee is an enterprise-level committee that provides oversight of the ACIC's strategic investments, including monitoring the delivery of the portfolio of programs and projects that flow from these investments. The committee is responsible for ensuring that investments are aligned to the strategic objectives of the ACIC as outlined in our strategic direction and corporate plan.

The committee consists of the Chief Operating Officer (as Chair), the Executive Director Intelligence Operations, the Executive Director Covert Collections and Insights, the Executive Director Intelligence and Information Systems, the Executive Director Corporate and Enabling Services/Chief Counsel, the Chief Information Officer, the Chief Financial Officer, the National Manager Capability Support, and the National Criminal Intelligence System Program Director. The National Manager Executive Branch, the National Manager Systems Design and Delivery, the Director Project Management Office and the Information Technology Security Advisor attend as advisers. The committee meets quarterly, or more often if required.

Intelligence Management, Coordination and Control Committee

The Intelligence Management, Coordination and Control Committee provides strategic direction and prioritisation instruction to the Operations Strategy Forum, and monitors and evaluates intelligence operations performance. The committee also facilitates appropriate reporting to the ACIC Board on ACIC projects and operational outcomes.

The committee consists of the Deputy CEO Intelligence (as Chair), the Chief Operating Officer, the Executive Director Intelligence Operations, the Executive Director Covert Collections and Insights, the Executive Director Business and Partnerships, and the national managers of Operational Strategy; Intelligence Insights; Collection Operations; Data Analytics; North Operations; South Operations; and Examinations. The National Manager Legal Services and the Head of Special Operations and Investigations attend as advisers to the committee, which meets quarterly.

OPERATIONS STRATEGY FORUM

The Operations Strategy Forum provides strategic intent, oversight and accountability for the ACIC's intelligence operations, to achieve maximum national impact and insights. The committee manages the ACIC's operational work program and resource allocation.

The committee consists of the Executive Director Intelligence Operations (as Chair), the Executive Director Covert Collections and Insights, and the national managers of Operational Strategy; Intelligence Insights; Collection Operations; Data Analytics; North Operations; South Operations; and Examinations. The National Manager Legal Services and the Director National Coordination and Planning attend as advisers. The Executive Officer Intelligence Group attends as an observer to the committee, which meets monthly.

National Criminal Intelligence System Transition Management Committee

The National Criminal Intelligence System Transition Management Committee is an enterprise-level committee responsible for making strategic decisions about the transition (including sustainment and development) of the National Criminal Intelligence System (NCIS) capability into the ACIC's operating, legal, policy and technical environments.

The committee consists of the Chief Operating Officer (as Chair), the Deputy CEO Intelligence, the Senior Responsible Officer NCIS, the Deputy Senior Responsible Officer NCIS, the Executive Director Corporate and Enabling Services/Chief Counsel, the Executive Director Business and Partnerships, the Executive Director Intelligence and Information Systems, the Executive Director Intelligence Operations, the National Manager Capability Support, the Chief Information Officer, the National Manager Systems Design and Delivery, and the NCIS Program Director.

The committee meets quarterly, or more often if required.

Strategic planning

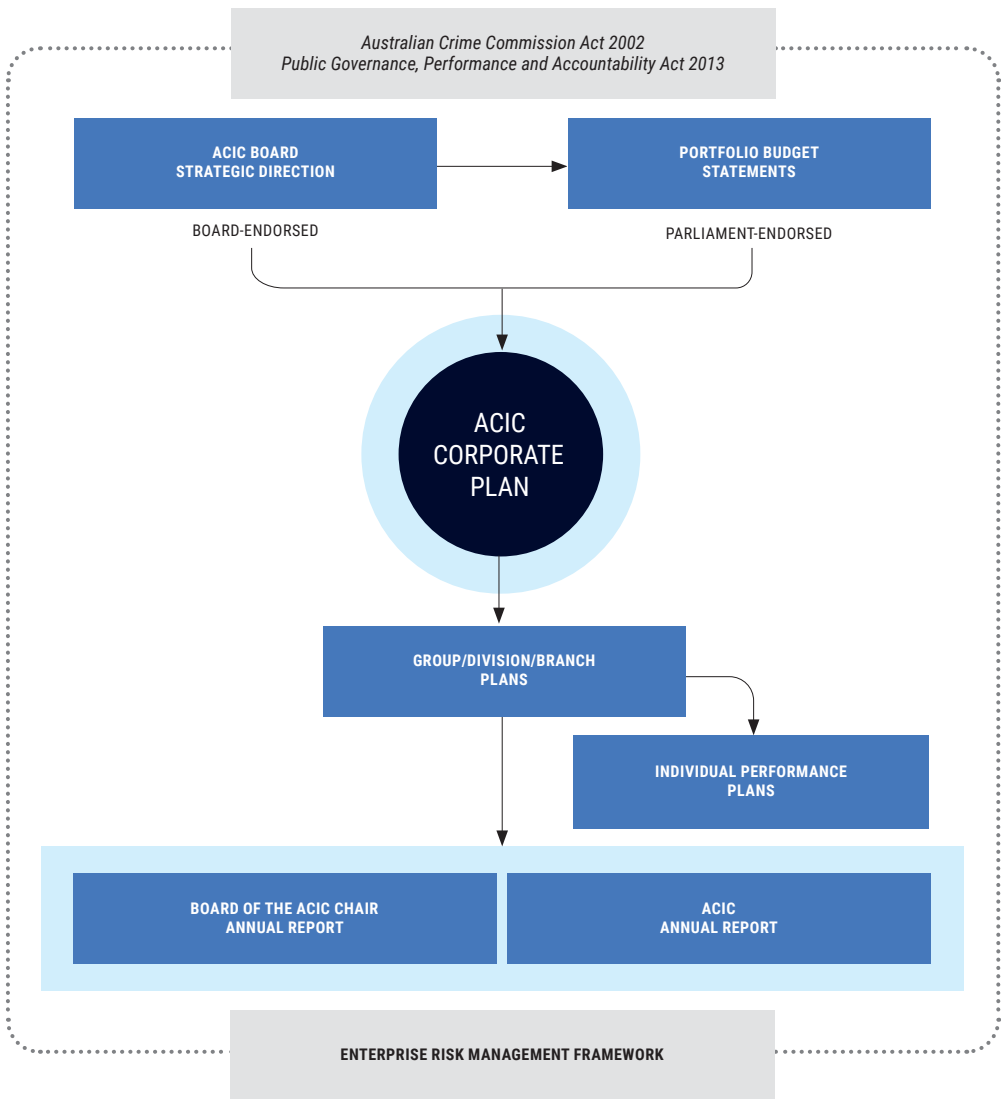
Strategic planning ensures that our activities and resources align with our strategic priorities and our purpose. Two key documents set out our goals and the approach we take to achieve them:

- the strategic direction, endorsed by the ACIC Board, which identifies our strategic objectives and articulates our capabilities, operating context and guiding principles
- the corporate plan, which describes the environment in which we operate, our strategies and activities to achieve our purpose, our plans to develop agency capabilities, and how we manage risk, measure performance and assess progress in achieving our purpose.

Both documents are updated annually and cover 4 financial years. They are available on our website at [acic.gov.au/publications](https://www.acic.gov.au/publications).

Our integrated planning framework connects our strategic direction, operational plans, risk assessment, resource allocation, and performance measurement and monitoring, as shown in Figure 3.2.

Figure 3.2: Integrated planning framework



Internal audit

The internal audit function provides an independent advisory service which delivers support and assurance to the ACIC executive regarding the responsible, effective and efficient use of ACIC powers and resources.

We operate a co-sourced internal audit service and contract an external provider for a small number of our audits. The internal audit team is directly accountable to the CEO and the Joint ACIC–AIC Audit Committee.

The 2023–24 internal audit program comprised 15 audits. The program was developed through consultation with executives and considered strategic priorities, enterprise risks, assurance activities and legislative or contractual requirements.

All recommendations delivered through internal audits and external reviews are tracked and monitored by the Joint ACIC–AIC Audit Committee and the Commission Executive Committee. There were 31 open recommendations in progress at 1 July 2023. During the financial year 48 new recommendations were raised and 32 recommendations were closed.

Audit committee

In accordance with responsibilities under section 45 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), the CEO has established and maintains an independent audit committee.

The Joint ACIC–AIC Audit Committee provides independent advice to the CEO on financial and performance reporting responsibilities, risk oversight and management, and systems of internal control. It oversees the internal audit program and the implementation of recommendations arising from internal and external audits.

The committee's authority is established under the Audit Committee Charter, which is available at [acic.gov.au/about/governance](https://www.acic.gov.au/about/governance).

In 2023–24, the committee consisted of 3 independent members (including the Chair). Information on each member's qualifications, attendance at meetings and remuneration is set out in Table 3.2.

Table 3.2: Joint ACIC–AIC Audit Committee members

Name	Qualifications, knowledge, skills or experience	Meetings attended and remuneration received ^a
Geoff Knuckey (Chair)	<p>Bachelor of Economics (Australian National University), FCA, GAICD, RCA</p> <p>An experienced audit committee member and chair, Geoff currently serves on audit committees for numerous government entities. He also has extensive experience as a director and serves on the boards and audit committees of several private sector entities. He has been a full-time company director and audit committee member since 2009, following a 32-year career with Ernst & Young specialising in audit and assurance services in the public and private sectors across a range of industries.</p>	<p>6/6 meetings</p> <p>\$23,100</p>
Elizabeth Montano	<p>Bachelor of Arts and Bachelor of Laws (University of New South Wales), FAICD</p> <p>Elizabeth has more than 20 years experience as a chair, deputy chair and member of boards and audit committees across a range of government and not-for-profit entities. She has broad-ranging experience in governance and the machinery of government, including in financial and performance reporting, risk, assurance, and program and project management and oversight. She is a former CEO of the Australian Transaction Reports and Analysis Centre (AUSTRAC) and senior financial services lawyer with King & Wood Mallesons.</p>	<p>6/6 meetings</p> <p>\$23,100^b</p>
Peter Woods	<p>Bachelor of Arts (Australian National University)</p> <p>Peter is a consultant in ICT and corporate management. He has extensive experience in the executive management of major ICT business solutions and procurement projects and has served on multiple boards. He has worked in a range of senior executive roles in government agencies, including as Chief Information Officer at the Australian Competition and Consumer Commission and Chief Information Officer and head of the Corporate Services Division at the former Department of the Environment. Peter's understanding of ICT is complemented by his wide experience in public policy and program management in a range of subject areas, non-ICT business improvement processes, and the management of the full range of corporate services.</p>	<p>6/6 meetings</p> <p>\$23,100</p>

^a Total remuneration including GST. Committee members received \$3,850 (including GST) for each meeting, including meeting preparations. Associated travel costs were also reimbursed.

^b Elizabeth Montano is also paid for her role as an independent adviser for the National Criminal Intelligence System, which is not included in this table.

Risk management

The ACIC's approach to risk oversight and management assists us to make risk-informed decisions that support our work to achieve our strategic objectives while meeting our corporate and operational accountabilities.

Governance and oversight

Risk governance and oversight are provided by the Commission Executive Committee and the independent Joint ACIC–AIC Audit Committee, which has specific responsibilities under the PGPA Act to review and provide advice as to the appropriateness of our framework.

Our CEO has overall responsibility for risk management in the agency. The CEO is supported by the Chief Risk Officer and members of the executive who have defined accountabilities for specific risk domains.

Framework

The ACIC's risk management framework embeds risk management into agency planning, review and monitoring processes, and supports proactive management of risk as part of our staff's day-to-day responsibilities. This includes remaining vigilant to changes in our operating environment that could result in new and emerging risks or changes in our exposure to current identified risks.

The framework also assists the agency in complying with relevant legislation and guidance, including:

- section 16 of the PGPA Act
- the Commonwealth Risk Management Policy (2023)
- ISO 31000:2018 Risk management – Guidelines.

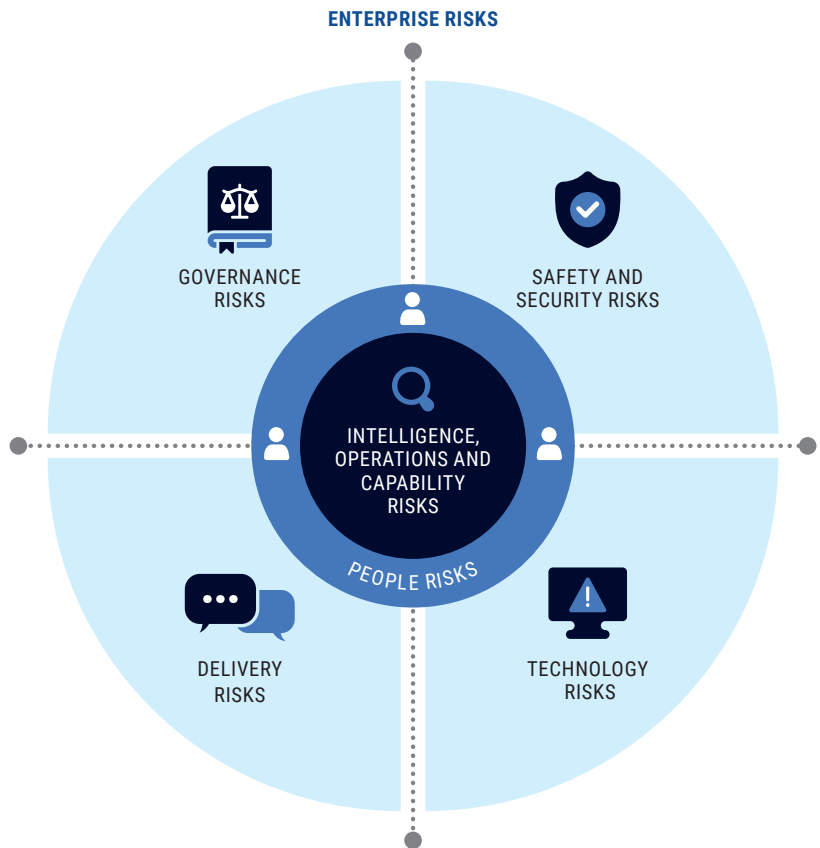
The framework's Risk Management Policy and Procedures guide and enhance our risk culture by clearly articulating desired behaviours, the agency's risk appetite, and relevant accountabilities.

The ACIC's risk appetite statements clearly articulate the level of risk that we are willing to accept as an agency, and direct the treatment and escalation of risk dependent on the nature of the objectives. The statements also reflect the inherently dynamic and complex criminal environment in which we operate.

Enterprise risks

To achieve a more contemporary view of the ACIC's top risks, we maintain a dynamic register of enterprise risks that is regularly reviewed and updated. As shown in Figure 3.3, escalated enterprise-level risks are managed across 6 enterprise risk domains: Intelligence, Operations and Capability; People; Governance; Safety and Security; Technology; and Delivery.

Figure 3.3: Risk domains



Our top 5 sources of enterprise risks across the 6 risk domains are:

- service and/or program delivery and quality
- protective security, including physical, cyber and information security
- workplace capability, leadership and culture
- legislative compliance
- operational capability.

Capability

All staff are responsible for engaging with risk positively and ensuring that objectives are achieved through the effective management of uncertainty. The ACIC offers a Risk Community of Practice forum, training opportunities and risk advice for employees at all levels across the agency, to equip and enable them to effectively carry out their risk management responsibilities.

Security and integrity

Security and integrity are critical to the way we operate our agency and achieve our strategic objectives.

The ACIC's approach is to protect our people, information and assets and clearly articulate the responsibilities of our staff. We highlight the importance of the efforts of our staff in the security and integrity context and identify and respond to security and integrity matters in a proactive and proportionate way.

Our security and integrity framework includes policy, procedure and instruction documents designed to educate staff and support assurance initiatives.

Protective security

The ACIC has a comprehensive pre-employment screening process. We assess individual security risks and identify vulnerabilities when staff commence in the agency, and apply proactive mitigations to monitor and manage those risks.

Our senior leadership have a positive security culture and adopt a risk-based approach when considering all security risks. They regularly engage with key security staff before undertaking any decision which could have security implications for our people, information or assets.

Our internal corporate and operational teams work collaboratively with our external partners to:

- provide a secure environment for ACIC personnel
- protect sensitive and classified information collected by and entrusted to the ACIC
- proactively monitor and manage the changing risks within our protective security ecosystem
- harness security risk opportunities by recognising and implementing change to increase the efficiency or effectiveness of protective security measures.

Security incidents

Our ability to detect, assess and mitigate security vulnerabilities relies upon accurate, timely and consistent reporting of all security incidents across the ACIC. All ACIC employees have an obligation to report security incidents.

The ACIC investigates all security incidents to determine whether the event constitutes an accidental or unintentional failure to observe the protective security mandatory requirements or a deliberate, negligent or reckless action that leads, or could lead, to the loss, damage, corruption or disclosure of official information or resources.

The ACIC's response may include internal investigations or external referral to other law enforcement agencies for investigation.

Incidents inform our ongoing engagement and communication strategies, which include providing additional security awareness training for relevant staff. Where possible, we incorporate specific examples of security incidents or breaches – from within the ACIC or shared by other agencies – into security awareness sessions and online learning modules.

The majority of security incidents reported in 2023–24 were low level, as shown in Table 3.3, and occurred within secure ACIC premises (for example, low-level classified documents being left on desks). These incidents have not significantly compromised the security of ACIC information, people or premises.

Table 3.3: Potential security incidents reported

Risk level	2020–21	2021–22	2022–23	2023–24
Low	56	48	40	39
Medium	26	7	12	3
High	5	8	2	1
Total	87	63	54	43

Cyber security

Cyber attacks are becoming a more prevalent global threat, posing a significant risk to the ACIC, other agencies, businesses, families and individuals. The ACIC is committed to delivering accessible, reliable, secure and trusted information systems and services. We continuously enhance our cyber security capabilities to better identify, detect and respond to cyber threats.

We work in partnership with the Australian Cyber Security Centre and other agencies, leveraging our shared knowledge, skills and tools, to remain a high-performing agency and embed a strong cyber-aware culture.

Integrity assurance

In 2023–24, we continued to expand the ACIC’s internal integrity capabilities. Specialist intelligence and investigations resources were engaged to contribute to enhanced discovery and investigation activities.

We engaged with the National Anti-Corruption Commission (NACC) in relation to notifying corruption matters, supporting joint agency operations, conducting investigations with NACC oversight, and responding to requests for information.

Additionally, we worked closely with external integrity counterparts such as the Australian Federal Police (AFP) and other jurisdictional partners, to support operations and enhance information sharing with prosecuting authorities in relation to potential criminal matters.

Our integrity focus demonstrates the agency’s commitment to an integrity and assurance culture in the protection of our people, information, assets and infrastructure, and reflects our unique operating environment and our inclusion in the National Intelligence Community.

Fraud and corruption

The ACIC's Fraud and Corruption Control Plan outlines our attitude and approach to fraud and corruption control, summarises risks identified in our fraud and corruption risk assessment, and details mitigation strategies recommended to treat significant risks.

