



How we helped WA Police get officers back on the front line

Australia Post's identity services, data capturing technology and network of retail outlets in WA have made applying for a national police clearance certificate simpler for customers and it's helped Western Australia Police put more police back on the streets.

Customer: Western Australia Police (WA Police)

Website: www.police.wa.gov.au

Industry: State government

Challenge:

- Reduce internal administration pressures.
- Improve service levels when processing applications for national police clearance certificates (NPCs).

Solution: Australia Post's extensive retail network, 100-point identity check and online form data capture technology.

Results:

- NPC identity check service offered at 334 Australia Post retail outlets in WA.
- Excellent response times for customers: "Initial clear" NPC certificates delivered in only three to five days.
- Less administration means more police are freed up to perform other tasks.
- Scalable, flexible solution allows for unique state based / police jurisdiction requirements and it can also be adapted for other police record check applications.

Background

Western Australia Police is responsible for policing the largest single police jurisdiction in the world, an area covering 2.5 million square kilometres with a structure comprising three regions, 14 districts and 163 police stations.

The challenge

WA Police undertook an initiative that had a primary focus on returning more police officers to the street, rather than wasting valuable policing resources on administrative duties.

One of the key objectives of this internal program, called "Frontline First", was to source a more effective way to process the fluctuating demand for national police certificate (NPC) applications, while still providing the best possible service to WA citizens.

WA Police, in partnership with CrimTrac, undertake the national criminal history record check component of NPC applications. These certificates detail a person's disclosable criminal and traffic conviction record and can be used by employers and licensing bodies for screening purposes.

The strategy

As part of their commitment to relieve the administrative pressures placed on their police force, WA Police set out to find a trusted business partner with a physical presence across all of Western Australia to assist them in processing NPC applications.

WA Police case study – identity checks

The solution

WA Police approached Australia Post to work collaboratively with them and CrimTrac to establish the requirements for NPC applications.

As part of Australia Post's solution, NPC applications were made available through 334 electronically enabled Australia Post retail outlets across WA.

The implementation

Applicants can lodge their forms in person at their local Australia Post retail outlet. A staff member performs a 100-point identity check to verify their identity documents, but at no point during the application process does Australia Post have any access to the applicant's criminal history.

In accordance with WA Police requirements, if 100 points of identity cannot be provided, then the applicant is referred to the WA Police enquiry line.

All NPC applications are delivered to Australia Post's imaging and data capture processing centre, where they are scanned as an image. The applicant's form data is captured and electronically transmitted directly to CrimTrac.

CrimTrac then washes applicant data against the Criminal History Database to provide an immediate response to Australia Post for each application as either "Initial Clear" or "Potential Match".

For all "Initial Clear" applications, Australia Post prints the NPC certificate on security paper and mails it directly to the applicant.

"Potential Match" applications are referred to WA Police for further investigation. WA Police subsequently forwards electronically cleared applications to Australia Post for certificate printing and distribution.

The results

According to John Purcell, Assistant Director for the Office of Information Management, Western Australia Police, "Our partnership with Australia Post has allowed WA Police to take advantage of existing Australia Post infrastructure and experience with proof-of-identity services which, in turn, is enabling WA Police to have a greater focus on local policing priorities."

Trained Australia Post staff members are experienced in dealing with similar types of confidential transactions. The tracking of applications provides an audit trail and assists with responsiveness to customer enquiries. Australia Post's robust and secure IT infrastructure provides high availability and redundancy.

The Australia Post solution is also scalable for growth, with a national approach that allows for unique state based / police jurisdiction requirements. It can be easily adapted for the acceptance of different types of police record check applications.

WA citizens have convenient access to Australia Post's extensive network of retail outlets, manned by trained and professional staff. The solution delivers excellent response time for applicants – the end-to-end process takes approximately three to five days for applications that fall within the "Initial Clear" category. Applicants can access Australia Post's dedicated call centre team for customer enquiries.

Utilising Australia Post has reduced transaction processing effort and the consolidated financial settlement simplifies financial accounting processes.

Most importantly, it eases the administrative burden on WA police officers, enabling greater numbers to be deployed to front-line work.

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For more information on how Australia Post can find the right solution for your organisation, please contact your Australia Post Account Manager or call 13 11 18.

This case study is based on information provided by Western Australia Police and illustrates how one organisation works with Australia Post. Many factors contributed to the results and benefits described. Australia Post does not guarantee comparable results elsewhere.

