



The Hon Tony Burke MP
Minister for Home Affairs
Minister for Immigration and Citizenship
Minister for Cyber Security
Minister for the Arts
Leader of the House

Ref No: MS26-000458

Ms Heather Cook
Chief Executive Officer
Australian Criminal Intelligence Commission
4 National Circuit
BARTON ACT 2600

Dear Ms Cook

I, the Hon Tony Burke MP, in my capacity as the Minister for Home Affairs and the responsible Minister for the Australian Criminal Intelligence Commission (ACIC) under the *Australian Crime Commission Act 2002 (Cth)*, acknowledge the independent role of the ACIC and its Chief Executive Officer in discharging its responsibilities through regulation of the National Police Checking Service (NPCS). The delivery of Nationally Coordinated Criminal History Checks – in partnership with accredited bodies – underpins sound and timely decisions about the suitability of applicants for reasons spanning employment, Australian citizenship, appointment to positions of trust and a variety of licensing and registration schemes.

This important work helps ensure the safety of the Australian community. I expect the ACIC to continue working closely with state and territory police agencies to ensure these checks are accurate, timely and proportionate, and to align its regulatory posture with the Government's productivity-oriented regulatory reform agenda.

As guiding principles, I expect the ACIC to ensure its regulatory settings and subsequent activities:

- Seek opportunities to remove duplication and streamline processes to improve efficiency and lift productivity.
- Further improve the usability and accessibility of the NPCS informed by genuine stakeholder engagement.
- Apply a risk-based, outcomes-focused approach that upholds the integrity of the NPCS while minimising unnecessary regulatory burden.

I ask that you continue to work closely with the Department of Finance and the Treasury on the implementation and reporting of any relevant regulatory reform proposals, both those led by the ACIC and cross-government contributions, particularly where legislative change and/or funding may be required.

The Regulatory Policy, Practice and Performance Framework sets out the 6 principles for regulation, namely targeted and risk based, integrated in existing systems, user-centred, evidence-based and data-driven, reflective of the digital era, and continuously improved and outcomes-focused. I trust that these will underpin the ACIC's regulatory posture, as it adapts to the priority focus on enabling productivity growth.

It is also my expectation that the ACIC continue to have processes in place to measure performance and service standards of regulatory activities, including through publications such as the ACIC Corporate Plan.

In the context of the guiding principles and objective outlined, I will work with the ACIC to contribute to the Government's regulatory objectives. Specifically, I expect the ACIC to:

- Continually review the streamlined access agreement for accredited bodies to ensure it enables a consistent pathway for access to the NPCCS, enhances service delivery, reduces duplication and builds public trust.
- Implement the National Continuous Checking Capability in close collaboration with states and territories to provide continuous, near-real time monitoring of changes to criminal history information nationally.
- Maintain robust stakeholder engagement, including regular forums with accredited bodies and police agencies, and publish clear, up-to-date guidance (including accessibility features and plain-English content) to support compliance.
- Embed data and digital improvements to reduce processing times and re-work, improve matching accuracy, and support end-to-end transparency for applicants and accredited bodies.
- Report, at least annually, on regulatory burden reduction outcomes and on how stakeholder feedback has informed improvements.

I look forward to working with the ACIC on regulatory activities and future opportunities that seek to improve the way in which ACIC delivers its regulatory responsibilities.

Yours sincerely



Tony Burke

4 / 3 / 2026