The Fraud and Corruption Control Plan is designed to ensure that we meet the requirements set out in section 10 of the Public Governance, Performance and Accountability Rule 2014. Reviews of the plan have commenced, to ensure its alignment with the updated Commonwealth Fraud and Corruption Control Framework 2024.

The ACIC works closely with stakeholders to ensure that we are adequately and appropriately addressing risks within our operating environment, and ensures that staff have appropriate education and awareness to identify potential instances of wrongdoing and access the relevant reporting mechanisms.

Where fraud or corruption is suspected, the matter may be subject to misconduct investigation, referral to the NACC or criminal investigation. If sufficient evidence of a criminal offence is found, the matter may be referred to the Commonwealth Director of Public Prosecutions for consideration of criminal prosecution.

We continue to engage closely with other organisations focused on preventing corruption. As a member of the Corruption Prevention Community of Practice, a network of integrity professionals from Australian Public Service agencies, we share best practice strategies for detecting and deterring corrupt conduct and participate in discussions on key or emerging issues.

We are committed to deterring and preventing corruption by organised crime wherever it occurs.

Business continuity

Business continuity plans (BCPs) define the ACIC's approach to managing a break in business continuity, and outline the steps the agency should take to recover lost business functions following an event that has affected its ability to perform operational or business activities.

The ACIC Security Section is the designated BCP owner for each state office. They are responsible for ensuring that their plans are kept up to date and relevant staff are familiar with the arrangements outlined in the plans. BCPs for specialised business units that require their own contingency arrangements are the responsibility of the relevant business unit manager.

State directors are responsible for performing the role of, or nominating, an emergency operations centre manager in their location. In the event of a disruption in business continuity, the emergency operations centre manager is responsible for coordinating and managing the response, communicating with the Emergency Coordination Centre (ECC), and communicating information to staff, recovery teams and emergency services, as required.

The ECC is led by the Director of Security and comprises senior executives in the ACIC's national office. It supports the execution of a BCP by providing senior executive management of issues arising from an unexpected disruptive event. The ECC team's responsibilities include managing the incident; coordinating the recovery process through each phase of assessment and recovery; and documenting actions taken.

The BCP details the roles and responsibilities of the plan management team and key personnel who will be expected to manage and coordinate the recovery process. If a disruptive event occurs, all agency staff will know who is responsible for business recovery, what they are to do, and how they are to perform the critical functions necessary to sustain the agency's ability to continue operating until business as usual resumes.

The decision to activate a BCP and establish an emergency operations centre lies with the Executive Director Corporate and Enabling Services and the National Manager Workforce Capability and Assurance. Generally, BCPs are activated when any of, or a combination of, the following occurs:

- more than 50% of staff are affected by an incident and are unable to perform their standard duties from the office
- the impact of the incident is such that the office will be affected for more than one business day
- the incident impacts multiple business areas and requires BCPs to be activated in order to maintain business operations.

Assumed identities

In accordance with Commonwealth, state and territory legislation, ACIC officers and supervised civilians may be authorised to acquire and use assumed identities for the purposes of conducting investigations or gathering intelligence in relation to serious and organised crime, or in associated support or training roles.

In 2023–24, as required under the legislation, we:

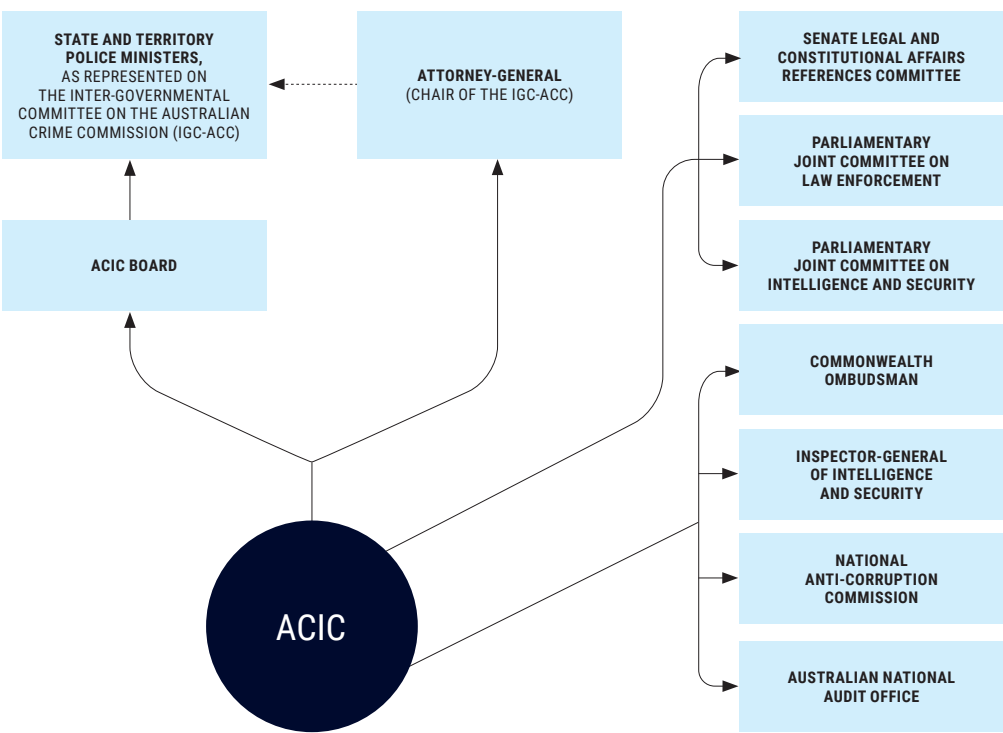
- reported to Commonwealth, state and territory ministers in accordance with legislative requirements
- reviewed the ongoing necessity for each authorised member of staff to continue to use an assumed identity
- conducted mandatory audits of ACIC records relating to assumed identities.

The ACIC's annual report on the use of witness identity protection certificates, as required by the *Crimes Act 1914*, is in Appendix F.

External scrutiny

External scrutiny of the ACIC is exercised by the Australian Parliament, Commonwealth oversight agencies, and state and territory government agencies, as shown in Figure 3.4.

Figure 3.4: External accountabilities at 30 June 2024



Parliamentary committees

The Parliamentary Joint Committee on Law Enforcement (PJCLE) is established by the *Parliamentary Joint Committee on Law Enforcement Act 2010*. Its functions most relevant to the ACIC are to:

- monitor and review the performance of the ACIC
- report on any matters relating to the ACIC or its performance of which the committee thinks the parliament should be aware
- examine the annual reports of the ACIC and report on any matter appearing in, or arising out of, those reports
- examine trends and changes in criminal activities, practices and methods and report on any changes to the functions, structure, powers and procedures of the ACIC that the committee thinks desirable.

The ACIC appeared at a PJCLE public hearing in relation to its 2022–23 annual report on 5 February 2024. The committee presented its *Examination of the Australian Criminal Intelligence Commission Annual Report 2022–23* in February 2024.

The Parliamentary Joint Committee on Intelligence and Security (PJGIS) is established by section 28 of the *Intelligence Services Act 2001*. Its functions most relevant to the ACIC are:

- building bipartisan support for national security legislation, by reviewing national security Bills introduced to parliament
- ensuring that national security legislation remains necessary, proportionate and effective, by conducting statutory reviews.

The PJGIS is currently reviewing the Intelligence Services Legislation Amendment Bill 2023, which aims to enhance oversight of the National Intelligence Community and, if enacted, would expand the jurisdictions of the PJGIS and the Inspector-General of Intelligence and Security (IGIS) to include all of the ACIC. The ACIC provided a submission to the review in September 2023 and attended a public hearing on the review on 12 December 2023. Transcripts of proceedings and copies of submissions are available on the committee's website.

Inter-Governmental Committee on the Australian Crime Commission

The Inter-Governmental Committee on the Australian Crime Commission (IGC-ACC) is established by section 8 of the *Australian Crime Commission Act 2002* (ACC Act), with the following functions:

- to monitor generally the work of the ACIC and the ACIC Board
- to oversee the strategic direction of the ACIC and the ACIC Board
- to receive reports from the ACIC Board for transmission to the governments represented on the committee and to transmit those reports accordingly.

The IGC-ACC monitors the work and strategic direction of the ACIC and the ACIC Board, including the use of coercive powers. Under certain circumstances, the committee has the authority to revoke a board determination.

ACIC Board

The ACIC Board is established by section 7B of the ACC Act and is responsible for providing strategic direction to the ACIC and setting strategic priorities for the agency. The board is also responsible for authorising special ACIC operations and special ACIC investigations to allow use of the coercive powers set out in the ACC Act.

In setting the ACIC's strategic direction, the board is able to fuse state, territory and national interests through its membership and provide a significant platform from which to operate collaboratively with our partners.

Members

The ACIC Board consists of the:

- Commissioner, AFP (Chair)
- secretary of the department responsible for administering the ACC Act
- Commissioner, Australian Border Force (Comptroller-General of Customs)
- Chair, Australian Securities and Investments Commission
- Director-General of Security, Australian Security Intelligence Organisation
- Commissioner of Taxation, Australian Taxation Office
- commissioner of the police force of each state and the Northern Territory
- Chief Police Officer of the Australian Capital Territory
- Chief Executive Officer, ACIC (as a non-voting member).

In 2023–24, the Chief Executive Officer of the Australian Transaction Reports and Analysis Centre (AUSTRAC) attended board meetings as non-voting observer.

Meetings

The board considers a range of issues at each meeting, including the overall performance of key areas of ACIC work. It also plays an active role in setting the strategic direction of the ACIC and authorising or identifying key areas of new work that we should pursue.

In 2023–24, the board met 4 times and:

- approved the new National Police Checking Service model to enhance the integrity of outcomes
- agreed to recommend no additional variances to the amount of the national policing information services charges and fees, noting an increase was agreed in 2023, to take effect on 1 July 2024
- approved the extension of National Task Force Morpheus, for the continued sharing of criminal information and intelligence in relation to outlaw motorcycle gang activity, to enhance understanding and collaboration and the operational effectiveness of policing and disruption of outlaw motorcycle gangs at a national level

- approved the extension of the Transnational Criminal Intelligence Task Force (Vestigo Task Force), for the sharing of criminal information and intelligence in relation to transnational serious organised crime for the Five Eyes Law Enforcement Group and trusted international partner agencies
- approved the extension of the authority for the ACIC to maintain national policing information systems for and on behalf of the states and territories
- considered arrangements for the funding and progress of the National Criminal Intelligence System and the National Firearms Register
- considered the ACIC's 2024–25 investment proposals
- approved the ACIC *Strategic Direction 2024–28*, which sets out the agency's key priorities for the next 4 years, together with the capabilities required to achieve our strategic objectives.

National Policing Systems Subcommittee

The board's National Policing Systems Subcommittee considers matters in relation to national policing information systems and the National Policing Information Systems and Services Special Account.

The subcommittee met twice in 2023–24.

Determinations

The board authorises special ACIC operations and special ACIC investigations by written determination. The purpose of such determinations is to seek to disrupt criminal enterprises through intelligence-led responses. The board must be satisfied that authorisations of special ACIC operations and special ACIC investigations are in the public interest and informed by the board members' collective experience.

The evidence and intelligence gathering activities authorised under the determinations inform and contribute to the work of board-approved task forces, which support collaborative efforts to disrupt criminal enterprises.

No new special ACIC operations or special ACIC investigations were authorised in 2023–24. The special ACIC operations authorised in 2022 remained active.

Table 3.4 shows the special ACIC operations that were operational in 2023–24. Table 3.5 shows the task forces that were extended in 2023–24.

Table 3.4: Active board-approved special ACIC operations

Authorisation/determination	Date established
Cybercrime 2022	12 December 2022
Drugs 2022	12 December 2022
Firearms 2022	12 December 2022
Illicit Tobacco 2022	12 December 2022
National Security Threats 2022	12 December 2022
Serious Financial Crime 2022	12 December 2022
Supply Chains (Imports and Exports) 2022	12 December 2022
Victim-Based Crime 2022	12 December 2022
Visa and Migration Fraud 2022	12 December 2022

Table 3.5: Board-established task forces

Task force	Date established
National Task Force Morpheus	1 July 2014
Transnational Criminal Intelligence Task Force (Vestigo Task Force)	30 November 2016
Task Force Reston	20 April 2023

External engagement

The following 3 external committees, which comprise representatives from board member agencies and other relevant partner agencies, are endorsed by the board to provide advice to the ACIC CEO to support delivery of the CEO's prescribed functions under the ACC Act.

- **Law Enforcement Information Services Capability Committee** – This committee informs the development, implementation and operation of initiatives that support national law enforcement information-sharing services and systems for Australia's police, wider law enforcement and national security agencies.
- **National Criminal Intelligence Capability Committee** – This committee promotes and champions the professionalism of the national criminal intelligence capability and collaborates on strategic intelligence issues at the national level to ensure coordinated advice for Australia's police, wider law enforcement and national security agencies.
- **Technology Capability Committee** – This committee informs and supports the development, implementation and operation of the national services and systems that we deliver for Australia's police, wider law enforcement and national security agencies.

Chair's annual report

The Chair of the ACIC Board provides an annual report that documents the operations of the board and the ACIC as required under section 61 of the ACC Act. The report is presented to the Australian Government and the appropriate minister of each state and territory via the IGC-ACC, as soon as practicable after 30 June.

Chair annual reports are available on our website at acic.gov.au/publications.

Commonwealth Ombudsman and Inspector-General of Intelligence and Security

The Commonwealth Ombudsman is variously empowered to perform examinations of an agency's records under the *Surveillance Devices Act 2004*, *Telecommunications Act 1997*, *Telecommunications (Interception and Access) Act 1979* and *Crimes Act 1914*. The Ombudsman and the IGIS are each empowered to perform inspections of an agency's compliance framework in relation to their respective responsibilities for powers under the *Surveillance Legislation Amendment (Identify and Disrupt) Act 2021*.

The Ombudsman conducted an on-site inspection of ACIC records over 2 phases in April and May 2024, covering all warrant regimes. This inspection was the first of its kind where powers, across all regimes, were reviewed, including consideration of how powers are used, sought and interact. At 30 June 2024, the ACIC had not received the preliminary inspection report from the Ombudsman.

The IGIS conducted an inspection of the ACIC's use of network activity warrants under the *Surveillance Devices Act 2004* in May 2024. The inspection focused on documentation, statutory compliance and processes associated with the ACIC's use of the warrants.

As part of the ACIC's briefing material for the inspection, 2 compliance matters were proactively disclosed. Both matters relate to the notification requirements under the *Surveillance Devices Act 2004*. Those compliance matters were acknowledged by the IGIS and will be incorporated into the IGIS's end-of-year reporting. No further issues relating to legality, propriety or human rights were identified in the course of the inspection.

To more effectively meet compliance requirements as identified by the Ombudsman and the IGIS, the ACIC continues to review internal governance frameworks and training to ensure that internal processes remain aligned with best practice.

We are focused on maintaining productive relationships with the Ombudsman and the IGIS, striving to incorporate their advice on best practice and suggestions for improvement into the ACIC's policies, procedures and training programs.

Australian National Audit Office

The Australian National Audit Office did not undertake any performance audits involving the ACIC during 2023–24. However, the Auditor-General's performance audits of other agencies provided insights and learning to the ACIC's audit committee.

Freedom of information

As an agency subject to the *Freedom of Information Act 1982*, we are required to publish information to the public as part of the Information Publication Scheme. That information is available on our website at acic.gov.au/about/freedom-information/information-publication-scheme.

Judicial reviews

The ACIC is subject to legal challenge as a normal part of its operations. This may occur in the context of applications in the Federal Court for judicial review under the *Administrative Decisions (Judicial Review) Act 1977* or section 39B of the *Judiciary Act 1903*, or as part of the criminal justice process, such as in contested subpoenas or applications for a stay of criminal proceedings.

In 2023–24, there were no judicial decisions that had or could have had a significant effect on the operation of the ACIC.

More information on legal actions involving the ACIC during the year, including contempt proceedings, is provided in the annual report by the ACIC Board Chair.

Legislative changes

One significant change was made to the legislative framework for the ACIC's responsibilities and activities in 2023–24.

The *Crimes and Other Legislation Amendment (Omnibus No. 2) Act 2023* (Amendment Act) commenced on 28 November 2023, making amendments to the ACC Act.

The Amendment Act introduced provisions that validate all things done in reliance on certain authorisations or determinations by the ACIC Board in relation to special ACIC operations or special ACIC investigations. The amendments also had the effect of validating any further derivative uses of information or intelligence obtained by the ACIC in reliance on these authorisations and determinations.

The Amendment Act did not amend or otherwise alter any of the existing legislative safeguards that apply to the ACIC Board's power to make a determination, including the requirement for the board to be satisfied that a determination to authorise a special ACIC operation or special ACIC investigation is in the public interest, as informed by the board members' collective experience; and the requirement for the board to set out within the determination the purposes of the special ACIC operation or special ACIC investigation. Similarly, the Act did not diminish any of the oversight or scrutiny mechanisms that apply to the ACIC.

Our people

At 30 June 2024, the ACIC had a staff of 868 Australian Public Service (APS) employees and statutory office holders, including 24 staff from the Australian Institute of Criminology (AIC), supplemented by 16 secondees from Commonwealth, state and territory law enforcement and other Commonwealth agencies.

Our workforce includes investigators, intelligence analysts, data scientists, psychologists, physical and technical surveillance operatives, lawyers, specialist examinations staff, business and systems analysts, information architects, and corporate services staff. We have staff from 18 years to 72 years of age.

We work closely with staff from our partner agencies, some of whom are seconded to the ACIC to work in multi-agency task forces and joint analyst groups. We also engage contractors and consultants to provide specialised services as required.

Detailed statistics on the ACIC’s staffing, including staff locations and classifications, are provided in Appendix C. Information on our use of consultants is provided in the ‘Resource management’ section.

Staffing profile

Table 3.6 shows our staffing profile at the end of 2023–24.

Table 3.6: Staffing profile at 30 June 2024

Staffing category	Number of staff
APS employees and statutory office holders	868 ^a
Secondees funded by the ACIC	2 ^b
Secondees funded by jurisdictions	14 ^b
Total core staff	884
Task force members	42 ^b
Total overall available resources	926

APS = Australian Public Service

- a This is equivalent to 831.64 full-time equivalent staff. Secondees and task force members cannot be accurately reflected in full-time equivalent staffing level numbers.
- b This table shows the numbers of secondees and task force members at 30 June 2024. However, as secondees and task force members work with us for different periods of time throughout the year, the overall total for 2023–24 was 64.

Note: Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

During 2023–24, our average staffing level of APS employees and statutory office holders was 831.89 staff (including AIC staff). This included 7 statutory office holders – 6 examiners and the CEO – appointed on fixed-term arrangements.

At 30 June 2024, we had a total of 16 secondees from 8 agencies, on short-term or long-term assignment. During the financial year, we hosted a total of 20 secondees.

