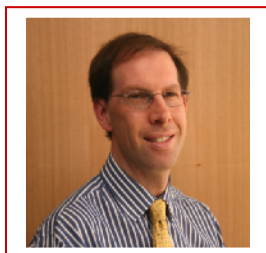




March 2009

Message from the Assistant Secretary



The Attorney-General's Department has recently undergone a restructure, the result of which is that AusCheck now forms part of the new National Security Law and Policy Division. The opportunity has also been taken to refocus our resources on our operational work. We have reduced the number of senior management positions within AusCheck to focus our resources on our operations, consistent with our maturing role.

Our IT system is also maturing, and we were pleased that the roll out of the '1.5' release at the January went smoothly. Our thanks to issuing bodies who promptly identified some small glitches, which we moved quickly to correct. Some further minor enhancements to the system will be rolled out within the next month or two. All issuing bodies will receive full details of this release well ahead of time.

Elsewhere in this newsletter there are details of our upcoming client survey, to be run from 13-24 April. I encourage you to provide your feedback in response to that survey. We welcome feedback at any time, but the survey gives us a particular opportunity to review how we are going.

Lastly, my thanks to Catherine Smith, who acted in the Executive Director position from October 2008 to February 2009. Catherine is not far away: she is now the A/g First Assistant Secretary of the National Security Law and Policy Division and therefore still involved with AusCheck.

Karl Alderson

5 Minutes with Finance

AusCheck has experienced a significant downturn in the demand for ASIC renewal applications. For the first quarter of 2008/2009, 50 % less ASICs were renewed than our records indicate were anticipated, that is we anticipated 9,413 and processed 5,381.

The makeup of the applications AusCheck processes has changed due to the demand shift for the applications. Whereas we were anticipating 44% of our business would be ASIC renewal applications, this has slipped to 27%. New ASIC applications now make up 46% of our through put, up from original estimates of 36%. MSIC applications remain in line with anticipated levels.

In an attempt to not pass the cost to others outside the Aviation and Maritime Industries AusCheck continues to look for ways of minimising costs.

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March 2009

Uploading XML Batch Files

Uploading XML Batch Files - Changes to system uploads if a file contains an application with errors.

Previously when uploading a batch of applications in an xml file, all successful applications loaded even if the file included an application that was rejected due to errors.

To make the xml and excel application processes consistent, the release of version 1.5 of the AusCheck system introduced a change to this function. Now if an xml file contains one or more applications that are rejected because of errors none of the applications in that file will be loaded onto the system.

ASIC Expiration dates

With AusCheck system release 1.5 in operation, the maximum expiry date for ASICs is now calculated in accordance with the regulations as being a maximum of 2 years from the date of completion of the background check.

For example; if an ASIC background check is completed in January, the expiry date on the card is now recorded as December. Subregulation 6.32(1) requires that the maximum expiry date for an ASIC can be set at no more than 2 years (or 12 months later for a conditional ASIC).

AusCheck advises issuing bodies that had previously used the extended validity timeframe that they are now unable to do so.

AusCheck Client Survey

AusCheck is committed to service delivery improvement through regular evaluation. To that end, we intend to conduct our second annual AusCheck Client Survey to evaluate our performance and identify opportunities for making our service more suitable to the needs of our clients.

The online survey will be open from 13 - 24 April 2009 and conducted by independent representatives from Orima Research. The survey will be online and will give you the opportunity to comment on AusCheck's performance over the last 12 months.

If you receive AusCheck Issuing Body emails and newsletters, you will receive a user ID and password. If you would like to opt out of the survey, or you think that someone else in your organisation would be better positioned to respond on behalf of your issuing body, please let us know by emailing AusCheck@ag.gov.au so that we can arrange to update of our contact list.

The details you provide to Orima Research for the purposes of this survey will not be used for any other purpose.



March 2009

Completion Statistics: 1 November – 30 January

Completion Statistics for Applications lodged between 1 November - 30 January

	Total	%
All Checks Lodged	24,652	100%
Completed (% of Lodged Checks)	24,485	99.19%
In 0 days	2,083	9.11%
In 5 days	15,208	58.63%
In 10 days	20,551	84.35%
In 15 days	21,861	90.31%
In 20 days	23,056	94.96%
Over 20 days	1,596	5.04%

Issuing bodies will be advised of the November 08 – January 09 KPIs when they are finalised.

AusCheck System Release – 1.6

AusCheck System candidate 1.6 is scheduled for release on 30 March 2009. AusCheck advises issuing bodies that the system will be shut down on 27 March at noon (EDST) till 8am 30 March to implement this upgrade. Please direct any enquires to AusCheck@ag.gov.au.

Canberra Day

Canberra Day is held on the second Monday in March each year. The Day commemorates and celebrates the official founding and naming of Canberra as the nation's capital on 12 March 1913.

This year Canberra day is celebrated on 9 March and is a public holiday in the ACT. AusCheck advises issuing bodies that it will be closed for business on 9th March and will recommence on Tuesday 10th March.

New AusCheck Phone Number

AusCheck's office phone number has changed to: **(02) 6141 2000**.

The new number is the result of a phone upgrade across the Attorney-General's Department.

As a result of this upgrade – All contact numbers for AusCheck and staff have been updated.

Please direct all enquiries to our new number.

AUSCHECK