



Executive Director's Message

December 2008

It is with great pleasure that I introduce myself to you as acting Executive Director of AusCheck. I replace Karl Alderson who recently vacated this position as he has taken extended leave to spend time with his new daughter.

2008 has been a year of change for AusCheck with many familiar names from the implementation team moving onto other projects within the Department. Their efforts have been vital to the success of AusCheck but with most of our implementation processes now in place their skills are needed on new endeavours.

The result of this turnover has presented AusCheck with new opportunities for 2009. New team members have joined us bringing new skills and expertise. Our focus is now to build upon our previous successes and deliver system release 1.5 early in the New Year, which will provide an even more streamlined and efficient background checking service. We look forward to working productively with you in 2009 and finally may I wish you and your families a very safe and Merry Christmas.

Catherine Smith



Minutes with Finance

AusCheck is experiencing a 25% reduction in ASIC and MSIC applications. We have also experienced a dramatic shortfall in ASIC Renewals (see "ASIC Renewal" article – Page 3). As a result, budget calculations for the financial year to November 2008 show AusCheck is approximately \$280,000 under recovered.

The Attorney-General's Department will be carrying over any over or under recovery from this financial year to the next, reflecting the two year review cycle for setting ASIC and MSIC fees.

AusCheck is working hard to minimise the under recovery through discussion with the Department of Infrastructure about demand shortfalls, and by reduction in expenditure where possible.

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Christmas Shutdown

AusCheck will suspend operations during the Christmas break from 25 December 2008 through until 1 January 2009 inclusive. Issuing bodies may continue to submit applications during this period however AusCheck advises that they will not be processed until 2 January 2009.

AusCheck Email Address

To better serve issuing bodies and provide more timely responses to email enquiries, AusCheck now use just one email address for all communications: AusCheck@ag.gov.au.

This address replaces all of the current group addresses such as: AusCheck.Operations; AusCheck.Helpdesk; and AusCheck.Finance.

AusCheck System 1.5 Update

The release date for 1.5 is currently scheduled for late January 2009. A final date will be announced early in the New Year.

Updated user guides will also be published on the AusCheck website at this time.

ASIC Renewal

Despite growth in the aviation sector, AusCheck is continuing to experience a downturn in ASIC renewals. The current ASIC renewal rate is 50% below anticipated levels worked out by using AusCheck's IT system to forecast the date ASICs were due for renewal. These figures were used to predict the anticipated demand levels for renewals and calculate our fees accordingly.

AusCheck has concerns about the significant difference between anticipated and actual ASIC renewals as this affects both the funding of AusCheck services through the Attorney-General's Department and may point to compliance issues. AusCheck has raised this matter with the Department of Infrastructure with a view to establishing the reasons for the differences between anticipated and actual ASIC renewals and whether further action needs to be taken on this issue.

Issuing Bodies Unable to Create User Accounts

Due to security restrictions placed on the AusCheck system and supporting network, issuing bodies are not able to automatically register users within the system.

If issuing bodies require new users to be given access to the system, they must complete and sign an AusCheck Access Request form. This form is available on the system or by contacting AusCheck@ag.gov.au.



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Key Performance Indicators – September and October

AusCheck has completed 100% of applications lodged in September and 99% of all applications lodged in October.

Completed ASIC/MSICs	Same Day	2-5 Days	6-10 Days	11-15 Days	16-20 Days	> 20 Days
September 2008	7%	64%	85%	87%	89%	11%
October 2008	7%	66%	85%	86%	89%	11%

AusCheck's Key Performance Indicator of **Completion of 95% of accepted SIC applications in 5 business days, for Australian citizens with no actual or potential criminal history** performed at: 94% for September and 99% for October.

96% of ASIC applications were completed in 5 business days during September and 89% of MSICs. October reported a 99% completion rate for ASICs and 99% for MSICs. AusCheck will continue to working hard with our Checking Partners to meet our promised KPI targets.

New Criminal History Reporting Process in Release 1.5

In release 1.5 of the AusCheck System, AusCheck will change the way criminal histories are reported.

Previously we reported on actual and potential criminal history results together as a single statistic, but after release 1.5 we will report on the actual criminal histories separately.

This means issuing bodies should not compare statistics produced after release 1.5 with previous statistics.

The statistics provided following release 1.5 will only include actual criminal histories. Prior to release 1.5 the criminal history statistics provided included potential criminal histories.

Consultative Committee

The next AusCheck Consultative Committee is being held on 27 January 2009. The Committee meets via teleconference and is composed of industry representatives and executives from each branch of AusCheck.

If you are not a Consultative Committee member but would like take part in the discussion at the next teleconference – Please forward your details to AusCheck@ag.gov.au and we will forward you the conference agenda, timetable and dial-in details.

AUSCHECK