We coordinate and participate in joint task forces and joint analyst groups with partner agencies. At 30 June 2024, we had 42 task force members from 9 agencies, on short-term or long-term assignment. During the year, we hosted a total of 44 task force members.

Table 3.7 shows a breakdown of secondees and task force staff by home agency and jurisdiction at 30 June 2024.

Table 3.7: Secondees and task force staff by home agency and jurisdiction at 30 June 2024

Agency	Secondees funded by the ACIC	Secondees funded by jurisdiction	Task force staff funded by jurisdiction
Australian Border Force	0	7	5
Australian Federal Police	0	1	18
Australian Taxation Office	0	0	1
Australian Transaction Reports and Analysis Centre	0	0	1
Department of Defence	0	1	0
Department of Education	0	0	1
Department of Human Services (Services Australia)	0	0	3
New South Wales Police Force	0	2	1
Northern Territory Police	0	1	0
Queensland Police Service	1	1	11
South Australia Police	0	1	0
Tasmania Police	1	0	0
Victoria Police	0	0	1
Total	2	14	42

Table 3.8 shows staffing profile trends over the 3 most recent financial years.

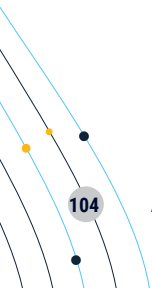


Table 3.8: Staffing profile trends

Headcount at 30 June	2021–22	2022–23	2023–24
APS employees and statutory office holders	751	874	868
Seconded by the ACIC	10	2	2
Seconded by other jurisdictions	36	12	14
Total core staff	797	888	884
Task force and joint analyst group members	100	48	42
Total overall available resources	897	936	926
Full-time equivalent ^a	712.47	840.56	831.64
Average staffing level ^a	714.69	782.92	831.89

APS = Australian Public Service

a Australian Public Service employees and statutory office holders only.

Note: Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

During the year, our staff were based in 8 locations around Australia, as shown in Table 3.9, and 3 overseas locations.

Table 3.9: Australian Public Service employees and statutory office holders by location at 30 June 2024

Location	Number
Canberra	453
Sydney	125
Melbourne	115
Brisbane	88
Adelaide	38
Perth	43
Darwin	2
Hobart	1
Overseas	3

Note: Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

As shown in Table 3.10, at 30 June 2024 we had employees at 11 of 13 classification levels – APS levels 1–6, Executive Levels 1–2 and Senior Executive Service (SES) bands 1–3 – in addition to our CEO and examiners, who are statutory office holders.

Table 3.10: Australian Public Service employees and statutory office holders by classification at 30 June 2024

Classification level	Number
CEO	1
SES 3	1
SES 2	5
SES 1	15
EL 2	82
EL 1	342
APS 6	143
APS 5	120
APS 4	123
APS 3	32
APS 2	0
APS 1	0
Examiners	4

APS = Australian Public Service, CEO = Chief Executive Officer, EL = Executive Level, SES = Senior Executive Service
Note: These figures represent positions that were substantively filled at 30 June 2024. Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

Staff retention and turnover

In 2023–24, a total of 164 APS employees left the ACIC. Reasons for leaving included moving to another APS agency, retirement, redundancy, and the completion of non-ongoing contracts, as shown in Table 3.11.

Table 3.11: Australian Public Service employees and statutory office holders turnover

Reason for termination	Number
Completion of non-ongoing contract	10
External promotion	15
External transfer	58
Resignation	71
Retirement after age 55	8
Voluntary redundancy	2

Note: Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

In 2023–24, our average retention rate was 86.0%.

Our staff retention strategies include:

- performance recognition and development
- performance feedback and support
- learning and development opportunities
- leadership development opportunities
- mentoring and coaching
- opportunities for mobility, including higher duties
- flexible working arrangements
- ongoing evaluation of feedback provided through staff surveys and entry/exit surveys.

Employee culture and engagement

We are committed to a workplace culture that strives for excellence, enables personal and professional growth, values diversity, models respectful behaviour, and achieves agency unity through collaboration and inclusiveness.

In 2023–24, we engaged with staff to better understand their views and increase the level of employee engagement. Engagement opportunities included the APS Employee Census, staff engagement workshops and exit surveys.

ACIC employees' responses to the 2024 APS Employee Census indicated that:

- 87% of staff strongly believe in the purpose and objectives of the APS
- 89% of staff suggest ideas to improve the agency's way of doing things
- 81% of staff are satisfied with the stability and security of their job
- 68% of staff feel they are able to take part in decisions that affect their job, where appropriate.

Remuneration and benefits

The *ACIC Enterprise Agreement 2016–19* covered our APS employees (not including substantive SES officers or examiners) until 13 March 2024. Our new agreement, the *ACIC Enterprise Agreement 2024–27*, commenced on 14 March 2024 with a nominal expiry date of 28 February 2027. It provides a range of flexible working arrangements and aligns key ACIC conditions with APS-wide conditions.

Non-salary benefits available under the enterprise agreement include flexible working arrangements, home-based work, time off in lieu and flex-time arrangements, and study assistance. We also offer free influenza vaccinations and an employee assistance program that provides counselling and support for staff and their family members.

Details of salary ranges available under the enterprise agreement are provided in Appendix C, Table C.14. Details of the remuneration of key management personnel, senior executives and other highly paid staff are provided in Appendix D.

Incremental advancement is available to eligible staff as part of our Performance Management Cycle. The ACIC does not have a system of performance payments.

Diversity and inclusion

The ACIC is committed to creating an environment that respects and values the expertise, diverse backgrounds, experiences and abilities of all our employees. We support our staff, deliver our services and conduct our business in an equitable way. In doing so, we are able to build an inclusive and diverse workforce that allows us to better serve and protect the community.

As part of the agency’s commitment to developing and implementing inclusive policies, we have 5 diversity action plans, including: current plans for people with disability and LGBTIQ+ people; draft plans for culturally and linguistically diverse (CALD) people and gender equity; and a draft Reconciliation Action Plan.

In 2023–24, the ACIC introduced:

- a suite of refreshed corporate templates that are level AA compliant with Web Content Accessibility Guidelines (WCAG) 2.0
- a new corporate signature block that includes new First Nations artwork and an Acknowledgement of Country section, and identifies the signatory’s location on First Nations country and the preferred pronouns of the signatory.

Gender equality

During 2023–24, the ACIC:

- continued to promote and support the Women in Law Enforcement Strategy mentoring program
- continued to review and provide flexible working arrangements, including options to work from home or to modify working hours
- raised awareness of International Women’s Day.

Women/female employees made up 51.8% of our organisation at 30 June 2024, as shown in Table 3.12.

Table 3.12: Australian Public Service employees and statutory office holders by gender at 30 June 2024

Gender	Number	Proportion (%)
Man/Male	409	47
Woman/Female	450	52
Non-binary	9	1
Prefers not to answer ^a	Not available	Not available
Uses a different term ^a	Not available	Not available

Note: Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

a Results are not available in the ‘Prefers not to answer’ and ‘Uses a different term’ categories, due to system limitations.

At 30 June 2024, women/female employees made up 64.1% of employees in APS levels 1–6 and 40.5% of employees in Executive Levels 1–2 and the SES. A further breakdown of the gender distribution of our APS employees by classification is in Appendix C, tables C.5 to C.8.

Cultural and linguistic diversity

The ACIC acknowledges, respects and promotes cultural and linguistic diversity within our workforce. We recognise that people from CALD backgrounds are integral to our transnational criminal intelligence work.

In 2023–24, we continued to foster an inclusive, positive and productive working environment by:

- developing our multilingual capabilities, including our language skills registry, which currently has 52 languages registered to assist with operations
- raising awareness of Harmony Week, International Mother Language Day, Diwali, Ramadan and Lunar New Year
- promoting the ACIC as an employer of choice by publishing a statement of diversity and inclusion for externally advertised vacancies.

Of our APS employees, 18.6% have self-identified as being from a non-English speaking background.

Aboriginal and Torres Strait Islander peoples

Our recently appointed Indigenous Champions ensure that Aboriginal and Torres Strait Islander staff have a supportive and inclusive environment. Graduates and other entry-level employees are provided with Aboriginal and Torres Strait Islander cultural awareness training.

During 2023–24, the ACIC:

- raised awareness of Aboriginal and Torres Strait Islander days of significance, including Reconciliation Day
- promoted events in celebration of NAIDOC Week
- promoted our tertiary study support policy, which provides Aboriginal and Torres Strait Islander staff with additional study leave to assist in the completion of tertiary study related to their roles or the role of the ACIC
- supported a staff member's Jawun leadership program placement in the Goulburn–Murray region.

Of our APS employees, 2.0% have self-identified as being from an Aboriginal or Torres Strait Islander background. The classification levels of Indigenous staff are shown in Table 3.13. The ACIC continues to look at ways to increase development and leadership opportunities for Indigenous staff.

Table 3.13: Australian Public Service Indigenous employees by classification at 30 June

Classification	2022–23	2023–24
SES 1–3	0	0
EL 2	2	1
EL 1	7	5
APS 6	3	5
APS 5	2	0
APS 4	6	6
APS 1–3	0	0
Total	20	17

APS = Australian Public Service, EL = Executive Level, SES = Senior Executive Service

Note: Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

Disability

The ACIC provides an accessible workplace and promotes a workforce culture that welcomes, includes and supports people with disability.

During 2023–24, we celebrated the International Day of People with Disability across state and territory offices, including a presentation to all staff from guest speaker Alex Noble.

Of our APS staff, 2.8% have self-identified as having disability.

Disability reporting is included in the Australian Public Service Commission’s State of the Service reports and statistical bulletins. These documents are available at apsc.gov.au.

LGBTIQ+ people

The ACIC is committed to creating a diverse and socially inclusive work environment that reflects the broader Australian community, and highlights the LGBTIQ+ or ‘Rainbow’ community as being a key area of focus.

During 2023–24, the ACIC hosted Wear it Purple Day events across state and territory offices.

Learning

The ACIC fosters an environment of continuous learning and improvement for all staff, to support their personal and professional development. We provide opportunities for staff to develop core and specialist skills, aligned to their classification and role, while positioning them and the agency for the future.

Learning approach

Recognising that learning can happen at any time, the ACIC has adopted a continuous learning model that assists staff to recognise and make the most of a variety of formal and informal learning opportunities. Most formal learning is delivered in house.

Our model engenders a culture of continuous learning, evaluation and improvement. While recognising the importance of formal training, it ensures that learning is also integrated into our broader workforce strategies. This includes promoting participation in communities of practice, working groups and collaborations across teams, branches and divisions; providing mobility within the agency; and acknowledging the value of informal learning opportunities.

Core skills

To deliver core skills, the ACIC uses business simulation, micro-learning and just-in-time learning to allow staff to learn what they need to know, when they need to know it.

We focus on developing core knowledge and skills which represent the intrinsic capabilities required of all ACIC employees. Topics covered include:

- ethics and values
- critical thinking
- writing and communication skills
- working effectively in teams
- conflict resolution
- human resources
- work health and safety
- financial management, delegations and procurement
- change and project management.

Intelligence and operational training

In 2023–24, we conducted 9 residential training programs across the analytical and operational training curriculum in all Australian jurisdictions except South Australia.

Specialist training activities delivered in 2023–24 included 10 weeks of residential training for 26 ACIC staff and 32 participants from external agencies. ACIC-delivered specialist training was provided to the Northern Territory Police Force, Tasmania Police and New Zealand Police in addition to 4 member agencies of the National Anti-Corruption Investigation Network, a community of practice for Australian public integrity and anti-corruption agencies.

The ACIC supported the conduct of specialist training courses conducted by the AFP, Australian Security Intelligence Organisation (ASIO), New South Wales Police Force and South Australia Police. ACIC specialist training was also observed by our international partners in the Royal Canadian Mounted Police, United Kingdom National Crime Agency and United States Department of Homeland Security.

Our advanced analytical training curriculum for intelligence analysts included 7 weeks of residential training and 1.5 weeks of virtual facilitated training provided to 65 ACIC staff and 17 participants from external agencies. We delivered 2 iterations of the Operations and Collections course, one iteration of the ACIC Analyst Foundation Course, and one iteration of the Intelligence Tradecraft Program (for external agencies only). ACIC-delivered analytical training was provided to the Queensland Police Service, the Environment Protection Authority Victoria and 7 member agencies of the National Anti-Corruption Investigation Network.

The ACIC also works closely with partners in state and international law enforcement and the National Intelligence Community to deliver scenario-based training in Australia and overseas. In doing so, we promote the sharing of resources, capability and expertise, and ensure that our training curriculum is based on contemporary best practice. The ACIC has become a training provider of choice among select partner agencies seeking to enhance their intelligence and operational capabilities.

Leadership development

The ACIC continues to focus on the development of its leadership cohort. To complement the ACIC Leadership Framework released in 2021–22, a curriculum for core leadership training was designed in 2022–23. A key component of the framework is the ability for staff to identify their future leadership development requirements and structure their learning around their individual goals.

Organisational Learning activities in 2023–24 included 3 weeks of residential training delivered to 49 ACIC staff and 3 participants from external agencies. We delivered the pilot and a second iteration of the Performance Leaders program to our Executive Levels 1–2 workforce and we delivered the pilot Emerging Leaders program to our APS levels 5–6 workforce. ACIC-delivered leadership training was provided to ASIO and the Office of National Intelligence.

To support staff to fulfil their leadership potential, we have implemented a workplace coaching initiative. The cohort of workplace coaches grew to 6 in 2023–24 along with the addition of a qualified coaching supervisor.

Evaluation and governance

Evaluation is a critical tool to ensure that learning meets the needs of the agency. The ACIC evaluates all internal and external learning programs, ensuring that internal programs are aligned to the requirements of the workplace, and that the external programs represent value for money. Our approach to evaluation assesses whether the learning opportunity achieved its outcome, and identifies the impact of learning in the workplace as well as areas for further improvement.

Work health, safety and wellbeing

We are committed to ensuring the health, safety and wellbeing of all staff. We take a proactive approach, focusing on prevention, early intervention and support for injuries, illness and exposure to hazards in the workplace. We aim to take all reasonably practicable steps to protect our staff and achieve positive and sustainable health, safety and wellbeing outcomes for staff, their families and the agency.

Appendix B details our 2023–24 work health safety arrangements, initiatives and outcomes.

Resource management

The ACIC uses and manages resources in line with the principles of the Commonwealth Resource Management Framework, which is underpinned by the PGPA Act and related regulations, directions and guidance.

Asset management

In working towards our strategic purpose, the ACIC holds a range of assets, including leased office space; property, plant and equipment; intangible assets (software); and leasehold improvements at its various office locations.

A full nationwide stocktake of assets in the 'Property, plant and equipment' and 'Portable and attractive' classes was undertaken in 2023–24, with over 98% of our assets by value accounted for.

Under our asset management policy, a full valuation of tangible property held is to be undertaken once every 3 years. A full valuation was undertaken in 2023–24. Independent professional valuers were engaged to undertake a full valuation of tangible assets across the country. The ACIC determined to keep a small portion of operational asset at cost. There was no material change in the value of assets held, hence asset records were aligned with the new valuation amounts.

An internal review is undertaken of the ACIC's intangible assets to assess whether there is any impairment to intangible assets and to ensure that they are still in use, contribute productive benefit to the ACIC, and have a reasonable life expectancy. Some intangibles were retired due to obsolescence; there was no material change in the expected useful life of intangible assets.

The ACIC's office space in each capital city is held under lease and, as required under Australian Accounting Standards Board accounting standard AASB 16, the agency accounts for the leased office space as right-of-use assets.

Our asset mix at the end of 2023–24 comprised:

- \$30.744 million of leased office space
- \$134.417 million of intangible assets (software)
- \$27.546 million of property, plant and equipment
- \$8.749 million of leasehold improvements.

Property

We have ACIC offices in each capital city to support the delivery of our national service. Premises in Hobart and Darwin are provided by those jurisdictions' police forces and are not subject to formal lease arrangements. Most other offices are under lease until 2025 or beyond. The ACIC entered into new lease arrangements for Queensland and South Australia in 2024.

The ACIC has transitioned to outsourced property provider Ventia, under the Australian Government's whole-of-government property services arrangements. Ventia supports the ACIC property team through the provision of core leasing and facilities management services.

We monitor our property performance nationally with a view to minimising our property footprint and taking advantage of efficiency initiatives, including opportunities to share facilities. Overall, the agency has a fit-out density of 13 square metres per work point.

Purchasing

Our approach to procuring property and services, including consultancies, is consistent with Australian Government policy and legislation covering procurement. The Commonwealth Procurement Rules are applied to activities through our Accountable Authority Instructions and supporting operational policies and procedures, which are reviewed for consistency with the Commonwealth procurement framework.

The ACIC's procurement framework reflects the core principle governing Australian Government procurement – value for money. Our policies and procedures also focus on:

- competitive, non-discriminatory procurement processes
- efficient, effective, economical and ethical use of resources
- accountability and transparency.

During 2023–24, we continued to participate in whole-of-government, coordinated procurement initiatives and used clustering and piggybacking opportunities to lower tendering costs and provide savings through economies of scale.

Procurement initiatives to support small business

The ACIC supports small business participation in the Australian Government procurement market. Small and medium-sized enterprise (SME) and small enterprise participation statistics are available on the Department of Finance's website at finance.gov.au/government/procurement/statistics-australian-government-procurement-contracts.

We support the use of SMEs through various means, including the use of template contracts for both low-risk and higher-risk procurements, and compliance with the government's Supplier Pay On-Time or Pay Interest Policy.

The ACIC recognises the importance of ensuring that small businesses are paid on time. The results of the survey of Australian Government payments to small business are available on the Treasury's website.

Indigenous Procurement Policy

In line with the Australian Government's Indigenous Procurement Policy, we are committed to growing our engagement with Indigenous businesses.

In 2023–24, the ACIC had 11 procurements with majority Indigenous-owned businesses, collectively valued at \$963,578. This contributed to the Attorney-General's portfolio's ability to meet its annual targets for purchasing from Indigenous enterprises as set by the National Indigenous Australians Agency for the financial year.

Contracts

The ACIC provides details of expenditure for consultancy and non-consultancy contracts, including information on organisations that received amounts of that expenditure, as required by sections 17AG(7), 17AG(7A) and 17AGA(2)–(3) of the Public Governance, Performance and Accountability Rule 2014.

Consultancy contracts

During 2023–24, 4 new reportable consultancy contracts were entered into involving total actual expenditure of \$0.635 million. In addition, 6 ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$0.714 million.

Tables 3.14 and 3.15 give details of our consultancy contracts in 2023–24.

Table 3.14: Expenditure on reportable consultancy contracts

Measure	Contracts	Expenditure \$ ^a
New contracts entered into during the period	4	634,700
Ongoing contracts entered into during a previous reporting period	6	713,812
Total	10	1,348,512

a Includes GST.

