



Executive Directors Message

October 2008



It is with great pleasure that I introduce myself to you as the A/g Executive Director of AusCheck. I come to the Executive Director position having most recently headed the Criminal Law Branch and before that the Office of Legal Services Coordination.

Elizabeth Kelly, the inaugural Executive Director, had her last day with AusCheck on 17 September. She has moved on to the role of First Assistant Secretary, Criminal Justice Division, still within the Attorney-General's Department. Elizabeth's vision and expertise have played a major role in getting AusCheck off to a strong start. She will undoubtedly be missed by our many stakeholders, and we wish her well in her new role.

As is reported elsewhere in this newsletter, AusCheck was a finalist in the 2008 Australia Privacy Awards. Given the sensitive nature of the information with which we deal, this was a particularly pleasing result.

AusCheck is strongly committed to providing the highest standards of service, and we are always keen to receive your comments, whether through formal processes like our monthly Consultative Committee meeting, or just through you giving us a call or sending us an email.

I look forward to working with you.

Karl Alderson

5 Minutes with Finance

- Previously AusCheck had advised that the payment via credit cards would be available in late 2008. This date has now been moved to early to mid 2009.
- AusCheck Finance section is pleased to introduce you to our new Cost Recovery Officer, Tony Arroyo. Tony takes over from Kylie, and is looking forward to helping you answer any finance queries you may have at: AusCheck@ag.gov.au.
- Excel reports are no longer being sent with issuing body invoices, instead they are now available by logging into the AusCheck system, via the Reports menu.
- AusCheck experiencing an overall reduction of 10% in anticipated demand for checks for the first quarter of 2008. AusCheck will continue to monitor this situation and will restrict spending to the revenue levels generated.

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AUSCHECK SHORTLISTED FOR NATIONAL PRIVACY AWARD

AusCheck was selected as a finalist in the government category of the inaugural 2008 Australian Privacy Awards that were presented in Sydney on 27 August 2008.

The Australian Privacy Awards aim to encourage, recognise and reward businesses, government agencies and not-for-profit organisations that engage in good privacy practices.

Finalists in the government category included AusCheck, Centrelink, the Child Support Agency and Medicare Australia. The Child Support Agency was named as the eventual winner of the Government Award category on the night.

Elizabeth Kelly, AusCheck's former Executive Director said "AusCheck's nomination recognises the importance we place on respecting people's privacy and our continued commitment to good privacy practices."

The inaugural Awards and Medal programs form part of the events celebrating the 20th anniversary of the passage of the first privacy legislation through the Parliament of Australia.



Former AusCheck Executive Director, Elizabeth Kelly. Special Minister of State and Cabinet Secretary, the Hon John Faulkner. The Australian Privacy Commissioner, Karen Curtis.

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.



The AusCheck Stand at the recent Security in Government Conference in National Conference centre in Canberra on 16/17 September 2008

Document Verification Service

AusCheck will not be utilising the DVS or adding fees for this service for future background checking as it is intended for use by government agencies only.

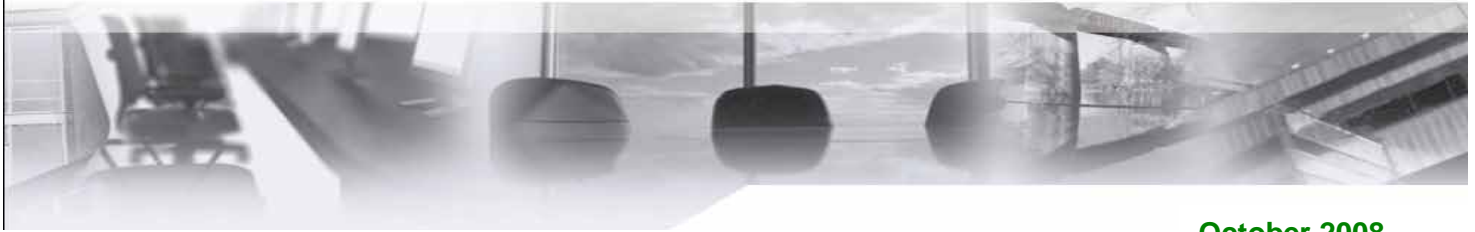
AusCheck had previously advised that issuing bodies would be required to lodge the document details (Passport Numbers, Licence Numbers) of each applicant when the service became available – This is no longer proposed.

AusCheck

The Australian Background Checking Service



Australian Government
Attorney-General's Department



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Under 18s Card Registrations

What is an Under 18 Card Registration?