Table 3.15: Organisations receiving a share of reportable consultancy contract expenditure

Organisation	Australian Business Number	Expenditure \$ ^a	Share of expenditure %
Ernst & Young (Canberra)	75 288 172 749	615,450	46
Titan Consulting Services Pty Ltd	90 060 195 735	334,571	25
KPMG	51 194 660 183	194,832	14
Axiom Associates Pty Ltd	98 121 216 662	75,240	6
Havelock Consulting Group Pty Ltd	68 605 031 105	70,400	5

a Includes GST.

Consultants are typically engaged to investigate or diagnose a defined issue or problem, carry out defined reviews or evaluations, or provide independent advice, information or creative solutions to assist in the ACIC's decision-making. We engage consultants when we require specialist expertise in areas including but not limited to policy design, financial viability, and IT strategic planning, or independent evaluations of the ACIC's outcomes.

We make decisions to engage consultants in accordance with the PGPA Act and related regulations, including the Commonwealth Procurement Rules and relevant internal policies.

Prior to engaging consultants, we consider the skills and resources required for the task, the skills available internally, and the cost-effectiveness of engaging external expertise. We select consultants through panel arrangements or by making an open approach to market.

Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable contracts and consultancies is available on the AusTender website at tenders.gov.au.

Non-consultancy contracts

During 2023–24, 242 new non-consultancy contracts were entered into involving total actual expenditure of \$47.321 million. In addition, 253 ongoing non-consultancy contracts were active, involving total actual expenditure of \$71.269 million during the period.

Tables 3.16 and 3.17 give details of our non-consultancy contracts in 2023–24.

Table 3.16: Expenditure on reportable non-consultancy contracts

Measure	Contracts	Expenditure \$ ^a
New contracts entered into during the period	242	47,320,994
Ongoing contracts entered into during a previous reporting period	253	71,269,258
Total	495	118,590,252

a Includes GST.

Table 3.17: Organisations receiving a share of reportable non-consultancy contract expenditure

Organisation	Australian Business Number	Expenditure \$ ^a	Share of expenditure %
IDEMIA Australasia Pty Ltd	43 003 099 812	22,894,587	19
Ventia Property Pty Ltd	16 618 028 676	13,698,602	12
CBR Cyber Pty Ltd	36 643 307 171	5,253,375	4
Oracle Corporation Australia Pty Ltd	80 003 074 468	4,143,457	3
Talent International (ACT) Pty Ltd	95 121 819 305	3,661,380	3

a Includes GST.

Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website at tenders.gov.au.

Access clauses

During 2023–24, we did not enter into any contracts of \$100,000 or more that excluded provision for access by the Auditor-General.

Exempt contracts

Contract details are exempt from being published on AusTender if those details would disclose exempt matters under the *Freedom of Information Act 1982*. No such contract details were excluded from being published on AusTender in 2023–24.

Advertising and market research

Section 311A of the *Commonwealth Electoral Act 1918* requires us to provide details of amounts paid for advertising and market research in our annual report.

In 2023–24:

- The ACIC did not conduct any advertising campaigns or make any payments for polling, direct mail or campaign advertising.
- The ACIC did not make any payments related to non-campaign advertising that were higher than the reporting threshold of \$16,300.

Grants

The ACIC did not award grants during 2023–24.

Ecologically sustainable development

While the ACIC does not undertake activities with direct implications for ecologically sustainable development, we observe the principles set out in the *Environment Protection and Biodiversity Conservation Act 1999* in our daily operations. We strive to be environmentally responsible, including by making efficient use of resources and managing waste effectively.

We are committed to reducing our impact on the environment through ongoing minimisation strategies and new technologies and resources, including:

- using electronic document management systems and web-based information-sharing tools that reduce or eliminate the need to print and retain paper copies of documents
- using video and telephone conferencing where possible to reduce the need for local and interstate travel
- reviewing leased buildings and encouraging owners to improve their buildings' energy performance
- ensuring that new leases entered into comply with the Australian Government's energy policy
- procuring energy-efficient equipment and lighting solutions, including smart lighting that activates only when areas are occupied
- providing recycling facilities in breakout areas
- converting a portion of the ACIC's fleet of vehicles into hybrid vehicles.

The integration of energy efficiency practices into our organisation and planning allows us to reduce our energy costs and our consumption of valuable resources.

Greenhouse gas emissions

As part of the reporting requirements under section 516A of the *Environment Protection and Biodiversity Conservation Act 1999*, and in line with the Australian Government’s Net Zero in Government Operations Strategy, we are required to report on the greenhouse gas emissions from ACIC operations.

Our greenhouse gas emissions reporting has been developed with a methodology that is consistent with the whole-of-government approach as part of the APS Net Zero Emissions Reporting Framework.

Table 3.18 shows a breakdown of greenhouse gas emissions by source for 2023–24, with electricity emissions calculated using a location-based accounting method. Not all data sources were available at the time of the report, and amendments to data may be required in future reports. In particular:

- Due to the billing cycles not aligning with the end of the financial year, some electricity data was not available during the initial collection process in July–August 2024.
- Solid waste data was not available at the time of the report.
- Reporting on refrigerants is optional for 2023–24 and will be phased in over time as emissions reporting matures.
- Fleet vehicle data was calculated based on the fringe benefits tax year, as data for the financial year was not available.
- Emissions from hire cars for 2023–24 have been sourced from third-party providers and may be incomplete.

Table 3.18: Location-based greenhouse gas emissions inventory

Emission source	Scope 1 t CO ₂ -e	Scope 2 t CO ₂ -e	Scope 3 t CO ₂ -e	Total t CO ₂ -e
Electricity	N/A	1,070.262	102.430	1,172.693
Natural gas	0	N/A	0	0
Solid waste ^a	N/A	N/A	–	–
Refrigerants ^b	–	N/A	N/A	–
Fleet and other vehicles	268.991	N/A	67.385	336.377
Domestic commercial flights	N/A	N/A	1,022.348	1,022.348
Domestic hire car	N/A	N/A	3.265	3.265
Domestic travel accommodation	N/A	N/A	491.059	491.059
Other energy	0	N/A	0	0
Total t CO₂-e	268.991	1,070.262	1,686.488	3,025.742

t CO₂-e = tonnes of carbon dioxide equivalent emissions

N/A = not applicable under the APS Net Zero Emissions Reporting Framework

a Emissions source collected for the first time in 2023–24. The quality of data is expected to improve over time as emissions reporting matures. Data was not available at the time of the report.

b Optional emissions source for 2023–24 emissions reporting. Data was not available at the time of the report.

Note: Figures include emissions for the Australian Institute of Criminology.

Table 3.19 shows the emissions related to electricity emissions usage using location-based and market-based accounting methods.

Table 3.19: Electricity greenhouse gas emissions

Emission source	Scope 2 t CO ₂ -e	Scope 3 t CO ₂ -e	Total t CO ₂ -e	Percentage of electricity use %
Electricity (location-based approach)	1,070.262	102.430	1,172.693	100
Market-based electricity emissions	664.462	82.032	746.495	50.56
Total renewable electricity	—	—	—	49.44
Mandatory renewables ^a	—	—	—	18.72
Voluntary renewables ^b	—	—	—	30.72

t CO₂-e= tonnes carbon dioxide equivalent.

- a Mandatory renewables are the proportion of electricity consumed from the grid that is generated by renewable sources. This includes the renewable power percentage.
- b Voluntary renewables reflect the eligible carbon credit units surrendered by the entity. This may include purchased large-scale generation certificates, power purchasing agreements, GreenPower and the jurisdictional renewable power percentage (ACT only).

The ACIC’s *Annual Report 2022–23* contained 2 reporting errors in the data provided on greenhouse gas emissions. The errors are explained and corrected in Appendix G.



FEATURE

Cracking down on precursor chemicals

Working diligently to protect Australian borders from drug precursor chemicals being manufactured and shipped

Illicit drugs continue to pose a serious and ongoing threat to the Australian community, which emphasises our need to provide subject matter expertise to better inform policies and legislation at the state and national levels, hardening the operating environment for serious and organised crime groups.

Clandestine laboratories – commonly referred to as clan labs – covertly manufacture illicit drugs or their precursors. The corrosive or hazardous nature of many of the chemicals used in clan labs poses significant risks to the community. Many of the chemicals are extremely volatile and contaminate the surrounding environment. Trafficking of these precursor chemicals is a global market in itself, with a range of chemicals used worldwide to produce illicit drugs.

The ACIC is dedicated to tightening the scheduling of precursor chemicals and illicit drugs in Commonwealth legislation. In November 2023, the *Crimes and Other Legislation Amendment (Omnibus No. 2) Act 2023* established a mechanism for substances such as 1,4 butanediol to be scheduled as border-controlled drugs or precursors. Subsequently, in March 2024, the Criminal Code Amendment (Border Controlled Drugs and Precursors) Regulations 2024, came into effect. This resulted in the introduction of a number of restrictions to make chemicals of concern ‘border-controlled precursors’.

To highlight the significance of these changes, before the regulations were made 1,4-butanediol (which can be sold illicitly under the generic term ‘fantasy’) could be imported from overseas-based chemical supply companies (and subsequently distributed across Australia) without a legal mechanism to interdict the material at the border. This resulted in an expanding prevalence in the Australian illicit drug market.

The expert advice of ACIC drug specialists was integral to shaping the content of the legislative provisions. Our strategic assessments of 1,4-butanediol and helional (and operational activity against illicit users of helional) formed a tangible part of the intelligence case for this legislative change and the basis of ongoing lobbying of the Attorney-General’s Department-led and nationally focused Precursor Working Group.

This is a momentous step forward in the disruption of the illicit importation of these substances, which until now were only controlled under various state-based legislation. Our work in this space has not only highlighted the vulnerabilities of precursor chemicals and the need for controls, but also underlined the effectiveness of the Precursor Working Group in responding to the supply of illicit drugs in Australia.

We strive for **EXCELLENCE**



SECTION

4

AUDITED FINANCIAL STATEMENTS

Our financial statements for 2023–24

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Independent Auditor's Report



INDEPENDENT AUDITOR'S REPORT

To the Attorney-General

Opinion

In my opinion, the financial statements of the Australian Criminal Intelligence Commission (the Entity) for the year ended 30 June 2024:

- (a) comply with Australian Accounting Standards – Simplified Disclosures and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Entity as at 30 June 2024 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2024 and for the year then ended:

- Statement by the Accountable Authority and Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement; and
- Notes to the financial statements, comprising material accounting policy and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and his delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Chief Executive Officer is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosures and the rules made under the Act. The Chief Executive Officer is also responsible for such internal control as the Chief Executive Officer determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Chief Executive Officer is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Chief Executive Officer is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting, unless the assessment indicates that it is not appropriate.

GPO Box 707, Canberra ACT 2601
38 Sydney Avenue, Forrest ACT 2603
Phone (02) 6203 7300

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;
- conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and
- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

Australian National Audit Office



Clea Lewis

Signing Officer

Delegate of the Auditor-General

Canberra

11 September 2024



AUSTRALIAN
CRIMINAL
INTELLIGENCE
COMMISSION

STATEMENT BY THE ACCOUNTABLE AUTHORITY AND CHIEF FINANCIAL OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2024 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Australian Criminal Intelligence Commission will be able to pay its debts as and when they fall due.

Signed

A handwritten signature in black ink, appearing to be 'H. Cook'.

Heather Cook
Chief Executive Officer

9 September 2024

Signed

A handwritten signature in black ink, appearing to be 'E. Sokolowski'.

Eneasz Sokolowski
Chief Financial Officer

9 September 2024

STATEMENT OF COMPREHENSIVE INCOME

for the period ended 30 June 2024

		2024	2023	Budget
	Notes	\$'000	\$'000	2024
				\$'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A	120,111	110,185	116,662
Suppliers	1.1B	145,951	139,929	152,106
Depreciation and amortisation	2.2A	37,082	34,324	39,487
Finance costs	1.1C	568	534	275
Write-down and impairment of assets	2.2A	92	370	-
Resources received free of charge	1.1D	1,217	2,853	-
Total expenses		305,021	288,195	308,530
Own-source revenue				
Revenue from contracts with customers	1.2A	148,566	148,581	142,966
Resources received free of charge	1.2B	1,217	2,853	2,899
Total own-source revenue		149,783	151,434	145,865
Gains				
Other gains	1.2D	253	382	-
Total gains		253	382	-
Total own-source income		150,036	151,816	145,865
Net cost of services		(154,985)	(136,379)	(162,665)
Revenue from Government	1.2C	146,985	146,620	146,925
(Deficit)/Surplus attributable to the Australian Government		(8,000)	10,241	(15,740)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserves - leasehold improvements and property, plant and equipment		1,554	-	-
Changes in asset revaluation reserves - provision for restoration obligations		(56)	(479)	-
Total comprehensive income/(Loss)		1,498	(479)	-
Total comprehensive (loss)/income attributable to the Australian Government		(6,502)	9,762	(15,740)

The above statement should be read in conjunction with the accompanying notes.

For budget to actual variance commentary: see note 7 for major variance explanations.

STATEMENT OF FINANCIAL POSITION

as at 30 June 2024

		2024	2023	Budget
	Notes	\$'000	\$'000	2024
				\$'000
ASSETS				
Financial assets				
Cash and cash equivalents	2.1A	124,900	150,749	107,096
Trade and other receivables	2.1B	102,539	90,406	71,703
Other financial assets		-	-	522
Total financial assets		227,439	241,155	179,321
Non-financial assets				
Buildings	2.2A	30,744	36,097	22,390
Leasehold improvements	2.2A	8,749	8,638	5,345
Property, plant and equipment	2.2A	27,546	22,400	20,866
Intangibles	2.2A	134,417	109,653	129,987
Prepayments		13,489	14,089	8,960
Total non-financial assets		214,945	190,877	187,548
Total assets		442,384	432,032	366,869
LIABILITIES				
Payables				
Suppliers	2.3A	56,844	39,003	24,606
Other payables	2.3B	5,551	7,834	4,984
Total payables		62,395	46,837	29,590
Interest bearing liabilities				
Leases	2.4A	35,441	42,998	29,182
Total interest bearing liabilities		35,441	42,998	29,182
Provisions				
Employee provisions	4.1A	33,277	31,466	27,537
Other provisions	2.5A	2,127	2,010	1,575
Total provisions		35,404	33,476	29,112
Total liabilities		133,240	123,311	87,884
Net assets		309,144	308,721	278,985
EQUITY				
Contributed equity		101,870	94,945	97,967
Reserves		19,470	17,972	18,451
Retained surplus		187,804	195,804	162,567
Total equity		309,144	308,721	278,985

The above statement should be read in conjunction with the accompanying notes.

For budget to actual variance commentary: see note 7 for major variance explanations.

STATEMENT OF CHANGES IN EQUITY
for the period ended 30 June 2024

	Retained earnings			Asset revaluation reserve			Contributed equity/capital			Total equity		
	2024	2023	Budget	2024	2023	Budget	2024	2023	Budget	2024	2023	Budget
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Balance carried forward from previous period	195,804	185,563	178,307	17,972	18,451	18,451	94,945	88,094	91,705	308,721	292,108	288,463
Comprehensive income												
Surplus/(Deficit) for the period	(8,000)	10,241	(15,740)	-	-	-	-	-	-	(8,000)	10,241	(15,740)
Other comprehensive income	-	-	-	1,498	(479)	-	-	-	-	1,498	(479)	-
Total comprehensive income	(8,000)	10,241	(15,740)	1,498	(479)	(479)	-	-	-	(6,502)	9,762	(15,740)
Transactions with owners												
Contributions by owners	-	-	-	-	-	-	4,230	4,240	3,567	4,230	4,240	3,567
Equity injection - Appropriations ¹	-	-	-	-	-	-	2,695	2,611	2,695	2,695	2,611	2,695
Departmental capital budget ¹	-	-	-	-	-	-	6,925	6,851	6,262	6,925	6,851	6,262
Total transactions with owners	-	-	-	-	-	-	13,850	13,702	12,524	13,850	13,702	12,524
Closing balance as at 30 June	187,804	195,804	162,567	19,470	17,972	18,451	101,870	94,945	97,967	309,144	308,721	278,985

1. Amounts appropriated which are designated as 'Equity injections' and 'Departmental capital budgets' are recognised directly in transactions with owners in that year.

The above statement should be read in conjunction with the accompanying notes.

For budget to actual variance commentary: see note 7 for major variance explanations.

CASH FLOW STATEMENT
for the period ended 30 June 2024

		2024	2023	Budget
	Notes	\$'000	\$'000	2024
				\$'000
OPERATING ACTIVITIES				
Cash received				
Appropriations		149,626	134,870	155,934
Revenue from contracts with customers		148,340	144,524	142,966
Net GST received		13,271	13,332	11,383
Other		752	17,897	-
Total cash received		311,989	310,623	310,283
Cash used				
Employees		118,189	105,405	115,904
Suppliers		140,161	141,121	154,620
Net GST paid		-	-	11,383
Interest payments on lease liabilities		503	488	275
Section 74 receipts transferred to Official Public Account		17,781	17,453	3,954
Other		1,985	1,779	-
Total cash used		278,619	266,246	286,136
Net cash from operating activities		33,370	44,377	24,147
INVESTING ACTIVITIES				
Cash received				
Proceeds from sales of property, plant and equipment		1	1	-
Total cash received		1	1	-
Cash used				
Purchase of property, plant and equipment and intangibles		52,330	45,084	42,676
Total cash used		52,330	45,084	42,676
Net cash used by investing activities		(52,329)	(45,083)	(42,676)
FINANCING ACTIVITIES				
Cash received				
Contributed equity		8,605	6,381	6,262
Total cash received		8,605	6,381	6,262
Cash used				
Principal payments of lease liabilities		15,495	13,185	12,766
Total cash used		15,495	13,185	12,766
Net cash used by financing activities		(6,890)	(6,804)	(6,504)
Net decrease in cash held		(25,849)	(7,510)	(25,033)
Cash and cash equivalents at the beginning of the reporting period		150,749	158,259	132,129
Cash and cash equivalents at the end of the reporting period	2.1A	124,900	150,749	107,096

The above statement should be read in conjunction with the accompanying notes.

For budget to actual variance commentary: see note 7 for major variance explanations.

Overview

The Australian Criminal Intelligence Commission (ACIC) is a Commonwealth entity within the Attorney-General's portfolio. The objective of the entity is to protect Australia from criminal threats through coordinating a strategic response and collecting, assessing and disseminating intelligence and policing information.

The continued existence of the ACIC in its present form is dependent on Government policy and on continuing funding by Parliament. The ACIC's activities contributing toward this outcome are classified as departmental. Departmental activities involve the use of assets and income controlled, or liabilities and expenses incurred by the ACIC in its own right.

Basis of preparation of the financial statements

The financial statements are general purpose financial statements and are required by section 42 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The financial statements have been prepared in accordance with:

- a) Public Governance, Performance and Accountability (Financial Reporting) Rule 2015 (FRR); and
- b) Australian Accounting Standards and Interpretations, including simplified disclosure for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position. The financial statements are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

Modification to applicability of the PGPA for designated activities under PGPA Act section 105D

The Minister for Finance and the Minister for Home Affairs made determinations under PGPA Act section 105D, which allow modification to specified aspects of the PGPA Act in relation to designated intelligence or security activities. The annual financial statements have not been modified as a result of the determination.

New Accounting Standards

All new, revised or amending standards and interpretations that were issued prior to the sign-off date in the current reporting period have been considered and did not have an impact on the ACIC's financial statements.

Accounting judgements and estimates

The preparation of the ACIC's financial statements required management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on experience and expert advice, including expectations of future events based on historical information, which management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Estimation of useful lives and fair value of assets

The ACIC determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment and intangible assets. The useful lives could change materially as a result of technical innovations or other events. The depreciation and amortisation charge will increase where the useful lives are less than previously estimated, or technically obsolete or specialised assets that have been abandoned or sold will be written off or written down.

The fair value of ACIC's leasehold improvements and property, plant and equipment has been taken to be the market value or depreciated replacement costs as determined by an independent valuer. In some instances, ACIC's leasehold improvements are purpose-built and some specialised property, plant and equipment may in fact realise more or less in the market.

Employee benefits provision

The liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, through the short-hand method, assumptions are based on estimates of attrition rates, pattern of leave claims made, future salary movements and discount rates.

Restoration obligations

A provision has been made for the present value of anticipated costs for future restoration of leased premises. The provision includes future cost estimates associated with vacating of premises. The calculation of this provision requires assumptions such as the exit date and cost estimates. The provision recognised is periodically reviewed and updated based on the facts and circumstances available at the time. Changes to the estimated future costs are recognised in the statement of financial position by adjusting the provision. Any adjustments to the provisions are recognised in profit or loss.

Estimated revenue on incomplete police searches

The amount of unearned revenue for incomplete searches, by type, requires a degree of estimation and judgement at year end. The basis for the estimation is consideration of historical averages on open searches, by service type.

No other accounting assumptions or estimates have been identified that have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next reporting period.

Taxation

The ACIC is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Revenues, expenses and assets are recognised net of GST except:

- where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
- for receivables and payables.

Contingent assets and liabilities

The ACIC did not have any quantifiable contingent assets or liabilities to report for the financial year ended 30 June 2024 (2023: nil). As at 30 June 2024, the ACIC had a number of legal matters pending that may eventuate in judgements or outcomes that could require monetary payments being made to or from the ACIC. However, it is not possible to quantify the amounts of any receipts or payments that may eventuate in relation to these matters.

Events after the reporting period

No events have occurred after the reporting date that should be brought to account or noted in the 2023-24 financial statements.

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7. Explanations of major variances between budget and actual

1. Financial performance

Note 1.1: Expenses

	2024	2023
	\$'000	\$'000

Note 1.1A: Employee benefits

Wages and salaries	87,289	78,603
Superannuation		
Defined contribution plans	11,231	9,910
Defined benefit plans	5,060	5,045
Leave and other entitlements	16,021	16,393
Separation and redundancies	510	234
Total employee benefits	120,111	110,185

Accounting Policy

Accounting policies for employee benefits: see Note 4 people and relationships

Note 1.1B: Suppliers

Goods and services

IT support and maintenance	55,972	52,707
Consultants and contractors	30,957	31,950
Jurisdiction fees and payments	25,706	23,916
Property and security expenses	7,339	5,945
Operational expenses	3,153	3,566
Communication	3,333	3,857
Seconded placements reimbursed to state, territory and Commonwealth agencies	1,400	1,682
Travel	8,375	7,889
Staff development and training	3,645	3,622
Legal expenses	2,682	1,559
Office expenses	1,126	957
Other	944	1,142

Total goods and services

144,632	138,792
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Other suppliers

Short-term leases	25	25
Workers compensation expenses	1,294	1,112

Total other suppliers

1,319	1,137
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Total suppliers

145,951	139,929
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Accounting Policy

Short-term leases and leases of low-value assets

The ACIC has elected not to recognise right-of-use assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low-value assets (less than \$10,000 per asset). The ACIC recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

Note 1.1C: Finance costs

Interest on lease liabilities ¹	507	488
Unwinding of discount on provision for restoration obligations	61	46
Total finance costs	568	534

1. Interest on lease liabilities related to leased commercial properties, data centres and motor vehicles.

Note 1.1D: Resources received free of charge

Seconded	1,042	2,680
Audit fees - Australian National Audit Office	175	173
Total resources received free of charge	1,217	2,853

Note 1.2: Own-source revenue

	2024	2023
	\$'000	\$'000

Note 1.2A: Revenue from contracts with customers

Revenue - special account	137,045	134,811
Revenue - proceeds of crime and memoranda of understanding	10,719	13,326
Revenue - other	802	444
Total revenue from contracts with customers	148,566	148,581

Accounting Policy*Revenue from contracts with customers*

Revenue is recognised when the customer obtains control of the services provided. ACIC generates revenue from the National Police Checking Services (NPCS) and National Automated Fingerprint Identification System (NAFIS), through the *Proceeds of Crime Act 2002* (Crime Act) and Memoranda of Understanding (MoU) with Commonwealth agencies and other revenues from minor sources. The revenue recognition processes are discussed below.

- For NAFIS and NPCS search services provided by the ACIC, the performance obligation is satisfied at a point in time and over time, respectively. The ACIC recognises revenue when it satisfies the performance obligations by transferring the promised goods or services.
- For goods or services provided by the ACIC for Crime Act funding, the performance obligation may be satisfied over time. The ACIC revenue recognition from this source is dependent upon the satisfactory submission of regular progress reports.
- For goods or services provided by the ACIC based on MoU, the performance obligation is satisfied over time. The ACIC revenue recognition from this source is based on the premise that the underlying goods or services will be transferred to the customers and not retained for own use.
- For other revenues from minor sources, the performance obligation is satisfied at a point in time. The ACIC recognises revenue when it satisfies the performance obligations by transferring the promised goods or services.

Note 1.2B: Resources received free of charge

Resources received free of charge - secondees	1,042	2,680
Resources received free of charge - Australian National Audit Office	175	173
Total resources received free of charge	1,217	2,853

Accounting Policy*Resources received free of charge*

Resources received free of charge are recognised as revenue at fair value when it can be reliably measured and the services or transferred assets would have been purchased if they had not been provided free of charge. Use of those resources is recognised as an expense or as an asset when received.

Note 1.2C: Revenue from Government

Appropriations		
Departmental appropriations	146,985	146,620
Total revenue from Government	146,985	146,620

Accounting Policy*Revenue from Government*

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the ACIC gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivable are recognised at their nominal amounts.

Note 1.2D: Other gains

Gains - sale of assets and termination of right-of-use asset	1	126
Gains - other	252	256
Total other gains	253	382

Accounting Policy*Sale of assets*

Gains from disposal of assets are recognised, when control of the asset has passed to the buyer.

2. Financial position

Note 2.1: Financial assets

	2024 \$'000	2023 \$'000
Note 2.1A: Cash and cash equivalents		
Special account cash held in Official Public Account	116,592	142,955
Cash at bank and on hand	8,308	7,794
Total cash and cash equivalents	124,900	150,749
Note 2.1B: Trade and other receivables		
Trade receivables ¹	17,055	18,622
Comcare receivable	44	-
Appropriations receivable	82,042	68,583
GST receivable	3,385	3,198
Other receivables	13	3
Total trade and other receivables	102,539	90,406

Credit terms for goods and services were within 30 days (2022-23:30 days).

Accounting Policy

Trade and other receivables

Trade and other receivables are held for the purpose of collecting the cash from contracts with customers and are measured at amortised cost.

Note 2.2: Non-financial assets

Note 2.2A: Reconciliation of the opening and closing balances of leasehold improvements, property, plant and equipment and intangible assets

	Buildings \$'000	Leasehold improvements \$'000	Property, plant and equipment \$'000	Computer software \$'000	Total \$'000
As at 1 July 2023					
Gross book value	73,922	14,850	45,034	184,993	318,799
Accumulated depreciation, amortisation and impairment	(37,825)	(6,212)	(22,634)	(75,340)	(142,011)
Total as at 1 July 2023	36,097	8,638	22,400	109,653	176,788
Additions					
Purchase ¹	-	2,253			
Right-of-use assets	6,731	-	12,530	37,548	52,331
Revaluation recognised in other comprehensive income	-	658	1,514	-	8,245
Depreciation/amortisation	-	(2,800)	(7,075)	-	1,554
Depreciation on right-of-use assets	(11,796)	-	(2,637)	(12,774)	(22,649)
Other movements ²	(288)	-	-	-	(14,433)
Write-down and impairment of property, plant and equipment ³	-	-	(82)	-	(288)
Total as at 30 June 2024	30,744	8,749	27,546	134,417	201,456
Total as at 30 June 2024 represented by					
Gross book value	80,347	9,496	39,129	220,319	349,291
Accumulated depreciation, amortisation and impairment	(49,603)	(747)	(11,583)	(85,902)	(147,835)
Total as at 30 June 2024	30,744	8,749	27,546	134,417	201,456
Carrying amount of right-of-use assets	30,744	-	3,198	-	33,942

1. Purchase includes assets moved to appropriate classes during the asset capitalisation process.

2. Lease incentive received for Perth building extension.

3. This category includes write off of assets valued at \$0.804m arising out of annual stocktake.

There are no leasehold improvements expected to be sold or written-off within the next 12 months.

The ACIC uses market approach and current replacement costs fair value measurement techniques to measure the fair value of property, plant and equipment and uses current replacement costs to measure the fair value of leasehold improvements.

In 2023-24, ACIC procured valuation services from an independent valuation expert to conduct the revaluation of property, plant and equipment and leasehold improvements and reported at revalued amounts, in accordance with the revaluation policy stated in Note 2.2A. The ACIC determined to keep a small portion of operational asset at cost.

Note 2.2: Non-financial assets (continued)

Accounting Policy

Asset recognition

Property, plant and equipment costing greater than \$5,000, leasehold improvements costing greater than \$25,000, intangible assets purchased externally costing greater than \$5,000 and intangible assets purchased and modified or developed internally, when costs grouped together, greater than \$20,000 are capitalised. Items costing less than these thresholds are expensed in the year of acquisition.

Leasehold improvements

Leasehold improvements include office furniture and fit-out acquired as part of the lease of office accommodation. The depreciable amount of these assets is progressively allocated over the unexpired period of the lease or the useful lives of the improvements, whichever is the shorter.

Lease right of use (ROU) assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for by ACIC as separate asset classes to corresponding leasehold improvements and property, plant and equipment assets that are owned outright, but presented in the same column as where the corresponding underlying assets would be presented if they were owned.

ROU assets continue to be measured at cost after initial recognition in the ACIC.

Revaluations

Following initial recognition at cost, property, plant and equipment and leasehold improvements (excluding ROU assets) are carried at fair value. Carrying values of the assets are reviewed every year for market changes and a full independent valuation is performed every third year. Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reversed a previous revaluation decrement of the same asset class that is previously recognised in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reverse a previous revaluation increment for that class. Upon revaluation, any accumulated depreciation is eliminated against the gross carrying amount of the asset.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful life using the straight-line method of depreciation. Leasehold improvements are depreciated over the life of the lease term. Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation rates applying to each class of depreciable asset are generally based on the following expected useful lives, unless an individual asset is assessed as having a different useful life.

	2024	2023
Leasehold improvements	Lease term	Lease term
Property, plant and equipment	3-10 years	3-10 years
Intangibles - Software purchased	3-5 years	3-5 years
Intangibles - Internally developed/configured	3-10 years	3-10 years
Right of use assets	Lease term	Lease term

Intangibles

Intangible assets comprise internally developed software and externally purchased software. These assets are carried at cost less accumulated amortisation and accumulated impairment losses.

Software licences with the renewable term ending beyond 30 June 2024 are treated as prepayments at the time of purchase and expensed over the term of the prepayment.

Impairment

All assets were assessed for impairment at 30 June 2024. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Note 2.3: Payables

	2024 \$'000	2023 \$'000
Note 2.3A: Suppliers		
Trade creditors and accruals	56,844	39,003
Total suppliers	56,844	39,003

Standard settlement terms for suppliers are within 20 days unless contracted otherwise.

Note 2.3B: Other payables

Wages and salaries	2,705	2,601
Superannuation	429	420
Unearned income	429	1,097
GST Payable	35	28
Other	1,953	3,688
Total other payables	5,551	7,834

Accounting Policy*Financial liabilities*

Supplier and other payables are classified as 'financial liabilities' and are measured at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced). Supplier and other payables are derecognised on payment.

Note 2.4: Interest bearing liabilities

	2024 \$'000	2023 \$'000
Note 2.4A: Leases		
Lease liabilities		
Buildings	31,906	38,656
Property, plant and equipment	3,535	4,342
Total leases	35,441	42,998

Total cash outflow for leases for the year ended 30 June 2024 was \$15.998m (2023: \$13.673m)

Maturity analysis - contractual undiscounted cash flows

Within 1 year	8,783	14,320
Between 1 to 5 years	20,359	25,416
More than 5 years	8,720	4,216
Total leases	37,862	43,952

The ACIC has floor space in a number of commercial buildings and data centres and motor vehicles under the leasing arrangements. The majority of the leases are on fixed yearly rental charge increments, however some are on variable increments.

Accounting Policy

Since the inception of AASB 16 for all new contracts entered into, the ACIC considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'. Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, otherwise incremental borrowing rate provided by the Department of Finance.

Subsequent to initial measurement, the liability will be reduced by the payments made and increased by the interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the right-of-use asset or profit and loss depending on the nature of the reassessment or modification.

Note 2.5: Other provisions

Note 2.5A: Other provisions

	Provision for restoration obligations	Total
	\$'000	\$'000
As at 1 July 2023	2,010	2,010
Additional provisions made	58	58
Amounts reversed	(2)	(2)
Unwinding of discount	61	61
Total as at 30 June 2024	2,127	2,127

3. Funding

Note 3.1: Appropriations

Note 3.1A: Annual appropriations (recoverable GST exclusive)

Annual appropriations for 2024

	Annual appropriation \$'000	Adjustments to appropriation ¹ \$'000	Total appropriation \$'000	Appropriation applied in 2024 (current and prior years) \$'000	Variance ² \$'000
Departmental					
Ordinary annual services	146,985	17,781	164,766	(149,113)	15,653
Capital budget ³	2,695	-	2,695	(3,095)	(400)
Equity injections	4,230	-	4,230	(5,510)	(1,280)
Total departmental	153,910	17,781	171,691	(157,718)	13,973

1. This includes receipts under section 74 of the *Public Governance, Performance and Accountability Act 2013*.

2. Variance in ordinary annual services of \$15.653m is for following year spending on payables. Over spent on capital budget and equity injections are funded by balances from 2023 financial year.

3. Departmental capital budgets are appropriated through Appropriation Acts (No. 1,3,5). They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

Annual appropriations for 2023

	Annual appropriation ¹ \$'000	Adjustments to appropriation ² \$'000	Total appropriation \$'000	Appropriation applied in 2023 (current and prior years) \$'000	Variance ³ \$'000
Departmental					
Ordinary annual services	149,860	17,453	167,313	(156,468)	10,845
Capital budget ⁴	2,611	-	2,611	(3,525)	(914)
Equity	4,240	-	4,240	(2,856)	1,384
Total departmental	156,711	17,453	174,164	(162,850)	11,315

1. Annual appropriation includes \$3.240m withheld and quarantined under section 51 of the Public Governance, Performance and Accountability Act 2013, legally available to ACIC as at 30 June 2023.

2. This includes receipts under section 74 of the Public Governance, Performance and Accountability Act 2013.

3. Variance in ordinary annual services of \$10.845m is for following year spending on several provisions and payables. Variance in equity injections of \$1.384m is held for forward year spending. Over spent on capital budget mostly funded by balance from 2022 financial year.

4. Departmental capital budgets are appropriated through Appropriation Acts (No. 1,3,5). They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

Note 3.1: Appropriations (continued)

	2024	2023
	\$'000	\$'000

Note 3.1B: Unspent annual appropriations (recoverable GST exclusive)

Appropriation Act (No.1) 2023-24 ¹	90,112	-
Appropriation Act (No.3) 2023-24 ¹	60	-
Appropriation Act (No.4) 2023-24 ¹	178	-
Appropriation Act (No.1) 2022-23 ¹	-	21,713
Supply Act (No. 3) 2022-23 ¹	-	53,206
Appropriation Act (No.4) 2022-23 ¹	-	1,459
Total departmental	90,350	76,378

1. The Appropriation Act (No.1) balances for 2022-23 and 2023-24 represents unspent appropriation and cash held at bank for the year.

Note 3.1C: Unspent annual appropriation withheld under S51 of the PGPA Act or administrative quarantine

Appropriation Act (No.1) 2022-23 ¹	3,240
Appropriation Act (No.1) 2021-22 ²	143
Total departmental	3,383

1. Movement of funds between Appropriation Acts or years

2. Appropriation for the National register for child sex offenders program has been quarantined, as operationalisation of the measure is subject to legislative reform.

Note 3.2: Special accounts

	2024 \$'000	2023 \$'000
Note 3.2A: National Policing Information Systems and Services Special Account (recoverable GST exclusive)¹		
Balance brought forward from previous period	142,955	146,320
Total increases ²	156,007	162,711
Available for payments	298,962	309,031
Total decreases	(182,370)	(166,076)
Total balance carried to the next period	116,592	142,955
Balance represented by:		
Cash held in the Official Public Account ³	116,592	142,955
Total balance carried to the next period	116,592	142,955

1. Legal authority: *Australian Crime Commission Act 2002 section 59C*

The purposes of the National Policing Information Systems and Services Special Account (NPISS Special Account) are defined by section 59E of the *Australian Crime Commission Act 2002* and are:

- (a) paying for scoping, developing, procuring, implementing and operating information technology systems and services in connection with the national policing information functions;
- (b) paying or discharging the costs, expenses and other obligations incurred by the Commonwealth in the performance of the national policing information functions;
- (c) paying any remuneration and allowances payable to any person under this Act in relation to the national policing information functions;
- (d) meeting the expenses of administering the Account;
- (e) repaying to a state all or part of an amount received from the state in connection with the performance of national policing information functions, if it is not required for a purpose for which it was paid;
- (f) paying refunds in accordance with section 15A;
- (g) reducing the balance of the account (and therefore the available appropriation for the account) without making a real or notional payment.

The NPISS Special Account was initially established by the *Financial Management and Accountability Determination 2006/07 — National Policing Information Systems and Services Special Account Establishment 2006*.

The Account is a special account for the purpose of the *Public Governance Performance and Accountability Act 2013*.

2. Represents income primarily from police checking and fingerprint identification services and departmental appropriation for special account expenses.

3. This includes late adjustment of \$0.169m for the financial year end 30 June 2024 (2023: \$0.525m). Due to timing, the official public account with Department of Finance reflect this change in the following year.