An issuing body may issue an aviation or maritime security identification card to an individual who is under 18 years of age. These types of cards are classified by AusCheck as card registrations as opposed to applications as the individual does not undergo a criminal or security background check. However the details of the card must be recorded on the AusCheck database to capture all active security cards in circulation. As the individual does not undergo a background check there is no charge for the registration of the card.

Security cards for Under 18 cardholders must expire when the individual is 18 years and 6 months old. The AusCheck system will work out this date and set it as the end of validity date. However issuing bodies may set the card to expire at an earlier date. After the individual turns 18 years of age, if they still require a SIC, they must make a fresh application and have a full background check.

How do I lodge a card registration for an Under 18 applicant?

If you are lodging a single registration for an individual you must select the "**Card for Under 18**" drop down option under the Application Type. This can be found in the '*Applications and Registry*' menu.

If you are lodging multiple applications via the upload templates, you may select the "**Under 18**" option in the application type column (for excel files the column is BW).

How do I find the card in the AusCheck system?

The card details will not appear in the '*application search*' as a background check has not been conducted by AusCheck. If you would like to access details pertaining to the registration of an under 18 individual card you can simply use the '*card search*' function. Also issuing bodies may wish to subscribe to the Card Registration Report which reports all registrations lodged within the AusCheck system on a daily basis. To do this simply select the '*Manage Details*' option from the action menu and subscribe to the particular report.

Consultative Committee

The next AusCheck Consultative Committee is being held on Tuesday 7th October 2008. 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 you will be forward the conference time and dial-in details.

AusCheck System 1.4.113 Update

On the 1st of October 2008 version 1.4.113 of the AusCheck IT system was implemented within the production environment. This upgrade provided a range of technical fixes and enhancements to the AusCheck system. These fixes and enhancements included changes to:

1. The Reuse application type
2. Calculation of card expiry dates
3. Cards expiring a day early
4. Applications that are not endorsed
5. Duplicate lodgement validation
6. Web services – Duplicate card registrations
7. Data migration card registrations – Employer/Organisation details
8. Issuing body billing contacts
9. Withdrawn applications card status and date display, and
10. Application search – Clear search button.

The upgrade was a success with minimal disruption reported. If you are experiencing any issues please report these to AusCheck - AusCheck@ag.gov.au

Replacement Card Registration

In what circumstances can a replacement card be issued?

The decision on whether to issue a replacement card is the responsibility of the issuing body. The circumstance which a replacement card may be issued are set out in the *Aviation Transport Security Regulations, regulation 6.35*, or the *Maritime Transport and Offshore Facilities Security Regulations, regulation 6.08L*.

How do I lodge a replacement card in the AusCheck system?

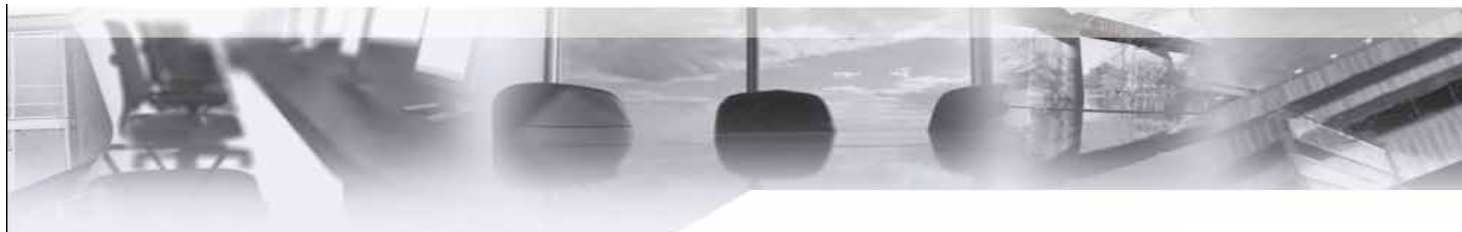
If you are lodging a single application for a replacement card you should select '**Applications and Registry**' from the action menu, then select "**Replacement Card**" from the drop down option under '*Application Type*'. The first screen will then ask the user to enter the details of the new replacement card and the user will be prompted by the AusCheck system to enter any additional details required before submitting the request.

If you are lodging multiple applications via the upload templates, the user must select the "**Replacement Card**" option from the dropdown list in the Application Type column (for excel files the column is BW).

Please be aware that in order to successfully lodge a replacement card in the AusCheck system, the original card must not have been cancelled. Issuing bodies must first register a new replacement card record then cancel the original card in the AusCheck system. This requirement is in accordance with the relevant aviation and maritime security regulations.