4. People and relationships:

Note 4.1: Employee provisions

	2024 \$'000	2023 \$'000
Note 4.1A: Employee provisions		
Leave	33,277	31,466
Total employee provisions	33,277	31,466

Accounting Policy

Liabilities for 'short-term employee benefits' and termination benefits expected within twelve months of the end of reporting period are measured at their nominal amounts. The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination. The liability for long service leave has been determined by reference to Financial Reporting Rule 24 using the shorthand method. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and redundancy

Provision is made for separation and redundancy benefit payments. The ACIC recognises a provision for termination when it has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the termination.

Superannuation

The ACIC staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS) or the PSS accumulation plan (PSSap) or other superannuation funds held outside the Australian Government. A small number of staff are members of employee nominated superannuation funds, as allowed under the ACIC's enterprise agreement. The PSSap and other employee nominated superannuation funds are defined contribution schemes. The CSS and PSS are defined benefit schemes for the Australian Government. The liabilities for defined benefit schemes are recognised in the financial statements of the Australian Government and are settled by the Australian Government in due course. This liability is reported in the Department of Finance's administered schedules and notes. The ACIC makes employer contributions to the employees' defined benefit superannuation schemes at rates determined by an actuary to be sufficient to meet the current cost to the Government. The ACIC accounts for the contributions as if they were contributions to defined contribution plans. The liability for superannuation recognised as at 30 June 2024 represents outstanding contributions for the final fortnight of the year.

Note 4.2: Key management personnel remuneration

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly. The ACIC has determined the key management personnel positions to be the Chief Executive Officer, Deputy Chief Executive Officer Intelligence and Deputy Chief Executive Officer Support. Key management personnel remuneration is reported in the table below excludes remuneration and other benefits paid to the Minister as they are not paid by the ACIC.

	2024	2023
	\$	\$
Note 4.2A: Key management personnel remuneration		
Short-term employee benefits	1,224,478	1,270,344
Post-employment benefits	182,549	188,661
Other long-term employee benefits	27,243	26,272
Termination benefits	378,733	-
Total key management personnel remuneration expenses	1,813,003	1,485,277

The total number of key management personnel that are disclosed in the above table is 4 (2023: 4).

The ACIC CEO is also the Director of the Australian Institute of Criminology. The full cost of the CEO's remuneration is disclosed in this note and therefore none in the AIC annual financial statements.

Note 4.3: Related party disclosure

Related party relationships:

The ACIC is an Australian Government controlled entity. Related parties of the ACIC comprise the ministers responsible for the ACIC, other cabinet ministers, other Australian Government entities, the key management personnel of the ACIC, and parties related to the ACIC's key management personnel.

Transactions with related parties:

Given the breadth of Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens. Such transactions include the payment or refund of taxes. These transactions have not been separately disclosed in this note.

Giving consideration to relationships with related entities, and transactions entered into during the reporting period by the entity, it has been determined that there are no related party transactions requiring disclosure.

5. Managing uncertainties

Note 5.1 : Financial instruments

	2024	2023
	\$'000	\$'000

Note 5.1A: Categories of financial instruments

Financial assets at amortised cost

Cash and cash equivalents	124,900	150,749
Trade and other receivables ¹	17,112	18,625
Total financial assets at amortised cost	142,012	169,374

Financial liabilities at amortised cost

Trade creditors and accruals	56,844	39,003
Total financial liabilities at amortised cost	56,844	39,003

1. Based on the receivable management history and the current debtor management process, the ACIC assessed the expected credit loss for the year ended 30 June 2024 as nil (2023: nil).

Accounting policy for financial assets see Note 2.1

Accounting policy for financial liabilities see Note 2.3

6. Other information

Note 6.1 : Current/non-current distinction for assets and liabilities

	2024	2023
	\$'000	\$'000

Note 6.1A: Details of current/non-current distinction for assets and liabilities

Assets expected to be recovered in:

No more than 12 months

Cash and cash equivalents	124,900	150,749
Trade and other receivables	102,539	90,406
Buildings	2,422	-
Leasehold improvements	489	-
Property, plant and equipment	2,188	-
Intangibles	1,735	-
Prepayments	9,775	12,505

Total no more than 12 months

244,048 253,660

More than 12 months

Buildings	28,322	36,097
Leasehold improvements	8,260	8,638
Property, plant and equipment	25,358	22,400
Intangibles	132,682	109,653
Prepayments	3,714	1,584

Total more than 12 months

198,336 178,372

Total assets

442,384 432,032

Liabilities expected to be settled in:

No more than 12 months

Suppliers	56,844	39,003
Other payables	5,551	7,834
Leases	8,256	13,846
Employee provisions	11,996	11,089
Other provisions	657	-

Total no more than 12 months

83,304 71,772

More than 12 months

Leases	27,185	29,152
Employee provisions	21,281	20,377
Other provisions	1,469	2,010

Total more than 12 months

49,935 51,539

Total liabilities

133,239 123,311

This note indicates the liquidity position of the ACIC.

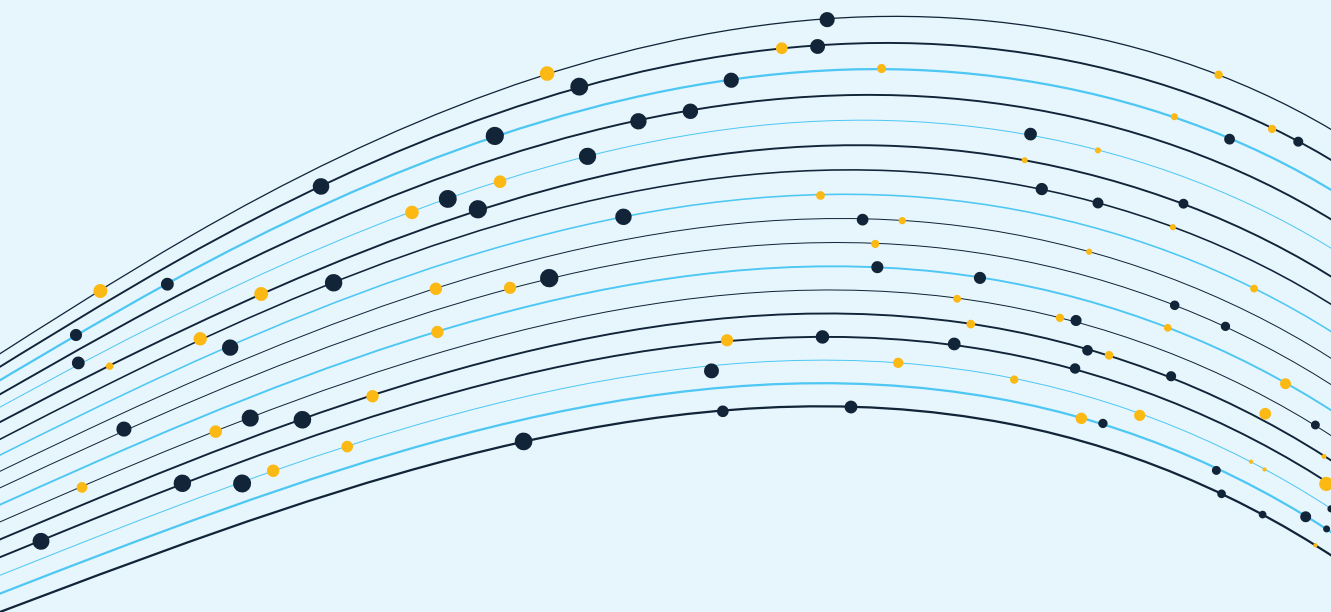
Note 7: Explanations of major variances between budget and actual

The following are explanations of events that have impacted on the ACIC's operations and activities for the year. Budget numbers are sourced from the ACIC's *Portfolio Budget Statements (PBS) 2023-24* and are provided in the primary statements. Budgeted numbers are not audited.

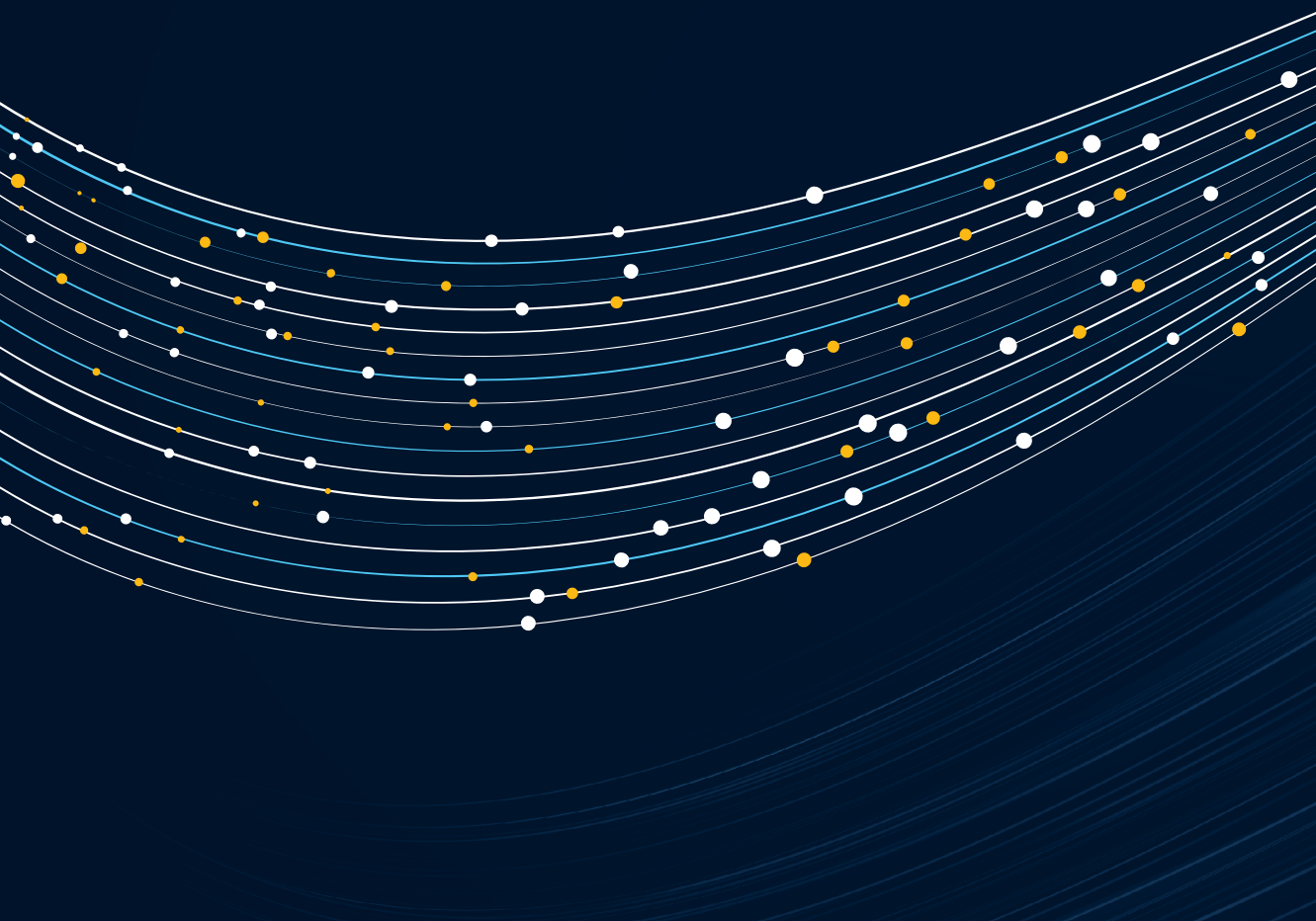
Major variances comprise those that exceed ten percent of the relevant categories of assets, liabilities, revenue and expenses, and those below the ten percent threshold that are deemed by management as significant by nature.

When providing explanations, the ACIC has identified the financial impact in relation to those key aggregates relevant to the ACIC's performance. Users should be aware that there will be consequential impacts on related statements i.e. a variance in the Statement of Comprehensive Income is likely to have consequential impacts in the Statement of Financial Position and the Cash Flow Statement.

<i>Explanation for major variances</i>	<i>Affected line items (and statements)</i>
Arrangements with other government agencies The agency entered into several arrangements with other government agencies after the 2023-24 Budget, resulting in an increase in fee for service revenue.	<i>Own-source revenue: Revenue from contracts with customers (Statement of Comprehensive Income)</i> <i>Expenses: Employees (Statement of Comprehensive Income)</i> <i>Revenue from contracts with customers (Cash Flow Statement)</i>
Timing of supplier payments The value of supplier payables is higher than 2023-24 Budget due to delayed payment for jurisdictions, licencing renewals and contracted services.	<i>Payables: Suppliers (Statement of Financial Position)</i> <i>Trade and other receivables (Statement of Financial Position)</i> <i>Suppliers (Cash Flow Statement)</i>
Non-financial assets The value of total non-financial assets is greater than the 2023-24 Budget primarily as a result of additional right-of-use lease agreements entered into as well as an increase in the level of internally-funded capital assets purchased.	<i>Non-Financial assets (Statement of Financial Position)</i> <i>Liabilities: Leases (Statement of Financial Position)</i> <i>Purchase of property, plant and equipment and intangibles (Cash Flow Statement)</i>



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SECTION

5

APPENDICES AND REFERENCES

Information required by legislation and aids to access

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Appendix A: List of requirements

As required by section 17AJ(d) of the Public Governance, Performance and Accountability Rule 2014, we have included the following list of requirements as an aid to access.

PGPA Rule reference	Part of report	Description	Requirement
17AD(g) Letter of transmittal			
17AI	vi	A copy of the letter of transmittal signed and dated by the accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory
17AD(h) Aids to access			
17AJ(a)	vii	Table of contents (print only).	Mandatory
17AJ(b)	188–194	Alphabetical index (print only).	Mandatory
17AJ(c)	185–187	Glossary, abbreviations and acronyms.	Mandatory
17AJ(d)	152–158	List of requirements.	Mandatory
17AJ(e)	194	Details of contact officer.	Mandatory
17AJ(f)	194	Entity's website address.	Mandatory
17AJ(g)	194	Electronic address of report.	Mandatory
17AD(a) Review by the accountable authority			
17AD(a)	2–4	A review by the accountable authority of the entity.	Mandatory
17AD(b) Overview of entity			
17AE(1)(a)(i)	5	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	9	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	12	A description of the outcomes and programs administered by the entity.	Mandatory
17AE(1)(a)(iv)	5	A description of the purposes of the entity as included in the corporate plan.	Mandatory
17AE(1)(aa)(i)	8	Name of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(ii)	8	Position title of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(iii)	8	Period as the accountable authority or member of the accountable authority within the reporting period.	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
17AE(1)(b)	Not applicable	An outline of the structure of the portfolio of the entity.	Portfolio departments – Mandatory
17AE(2)	Not applicable	Where outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory
17AD(c) Report on the performance of the entity			
Annual performance statements			
17AD(c)(i); 16F	20–66	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the PGPA Rule.	Mandatory
17AD(c)(ii) Report on financial performance			
17AF(1)(a)	70–73	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	74	A table summarising the total resources and total payments of the entity.	Mandatory
17AF(2)	Not applicable	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, Mandatory
17AD(d) Management and accountability			
Corporate governance			
17AG(2)(a)	vi	Information on compliance with section 10 (fraud and corruption systems).	Mandatory
17AG(2)(b)(i)	vi	A certification by accountable authority that fraud and corruption risk assessments have been conducted and fraud and corruption control plans have been prepared.	Mandatory
17AG(2)(b)(ii)	vi	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud and corruption that meet the specific needs of the entity are in place.	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
17AG(2)(b)(iii)	vi	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud and corruption relating to the entity.	Mandatory
17AG(2)(c)	80–95	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d) – (e)	70	A statement of significant issues reported to the Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with finance law and action taken to remedy non-compliance.	If applicable, Mandatory
Audit Committee			
17AG(2A)(a)	88	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory
17AG(2A)(b)	89	The name of each member of the entity's audit committee.	Mandatory
17AG(2A)(c)	89	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory
17AG(2A)(d)	89	Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory
17AG(2A)(e)	89	The remuneration of each member of the entity's audit committee.	Mandatory
External scrutiny			
17AG(3)	96–102	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	102	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, Mandatory
17AG(3)(b)	97, 101	Information on any reports on operations of the entity by the Auditor-General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory
17AG(3)(c)	Not applicable	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory
Management of human resources			
17AG(4)(a)	103–112	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
17AG(4)(aa)	163–165	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: <ul style="list-style-type: none"> statistics on full-time employees; statistics on part-time employees; statistics on gender; statistics on staff location. 	Mandatory
17AG(4)(b)	166–172	Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following: <ul style="list-style-type: none"> statistics on staffing classification level; statistics on full-time employees; statistics on part-time employees; statistics on gender; statistics on staff location; statistics on employees who identify as Indigenous. 	Mandatory
17AG(4)(c)	107	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i> .	Mandatory
17AG(4)(c)(i)	173	Information on the number of SES and non-SES employees covered by agreements etc. identified in paragraph 17AG(4)(c).	Mandatory
17AG(4)(c)(ii)	173	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	107	A description of non-salary benefits provided to employees.	Mandatory
17AG(4)(d)(i)	Not applicable	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory
17AG(4)(d)(ii)	Not applicable	Information on aggregate amounts of performance pay at each classification level.	If applicable, Mandatory
17AG(4)(d)(iii)	Not applicable	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory
17AG(4)(d)(iv)	Not applicable	Information on aggregate amount of performance payments.	If applicable, Mandatory
Assets management			
17AG(5)	113	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, Mandatory
Purchasing			
17AG(6)	114	An assessment of entity performance against the Commonwealth Procurement Rules.	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
Reportable consultancy contracts			
17AG(7)(a)	115	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7)(b)	115	A statement that <i>'During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of \$[specified million].'</i>	Mandatory
17AG(7)(c)	115–116	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were engaged.	Mandatory
17AG(7)(d)	116	A statement that <i>'Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website.'</i>	Mandatory
Reportable non-consultancy contracts			
17AG(7A)(a)	116	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7A)(b)	116	A statement that <i>'Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website.'</i>	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
17AD(daa) Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts			
17AGA	115, 116	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory
Australian National Audit Office access clauses			
17AG(8)	116	If an entity entered into a contract with a value of more than \$100,000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory
Exempt contracts			
17AG(9)	117	If an entity entered into a contract or there is a standing offer with a value greater than \$10,000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory
Small business			
17AG(10)(a)	114	A statement that ' <i>[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance's website.</i> '	Mandatory
17AG(10)(b)	114	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory
17AG(10)(c)	114	If the entity is considered by the Department administered by the Finance Minister as material in nature – a statement that ' <i>[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website.</i> '	If applicable, Mandatory
Financial statements			
17AD(e)	124–148	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory

PGPA Rule reference	Part of report	Description	Requirement
Executive remuneration			
17AD(da)	174–178	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2-3 of the Rule.	Mandatory
17AD(f) Other mandatory information			
17AH(1)(a)(i)	Not applicable	If the entity conducted advertising campaigns, a statement that <i>‘During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.’</i>	If applicable, Mandatory
17AH(1)(a)(ii)	117	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	Not applicable	A statement that <i>‘Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website].’</i>	If applicable, Mandatory
17AH(1)(c)	110	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	102	Website reference to where the entity’s Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory
17AH(1)(e)	181–182	Correction of material errors in previous annual report.	If applicable, Mandatory
17AH(2)	117–119, 159–162, 180	Information required by other legislation.	Mandatory

Information required by other legislation

Legislative reference	Page	Description
<i>Commonwealth Electoral Act 1918</i> , section 311A	117	Expenditure on advertising and market research
<i>Crimes Act 1914</i> , section 15MU	180	Witness identity protection certificates
<i>Environment Protection and Biodiversity Conservation Act 1999</i> , section 516A	117–119	Ecologically sustainable development and greenhouse gas emissions
<i>Work Health and Safety Act 2011</i> , Schedule 2, Part 4	159–162	Work health and safety initiatives and outcomes

Appendix B: Work health and safety

This appendix addresses the ACIC's annual reporting responsibilities under Schedule 2, Part 4, of the *Work Health and Safety Act 2011*.

Priorities

In 2023–24, we prioritised:

- improving our existing work health and safety (WHS) and wellbeing systems by promoting a shared responsibility for health and safety and actively engaging with business areas and Comcare to proactively address complex hazards
- promoting early intervention strategies for health case management
- promoting the employee assistance program through face-to-face/online awareness sessions and associated seminars
- increasing the number of first aid officers to ensure that first aid is available in the workplace while first aid officers are accessing flexible work arrangements.

Management arrangements

Our National Work Health Safety Committee is responsible for:

- supporting the ACIC executive to identify, develop, review and implement measures to protect and actively manage the health and safety of staff
- promoting and monitoring measures to ensure safe work practices
- facilitating consultation and communication with staff about WHS and wellbeing matters
- undertaking functions prescribed in the *Work Health and Safety Act 2011* and associated regulations.

The National Work Health Safety Committee meets quarterly and is the conduit for consultation with staff on all WHS and wellbeing issues.

Staff and managers across the ACIC work collaboratively to manage WHS and wellbeing arrangements for the agency, including undertaking annual risk reviews and due diligence meetings. These activities ensure that:

- WHS and wellbeing arrangements are being applied and managed consistently
- hazards specific to business areas are being managed effectively and mitigations are aligned with best practice
- our officers are meeting their obligations under the *Work Health and Safety Act 2011*.

Initiatives

We have implemented various agency-wide initiatives and programs to demonstrate our commitment and empower staff to take ownership of their own health, safety and wellbeing in the workplace.

Health, safety and wellbeing events

Our WHS and wellbeing calendar of events provides staff with an opportunity to engage with information, resources and activities that:

- promote a holistic approach to workplace health, safety and wellbeing that includes physical, mental, social, financial and community aspects
- foster a shared understanding of WHS principles
- help staff to make positive health and behaviour changes
- demonstrate our commitment to the health, safety and wellbeing of our staff and their families.

In 2023–24, we:

- continued Wellbeing Support Program reimbursements
- conducted the annual influenza vaccination program (542 ACIC employees were vaccinated or received a vaccination voucher)
- continued the national wellbeing support training program, which provides staff with knowledge and tools to support wellbeing
- provided information and resources to staff on topical health, safety and wellbeing matters such as COVID-19, mindfulness, and early intervention and support
- introduced heart health checks to all state offices.

Prevention programs

Our prevention programs aim to equip our workers with the knowledge and skills required to identify potential workplace health, safety and wellbeing hazards and implement practical strategies to resolve a hazard prior to an injury or illness occurring.

In 2023–24, our programs provided:

- regular opportunities for consultation on potential hazards and preventative actions, via workplace inspections, risk-assessing activities and policy consultation
- access to early intervention support, ergonomic assessments and health and injury advice and support
- opportunities for workers to proactively engage with health, safety and wellbeing through our calendar of events and initiatives
- a dedicated employee assistance program, which includes free counselling services for ACIC employees and their immediate family, critical incident support, health and nutrition advice, financial and legal advice, specific manager assistance services (MyCoach People Leaders), and wellbeing training programs.

Drug and alcohol testing

Our drug and alcohol policy seeks to eliminate harm arising from the effects of drugs and alcohol in the workplace and to deter misuse of drugs, alcohol, and prescription and non-prescription medication among our workers.

The drug and alcohol testing program was completed for 2023–24, with 212 targeted high-risk and random drug and alcohol tests undertaken across the ACIC.

Professional services

In 2023–24, we engaged specialist consultants to assist with:

- independent medical examinations
- early intervention assistance for non-compensable matters
- rehabilitation assistance for compensable cases
- ergonomic assessments for staff experiencing pain and discomfort, injury, changes in work practices or the installation of new equipment
- workplace training, information and education sessions.

Outcomes

The ACIC is committed to supporting injured and ill workers to return to work in the safest and most sustainable manner possible, as demonstrated through our rehabilitation management processes and programs for early intervention and wellbeing support.

Workers compensation

The major factor that influences workers compensation premium rates is the agency's claim costs. Reducing the cost of claims can be achieved by preventing injury or illness at work and assisting employees to return to work quickly and safely after a work-related injury or illness.

The ACIC's workers compensation premium for 2023–24 was 1.20% of payroll.

Incidents

Forty-one incidents or hazards (including notifiable incidents) were reported in 2023–24, as shown in Table B.1.

Table B.1: Incidents and hazards

Type	Number
Biological	6
Body stressing	5
Hazard reports	22
Heat/electrical	2
Hit by moving object	3
Slips, trips and falls	3
Total	41

Notifiable incidents and investigations

Under section 38 of the *Work Health and Safety Act 2011*, we are required to notify Comcare immediately after becoming aware of any death, serious personal injury or dangerous incident.

In 2023–24, the ACIC notified Comcare of 4 workplace incidents. No investigations were conducted by Comcare in the reporting period.

Appendix C: Employee statistics

The tables in this appendix provide an overview of ACIC staffing, including details required by section 17AG(4) of the Public Governance, Performance and Accountability Rule 2014.

Table C.1: Ongoing employees by location at 30 June 2024

Location	Man/Male			Woman/Female			Non-binary			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	63	1	64	50	8	58	1	0	1	123
QLD	46	0	46	38	1	39	0	1	1	86
SA	18	1	19	12	6	18	1	0	1	38
TAS	0	0	0	1	0	1	0	0	0	1
VIC	55	0	55	46	9	55	2	0	2	112
WA	24	1	25	14	2	16	0	0	0	41
ACT	177	2	179	209	29	238	3	0	3	420
NT	1	0	1	1	0	1	0	0	0	2
ET	0	0	0	0	0	0	0	0	0	0
OS	3	0	3	0	0	0	0	0	0	3
Total	387	5	392	371	55	426	7	1	8	826

ET = external territories, OS = overseas

Note: Staffing numbers include Australian Institute of Criminology (AIC) staff. Further staffing details are provided in the AIC annual report.

Results are not available in the 'Prefers not to answer' and 'Uses a different term' categories, due to system limitations.

Table C.2: Non-ongoing employees and statutory office holders by location at 30 June 2024

Location	Man/Male			Woman/Female			Non-binary			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	1	0	1	1	0	1	0	0	0	2
QLD	1	0	1	1	0	1	0	0	0	2
SA	0	0	0	0	0	0	0	0	0	0
TAS	0	0	0	0	0	0	0	0	0	0
VIC	1	1	2	1	0	1	0	0	0	3
WA	0	0	0	1	0	1	0	1	1	2
ACT	7	6	13	8	12	20	0	0	0	33
NT	0	0	0	0	0	0	0	0	0	0
ET	0	0	0	0	0	0	0	0	0	0
OS	0	0	0	0	0	0	0	0	0	0
Total	10	7	17	12	12	24	0	1	1	42

ET = external territories, OS = overseas

Note: Staffing numbers include Australian Institute of Criminology (AIC) staff. Further staffing details are provided in the AIC annual report.

Results are not available in the 'Prefers not to answer' and 'Uses a different term' categories, due to system limitations.

Table C.3: Ongoing employees by location at 30 June 2023

Location	Male			Female			Non-binary			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	66	1	67	53	8	61	2	0	2	130
QLD	32	0	32	44	6	50	0	0	0	82
SA	15	1	16	12	5	17	1	0	1	34
TAS	0	0	0	2	0	2	0	0	0	2
VIC	59	0	59	47	10	57	1	0	1	117
WA	24	0	24	9	2	11	0	0	0	35
ACT	164	5	169	207	36	243	3	1	4	416
NT	1	0	1	1	0	1	0	0	0	2
OS	3	0	3	0	0	0	0	0	0	3
Total	364	7	371	375	67	442	7	1	8	821

OS = overseas

Note: Staffing numbers include Australian Institute of Criminology (AIC) staff. Further staffing details are provided in the AIC annual report.

Results are not available in the 'Prefers not to answer' and 'Uses a different term' categories, due to system limitations.

Table C.4: Non-ongoing employees and statutory office holders by location at 30 June 2023

Location	Male			Female			Non-binary			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
NSW	1	1	2	1	1	2	0	0	0	4
QLD	1	0	1	2	0	2	0	0	0	3
SA	0	1	1	1	0	1	0	0	0	2
TAS	0	0	0	0	0	0	0	0	0	0
VIC	1	0	1	0	1	1	1	0	1	3
WA	0	0	0	1	0	1	0	0	0	1
ACT	12	6	18	16	3	19	2	1	3	40
NT	0	0	0	0	0	0	0	0	0	0
OS	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	26	3	1	4	53

OS = overseas

Note: Staffing numbers include Australian Institute of Criminology (AIC) staff. Further staffing details are provided in the AIC annual report.

Results are not available in the 'Prefers not to answer' and 'Uses a different term' categories, due to system limitations.

Table C.5: Australian Public Service Act ongoing employees at 30 June 2024

Classification	Man/Male			Woman/Female			Non-binary			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
SES 3	1	0	1	0	0	0	0	0	0	1
SES 2	1	0	1	4	0	4	0	0	0	5
SES 1	9	0	9	6	0	6	0	0	0	15
EL 2	47	0	47	31	2	33	0	0	0	80
EL 1	198	3	201	118	18	136	2	1	3	340
APS 6	48	2	50	70	19	89	0	0	0	139
APS 5	40	0	40	63	6	69	2	0	2	111
APS 4	37	0	37	71	8	79	3	0	3	119
APS 3	6	0	6	7	2	9	0	0	0	15
APS 2	0	0	0	0	0	0	0	0	0	0
APS 1	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
Total	387	5	392	370	55	425	7	1	8	825

APS = Australian Public Service, EL = Executive Level, SES = Senior Executive Service

Note: These figures represent positions that were substantively filled at 30 June 2024. Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

Results are not available in the 'Prefers not to answer' and 'Uses a different term' categories, due to system limitations.

Table C.6: Australian Public Service Act non-ongoing employees at 30 June 2024

Classification	Man/Male			Woman/Female			Non-binary			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
SES 3	0	0	0	0	0	0	0	0	0	0
SES 2	0	0	0	0	0	0	0	0	0	0
SES 1	0	0	0	0	0	0	0	0	0	0
EL 2	2	0	2	0	0	0	0	0	0	2
EL 1	0	0	0	1	0	1	0	1	1	2
APS 6	1	0	1	2	1	3	0	0	0	4
APS 5	3	0	3	4	2	6	0	0	0	9
APS 4	1	0	1	3	0	3	0	0	0	4
APS 3	0	7	7	1	9	10	0	0	0	17
APS 2	0	0	0	0	0	0	0	0	0	0
APS 1	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
Total	7	7	14	11	12	23	0	1	1	38

APS = Australian Public Service, EL = Executive Level, SES = Senior Executive Service

Note: Staffing numbers include Australian Institute of Criminology (AIC) staff. Further staffing details are provided in the AIC annual report.

Results are not available in the 'Prefers not to answer' and 'Uses a different term' categories, due to system limitations.

Table C.7: Australian Public Service Act ongoing employees at 30 June 2023

Classification	Male			Female			Non-binary			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
SES 3	1	0	1	1	0	1	0	0	0	2
SES 2	1	0	1	4	0	4	0	0	0	5
SES 1	10	0	10	3	0	3	0	0	0	13
EL 2	46	0	46	35	3	38	0	0	0	84
EL 1	193	3	196	109	20	129	4	1	5	330
APS 6	48	3	51	77	25	102	0	0	0	153
APS 5	25	0	25	58	9	67	1	0	1	93
APS 4	37	0	37	77	8	85	2	0	2	124
APS 3	3	0	3	11	2	13	0	0	0	16
APS 2	0	0	0	0	0	0	0	0	0	0
APS 1	0	1	1	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	0	0
Total	364	7	371	375	67	442	7	1	8	821

APS = Australian Public Service, EL = Executive Level, SES = Senior Executive Service

Note: These figures represent positions that were substantively filled at 30 June 2023. Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

Results are not available in the 'Prefers not to answer' and 'Uses a different term' categories, due to system limitations.

Table C.8: Australian Public Service Act non-ongoing employees at 30 June 2023

Classification	Male			Female			Non-binary			Total
	Full time	Part time	Total	Full time	Part time	Total	Full time	Part time	Total	
SES 3	0	0	0	0	0	0	0	0	0	0
SES 2	0	0	0	0	0	0	0	0	0	0
SES 1	0	0	0	0	0	0	0	0	0	0
EL 2	2	0	2	0	0	0	0	0	0	2
EL 1	1	0	1	3	0	3	1	0	1	5
APS 6	1	0	1	1	0	1	0	0	0	2
APS 5	5	0	5	7	1	8	0	0	0	13
APS 4	3	0	3	7	2	9	1	0	1	13
APS 3	0	6	6	2	2	4	1	1	2	12
APS 2	0	0	0	0	0	0	0	0	0	0
APS 1	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
Total	12	6	18	20	5	25	3	1	4	47

APS = Australian Public Service, EL = Executive Level, SES = Senior Executive Service

Note: Staffing numbers include Australian Institute of Criminology (AIC) staff. Further staffing details are provided in the AIC annual report.

Results are not available in the 'Prefers not to answer' and 'Uses a different term' categories, due to system limitations.

Table C.9: Australian Public Service Act employees by full-time and part-time status at 30 June 2024

Classification	Ongoing			Non-ongoing			Total
	Full time	Part time	Total ongoing	Full time	Part time	Total non-ongoing	
SES 3	1	0	1	0	0	0	1
SES 2	5	0	5	0	0	0	5
SES 1	15	0	15	0	0	0	15
EL 2	78	2	80	2	0	2	82
EL 1	318	22	340	1	1	2	342
APS 6	118	21	139	3	1	4	143
APS 5	105	6	111	7	2	9	120
APS 4	111	8	119	4	0	4	123
APS 3	13	2	15	1	16	17	32
APS 2	0	0	0	0	0	0	0
APS 1	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0
Total	764	61	825	18	20	38	863

APS = Australian Public Service, EL = Executive Level, SES = Senior Executive Service

Note: These figures represent positions that were substantively filled at 30 June 2024. Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

Table C.10: Australian Public Service Act employees by full-time and part-time status at 30 June 2023

Classification	Ongoing			Non-ongoing			Total
	Full time	Part time	Total ongoing	Full time	Part time	Total non-ongoing	
SES 3	2	0	2	0	0	0	2
SES 2	5	0	5	0	0	0	5
SES 1	13	0	13	0	0	0	13
EL 2	81	3	84	2	0	2	86
EL 1	306	24	330	5	0	5	335
APS 6	125	28	153	2	0	2	155
APS 5	84	9	93	12	1	13	106
APS 4	116	8	124	11	2	13	137
APS 3	14	2	16	3	9	12	28
APS 2	0	0	0	0	0	0	0
APS 1	0	1	1	0	0	0	1
Other	0	0	0	0	0	0	0
Total	746	75	821	35	12	47	868

APS = Australian Public Service, EL = Executive Level, SES = Senior Executive Service

Note: These figures represent positions that were substantively filled at 30 June 2023. Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

Table C.11: Australian Public Service Act employees by location 2023–24 and 2022–23

Location	2023–24			2022–23		
	Ongoing	Non-ongoing	Total	Ongoing	Non-ongoing	Total
NSW	123	1	124	130	2	132
QLD	86	1	87	82	2	84
SA	38	0	38	34	1	35
TAS	1	0	1	2	0	2
VIC	112	2	114	117	2	119
WA	41	1	42	35	0	35
ACT	419	33	452	416	40	456
NT	2	0	2	2	0	2
ET	0	0	0	0	0	0
OS	3	0	3	3	0	3
Total	825	38	863	821	47	868

ET = external territories, OS = overseas

Note: Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

Table C.12: Australian Public Service Act Indigenous employees 2023–24 and 2022–23

Employment type	2023–24	2022–23
Ongoing	17	20
Non-ongoing	0	0
Total	17	20

Note: Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

Table C.13: Australian Public Service Act employment arrangements at 30 June 2024

Arrangement title	SES	Non-SES	Total
Enterprise agreement	0	842	842
Common law contract	21	0	21
Total	21	842	863

SES = Senior Executive Service

Note: Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

Table C.14: Australian Public Service Act employment salary ranges by classification at 30 June 2024

Classification	Minimum salary (\$)	Maximum salary (\$)
SES 3	340,642	404,914
SES 2	274,532	319,197
SES 1	197,729	257,645
EL 2	141,624	159,567
EL 1	113,355	136,660
APS 6	90,199	101,745
APS 5	82,403	87,572
APS 4	74,422	80,807
APS 3	67,707	73,077
APS 2	58,524	64,895
APS 1	52,000	56,306
Other	N/A	N/A
Minimum/Maximum range	52,000	404,914

APS = Australian Public Service, EL = Executive Level, N/A = not applicable, SES = Senior Executive Service

Note: Remuneration for SES officers is determined on an individual basis under common law contracts.

Staffing numbers include AIC staff. Further staffing details are provided in the AIC annual report.

Appendix D: Executive remuneration disclosures

The tables in this appendix provide information on executive remuneration as required by Subdivision C of Division 3A of Part 2-3 of the Public Governance, Performance and Accountability Rule 2014.

The nature and amount of remuneration for Senior Executive Service (SES) officers are determined through the ACIC Senior Executive Service Remuneration and Benefits Policy. SES salary increases take into account the complexity of the officer’s role, their current and previous performance, their contributions to corporate goals and values, the financial position of the ACIC, comparisons with other SES officers, and the quantum of remuneration relative to other ACIC staff.

The ACIC uses common law contracts for all SES employees to govern remuneration and entitlements.

As our Chief Executive Officer (CEO) and ACIC examiners are statutory office holders, the Remuneration Tribunal sets their remuneration and entitlements.