How do I find the replacement card in the AusCheck system?

The card details will not appear in the '*application search*'. If you would like to access details pertaining to the registration of the replacement card you can simply use the '*card search*' function. Also issuing bodies may wish to subscribe to the Card Registration Report which reports all registrations lodged within the AusCheck system on a daily basis. To do this simply select the '*Manage Details*' option from the action menu and subscribe to the particular report.



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Key Performance Indicators – July and August

AusCheck has completed 99% of all applications lodged in July and August. Generally, applications took longer to complete during August than July. This decrease in turnaround was due to a technical issue which has been rectified.

Completed ASIC/MSICs	Same Day	2-5 Days	6-10 Days	11-15 Days	16-20 Days	> 20 Days
July 2008	9%	58%	78%	83%	87%	13%
August 2008	6%	55%	78%	83%	92%	7%

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 88% for July and 82% for August. Broken down into ASICs and MSICs: 88% of ASIC applications were completed in 5 business days during July, and 86% of MSICs. August reported falls to 82% for ASICs and 81% for MSICs. AusCheck will continue to working hard with our Checking Partners, and our IT developers to meet our promised KPI targets.

Immigration and Work Rights Checks – Optional Service Provided by AusCheck

AusCheck will, if requested, coordinate a Department of Immigration and Citizenship (DIAC) check to assist issuing bodies to meet their statutory obligations.

If an issuing body requests the optional DIAC check, AusCheck will provide the following advice:

DIAC Response	ASIC Advice	MSIC Advice
that the individual is a lawful non-citizen	Meets statutory criteria	Further inquiries required – does the individual have a right to work in Australia?
that the individual is a lawful non-citizen and has the right to work in Australia	Meets statutory criteria	Meets statutory criteria
that DIAC has no record of the individual	Further inquiries required – is the individual a lawful non-citizen?	Further inquiries required – is the individual a lawful non-citizen and does the individual have a right to work in Australia?
that the individual is an unlawful non-citizen	Further inquiries required – is the individual a lawful non-citizen?	Further inquiries required – is the individual a lawful non-citizen and does the individual have a right to work in Australia?

If, after receiving the advice from AusCheck, the issuing body remains uncertain as to whether the individual is a lawful non-citizen and, in the case of MSICs, has a right to work in Australia, the issuing body will need to make further inquiries. Further inquiries may include sighting the individual's travel documentation or requesting further supporting documentation.

If an issuing body has requested that AusCheck coordinate a DIAC check, the issuing body will be charged for this service irrespective of the outcome and whether or not the issuing body chooses to rely on this advice.



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Collection of personal information for AusCheck background checks

AusCheck has received a number of enquiries from individuals who are confused about the personal information required to be collected by Issuing Bodies for the purposes of applying for AusCheck background checks as part of the Security Identification Card (SIC) issuing process.

In some cases, individuals have been asked by issuing bodies to provide personal information including information relating to criminal convictions in a way that suggests that such information is required by AusCheck for its background checks when this is *not* in fact the case.

As explained in Chapter 7 of the AusCheck issuing body manual, in preparing to lodge an application to AusCheck for a background check, an Issuing Body should only collect the personal information that is necessary for this purpose. In addition, an Issuing Body must not use or disclose the personal information collected about the individual for any unrelated purpose.

Issuing bodies should be careful to make clear to individuals applying for SICs which personal information is *required* to be provided by AusCheck for background checking purposes as distinct from other information that may be legitimately requested by Issuing Bodies for other purposes. For example, where issuing bodies are collecting personal information for employment related screening as well as for a SIC application it should be made clear to the individual the different purposes for which the information is being collected and how it will be used.

Issuing bodies are not entitled to alter any AusCheck document or form or to use the Commonwealth Coat of Arms or the AusCheck logo or mark in connection with the collection of personal information that is *not* required by AusCheck for background checking purposes.

Time Out

A number of issuing bodies have expressed difficulties with the 15 minute time-out limit on the AusCheck IT system. AusCheck has reviewed this situation and has increased the time-out period for non activity to 30 minutes. This increase should alleviate current time-out difficulties. Issuing bodies that continue to experience problems should complete a detailed problem report and forward it to AusCheck@ag.gov.au.

Daylight Savings – Long Weekend

Daylight saving time commences for most Australian States and Territories on Sunday 5th October 2008.

The ACT, NSW and SA also celebrate Labor Day on Monday 6th October 2008. AusCheck's offices will be closed for business Monday the 6th and will re-open on Tuesday the 7th at 8:30am (EDST).

AUSCHECK