Table D.1: Key management personnel

Name	Position	Term as key management personnel
Heather Cook	Chief Executive Officer	Part year: 15/1/2024 – 30/06/2024
Matthew Rippon	Acting Chief Executive Officer	Part year: 1/7/2023 – 14/1/2024
Anne Brown	Deputy CEO Support	Part year: 1/7/2023 – 16/06/2024
Matthew Rippon	Deputy CEO Intelligence	Part year: 15/1/2024 – 30/06/2024
Virginia Hartley	Acting Deputy CEO Intelligence	Part year: 1/7/2023 – 14/1/2024

Table D.2: Summary of remuneration for key management personnel

	2023–24 \$	2022–23 \$
Short-term benefits		
Base salary	1,219,583	1,265,343
Bonuses	0	0
Other benefits and allowances	4,895	5,001
Total short-term benefits	1,224,478	1,270,344
Superannuation	182,549	188,661
Total post-employment benefits	182,549	188,661
Other long-term benefits		
Long service leave	27,243	26,272
Total other long-term benefits	27,243	26,272
Termination benefits	378,733	0
Total key management personnel remuneration	1,813,003	1,485,277

Note: Final figures have been rounded to the nearest dollar.

Table D.3: Information about remuneration for key management personnel 2023–24

Name		Position title	Short-term benefits			Post-employment benefits	Other long-term benefits		Termination benefits	Total remuneration
			Base salary ^a	Bonuses	Other benefits and allowances		Long service leave ^c			
			\$	\$	\$	\$	\$	\$	\$	\$
Heather Cook	Chief Executive Officer ^d	260,037	0	800	31,186	6,017	0	298,040		
Matthew Rippon	Acting Chief Executive Officer	279,214	0	946	32,985	5,048	0	318,193		
Anne Brown	Deputy CEO Support	389,366	0	1,680	62,189	8,957	378,733	840,925		
Matthew Rippon	Deputy CEO Intelligence	176,028	0	800	36,738	4,272	0	217,838		
Virginia Hartley	Acting Deputy CEO Intelligence	114,938	0	669	19,451	2,949	0	138,007		
Total		1,219,583	0	4,895	182,549	27,243	378,733	1,813,003		

a Base salary includes salary paid or due to employee for the year; it includes net annual leave (total annual accrual minus leave taken in this financial year) and any applicable acting allowances.

b Superannuation is subject to Public Sector Superannuation Scheme, Commonwealth Superannuation Scheme and Public Sector Superannuation Accumulation Plan rules.

Superannuation contributions are the 2023–24 contributions by the ACIC to the applicable superannuation fund. They do not include employee post-tax contributions or additional lump sum payments.

c Long service leave is the value of long service accrued during this financial year.

d CEO salary is subject to a 2023 full-time office holder Remuneration Tribunal determination. The ACIC CEO is also the Director of the Australian Institute of Criminology.

The full cost of the ACIC CEO is included above.

Note: Includes officers substantively holding or acting for a period exceeding 3 months in a key management personnel position. Final figures have been rounded to the nearest dollar.

Table D.4: Information about remuneration for senior executives 2023–24

Total remuneration bands \$	Number of senior executives	Short-term benefits			Post-employment benefits	Other long-term benefits	Termination benefits	Total remuneration
		Average base salary \$	Average bonuses \$	Average other benefits and allowances \$				
0–220,000	3	107,241	0	681	21,139	3,088	0	132,148
220,001–245,000	2	193,395	0	1,310	28,495	5,188	0	228,388
245,001–270,000	3	214,649	0	2,118	36,268	5,529	0	258,564
270,001–295,000	5	234,381	0	2,523	39,457	5,607	0	281,968
295,001–320,000	3	253,688	0	1,989	44,787	6,227	0	306,691
320,001–345,000	1	279,798	0	1,746	49,440	7,135	0	338,120
345,001–370,000	2	295,470	0	1,746	48,903	7,415	0	353,535
370,001–395,000	1	317,893	0	1,746	56,197	7,694	0	383,530

a Average total remuneration can fall below the band where some of the senior executives have been part year only.

Note: Final figures have been rounded to the nearest dollar.

Table D.5: Information about remuneration for other highly paid staff 2023–24

Total remuneration bands \$	Number of other highly paid staff	Short-term benefits				Post-employment benefits	Other long-term benefits	Termination benefits	Total remuneration	
		Average base salary %	Average bonuses \$	Average other benefits and allowances					Average total remuneration	Including overseas housing allowance
				Average overseas housing allowance \$	Average other benefits and allowances \$					
295,001–320,000	2	172,212	0	78,626	31,108	20,048	3,416	0	226,784	305,410
320,001–345,000	1	167,890	0	90,658	40,098	28,572	3,416	0	239,976	330,634
495,001–520,000 ^a	1	437,353	0	0	873	66,782	11,228	0	516,236	516,236
520,001–545,000 ^a	2	456,392	0	0	2,884	65,534	11,228	0	536,039	536,039
545,001–570,000 ^a	1	475,168	0	0	2,861	64,837	11,228	0	554,095	554,095

^a The staff member is in the highest band related to the judicial profession.

Note: Final figures have been rounded to the nearest dollar.

Appendix E: Commonwealth Child Safe Framework annual statement of compliance

The ACIC is committed to protecting children and young people from the risk of harm or abuse. Several elements of our work directly support providing a safe environment for children in Australia.

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 Violent and Sexual Crime Database and the National Domestic Violence Order Scheme.

We also deliver the Working with Children Checks National Reference System. The service supports decisions to approve applicants to work with children, including the national provision of negative notices to relevant stakeholders.

The ACIC's purpose is to protect Australia from serious criminal threats by collecting, assessing and disseminating intelligence and policing information. Our work entails limited direct interaction with children across the scope of our activities and functions. Given the nature of our work, the ACIC assesses the risk to child safety and wellbeing as low.

The ACIC requires all employees to hold a minimum Negative Vetting 1 security clearance. We also conduct an Organisational Suitability Assessment prior to their employment. All employees are subject to an enduring integrity framework.

We worked toward full compliance in 2023–24, and we continue to do so, by:

- ensuring that any risks to children are proactively identified, managed and monitored
- developing organisation-wide communications and training to support greater awareness and understanding of our obligations under the framework
- embedding child safety and wellbeing in organisational leadership, governance and culture, including by developing a child safety communication plan
- integrating oversight of child safety arrangements into the ACIC's compliance framework.

Appendix F: Witness identity protection certificates annual report

This appendix addresses the ACIC's annual reporting responsibilities under section 15MU of Part IACA of the *Crimes Act 1914*.

Pursuant to the requirements of section 15MU(2), the ACIC reports that in 2023–24:

- a. There were 32 witness identity protection certificates given.
- b. Each of the 32 witness identity protection certificates was issued to:
 - i. protect the safety of an operative or other person
and/or
 - ii. prevent the prejudice of any current or future investigations.No certificates were issued to prevent any current or future activity relating to security.
- c. No operatives were required to provide their true identities to the presiding officer pursuant to section 15ML.
- d. There were no proceedings in which leave or an order was made pursuant to section 15MM for a party to lead or ask questions which may have disclosed an operative's true identity or where the operative lives.
- e. No leave or order was given for joinder of a person as a respondent to proceedings pursuant to section 15MN.
- f. There were no matters in which leave was given for an adjournment pursuant to section 15MP.
- g. There were no witness identity protection certificates cancelled pursuant to section 15MQ.
- h. There were no proceedings in which the chief officer permitted a person to give information that disclosed or may have led to the disclosure of an operative's true identity or where they live pursuant to section 15MR.

Appendix G: Correction of reporting errors

This appendix corrects the record by explaining reporting errors that occurred in a previous annual report, in accordance with section 17AH(1)(e) of the Public Governance, Performance and Accountability Rule 2014.

The ACIC's *Annual Report 2022–23* contained 2 reporting errors in the data provided on greenhouse gas emissions.

The data reported in tables 3.18 and 3.19 of the report was the data available when the report was developed, in July–August 2023. The Department of Finance Climate Action in Government Operations Unit subsequently sourced updated electricity data from the property service provider which indicated that an error had occurred. The error was due to a late billing cycle that meant some electricity data for our entity was not available during the initial data collection process.

Table 3.18: Location-based greenhouse gas emissions inventory (page 112) showed a breakdown of greenhouse gas emissions by source for 2022–23, with electricity emissions calculated using a location-based approach that accounts for factors such as Greenpower, purchased large-scale generation certificates and being located in the Australian Capital Territory. Table G.1 presents the data shown in that table, along with the correct information.

Table G.1: Correction of location-based greenhouse gas emissions inventory

Emission source	Reported in 2022–23				Actual for 2022–23			
	Scope 1 kg CO ₂ -e	Scope 2 kg CO ₂ -e	Scope 3 kg CO ₂ -e	Total kg CO ₂ -e	Scope 1 kg CO ₂ -e	Scope 2 kg CO ₂ -e	Scope 3 kg CO ₂ -e	Total kg CO ₂ -e
Electricity	N/A	1,148,072	109,157	1,257,229	N/A	1,364,447	129,577	1,494,024
Natural gas	0	N/A	0	0	0	N/A	0	0
Fleet vehicles	369,401	N/A	92,686	462,087	369,401	N/A	92,686	462,087
Domestic flights	N/A	N/A	989,576	989,576	N/A	N/A	989,576	989,576
Other energy	0	N/A	0	0	0	N/A	0	0
Total kg CO₂-e	369,401	1,148,072	1,191,419	2,708,892	369,401	1,364,447	1,211,839	2,945,687

kg CO₂-e = kilograms of carbon dioxide equivalent emissions, N/A = not applicable under the APS Net Zero 2030 reporting framework

Note: Figures include emissions for the Australian Institute of Criminology.

Table 3.19: Market-based greenhouse gas emissions inventory (page 112) showed a breakdown of greenhouse gas emissions by source for 2022–23, with electricity emissions calculated using a market-based method that states the total emissions. Table G.2 presents the data shown in that table, along with the correct information.

Table G.2: Correction of market-based greenhouse gas emissions inventory

Emission source	Reported in 2022–23				Actual for 2022–23			
	Scope 1 kg CO ₂ -e	Scope 2 kg CO ₂ -e	Scope 3 kg CO ₂ -e	Total kg CO ₂ -e	Scope 1 kg CO ₂ -e	Scope 2 kg CO ₂ -e	Scope 3 kg CO ₂ -e	Total kg CO ₂ -e
Electricity	N/A	698,661	92,470	791,131	N/A	806,909	106,797	913,706
Natural gas	0	N/A	0	0	0	N/A	0	0
Fleet vehicles	369,401	N/A	92,686	462,087	369,401	N/A	92,686	462,087
Domestic flights	N/A	N/A	989,576	989,576	N/A	N/A	989,576	989,576
Other energy	0	N/A	0	0	0	N/A	0	0
Total kg CO₂-e	369,401	698,661	1,174,732	2,242,794	369,401	806,909	1,189,059	2,365,369

kg CO₂-e = kilograms of carbon dioxide equivalent emissions, N/A = not applicable under the APS Net Zero 2030 reporting framework

Note: Figures include emissions for the Australian Institute of Criminology.

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List of abbreviations

ACC Act	<i>Australian Crime Commission Act 2002</i>
ACIC	Australian Criminal Intelligence Commission
AFP	Australian Federal Police
AIC	Australian Institute of Criminology
Amendment Act	<i>Crimes and Other Legislation Amendment (Omnibus No. 2) Act 2023</i>
ANZPAA	Australia New Zealand Policing Advisory Agency
APOT	Australian Priority Organisation Target
APS	Australian Public Service
ASIO	Australian Security Intelligence Organisation
BCP	business continuity plan
CALD	culturally and linguistically diverse
CEO	Chief Executive Officer
ECC	Emergency Coordination Centre
GST	goods and services tax
IGC-ACC	Inter-Governmental Committee on the Australian Crime Commission
IGIS	Inspector-General of Intelligence and Security
JAG	joint analyst group
LGBTIQ+	lesbian, gay, bisexual, transgender, intersex, queer/questioning and/or outside the gender binary
NACC	National Anti-Corruption Commission
NCIS	National Criminal Intelligence System
NDIS	National Disability Insurance Scheme
NPCS	National Police Checking Service
OCG	operations coordination group
PGPA Act	<i>Public Governance, Performance and Accountability Act 2013</i>
PJCIS	Parliamentary Joint Committee on Intelligence and Security
PJCLE	Parliamentary Joint Committee on Law Enforcement
RPOT	Regional Priority Organisation Target
SES	Senior Executive Service
SME	small and medium-sized enterprise
TSOC	transnational serious and organised crime
WHS	work health safety

Glossary

Availability (of systems)

The percentage of time systems were available in all states and territories, excluding scheduled outages. We provide our systems nationally to multiple agencies. Many of our systems are integrated or routed via partner agency systems, meaning issues unrelated to our service can also affect availability. As a result, we derive national availability reporting from user notifications of outages across multiple jurisdictions.

Coercive powers

Powers similar to those of a royal commission, which may be exercised only by ACIC examiners for special ACIC operations or special ACIC investigations. The powers allow the ACIC to summons a person to give evidence under oath, require the production of documents, require information from Commonwealth agencies (or state agencies, where arrangements are in place), apply for a search warrant or arrest warrant, and require the production of a passport.

Disruption

Interruption of the flow or continuity of the criminal behaviour and/or enterprises of a criminal entity. Disruption may be a direct result of ACIC or joint agency operational activities such as arrests, the seizure of illegal commodities (drugs or firearms), the confiscation of proceeds of crime, and/or prosecutions. Disruption may also occur through undermining criminal businesses by exposing their methodologies, releasing intelligence alerts and warnings on their activities, or reducing their ability to operate in the criminal markets of their choice.

Disruption achieved by law enforcement is deemed to be either 'severe' or 'significant'.

- **Severe disruption** is the dismantling and/or complete disruption of a serious and organised crime entity, with the cessation of its serious and organised crime activities.
- **Significant disruption** involves significant impacts caused by arrests, seizures (of drugs, cash or assets), tax liabilities raised, and any other disruptive effects on a serious and organised crime entity, without the cessation of its serious and organised crime activities.

Dissemination

Information the ACIC has shared under an information disclosure provision contained in the *Australian Crime Commission Act 2002*.

Estimated street value

The cost to purchase a drug at the end of the supply chain or 'on the street', estimated by considering factors such as (though not limited to) drug purity, location of drug seized, wholesale supply and distribution. Data for calculating the estimated street value is provided by operational areas of the ACIC and partner agencies.

Examination

A method of gathering evidence performed by ACIC examiners. Examiners can summons a person, for the purpose of a special ACIC operation or special ACIC investigation, to attend a compulsory examination and answer questions under oath. The person is entitled to legal representation and the examination is held in private. The evidence gained from an examination cannot be used against the person in a criminal proceeding. A person summonsed to an examination cannot disclose that summons to any person other than their legal representative, unless permitted by the examiner.

Examiners

Independent statutory officers, who are experienced legal practitioners, who may exercise the ACIC's coercive powers for the purposes of a special ACIC operation or a special ACIC investigation.

Proceeds of crime

The profits of criminal activity. Legislation provides for these proceeds to be controlled, confiscated and potentially forfeited to the Commonwealth to discourage criminal activity and to prevent reinvestment in further criminal activity.

Reliability (of systems)

The average time (in days) between national unplanned outages of a system. It is measured by calculating the total number of days for which a system operated during a period, and dividing that total by the number of national unplanned outages in that period. A reliability result of 365 days (or 366 days in a leap year) means that the system operated throughout the year with no unplanned outages.

Serious and organised crime

A concept defined in section 4 of the *Australian Crime Commission Act 2002*, which in general terms means a serious offence that involves 2 or more offenders, substantial planning and organisation, and the use of sophisticated methods and techniques; is of a kind that is ordinarily committed in conjunction with other similar offences; and is usually punishable by a period of imprisonment of 3 years or more.

Special ACIC investigations

ACIC investigations designed to disrupt and deter criminal groups by collecting evidence and intelligence about criminal activity. Coercive powers may be used, in combination with a range of other investigative tools, including telecommunications intercepts, surveillance and controlled operations.

Special ACIC operations

ACIC operations focused on gathering intelligence around particular criminal activity so that decisions are informed by the true extent, impact and threat of that criminal activity. Coercive powers may be used as well as other investigative tools if appropriate.

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CONTACT DETAILS

To request information about this annual report or the ACIC, contact:

Director Communication and Media
Australian Criminal Intelligence Commission
GPO Box 1936, Canberra City ACT 2601

02 6268 7343
media@acic.gov.au

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NATIONAL OFFICE

GPO Box 1936, Canberra City ACT 2601
Telephone: 02 6268 7000

REGIONAL OFFICES

New South Wales

GPO Box 5260, Sydney NSW 2001
Telephone: 02 9373 2100

Queensland

PO Box 1084, Milton QLD 4064
Telephone: 07 3243 0800

South Australia

GPO Box 2411, Adelaide SA 5001
Telephone: 08 8217 6300

Victoria

GPO Box 238, Melbourne VIC 3001
Telephone: 03 8636 7111

Western Australia

GPO Box F378, West Perth WA 6872
Telephone: 08 9265 6789

Tasmania

GPO Box 308, Hobart TAS 7001
Telephone: 03 8636 7395

Northern Territory

PO Box 39764, Winnellie NT 0821
Telephone: 08 8217 6210

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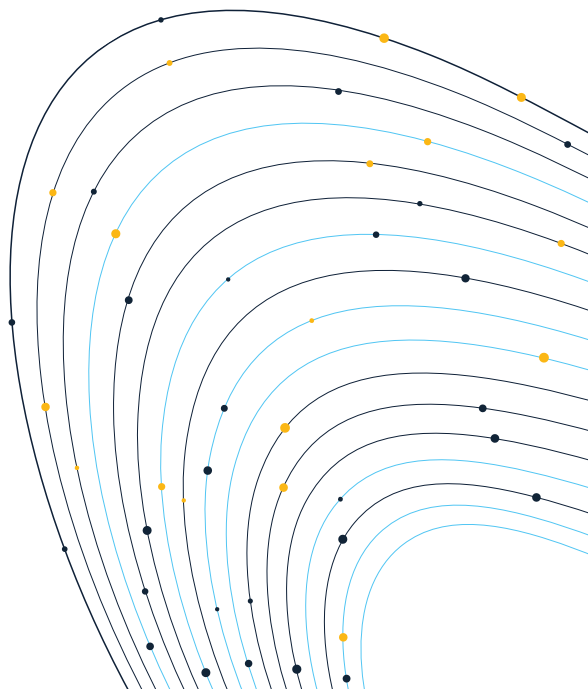


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The Australian Criminal Intelligence Commission acknowledges the traditional owners and custodians of country throughout Australia and acknowledges their connection to land, sea and community. We pay our respects to the people, the cultures and the elders past, present and emerging.

The ACIC is Australia's national criminal intelligence agency. We provide mission critical intelligence to deliver our vision: An Australia hostile to criminal exploitation.

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