



AusCheck External Release Notes

30 August 2024

v4.7.0

The primary goals of Release 4.7.0 have been to:

- Enable ASIC and MSIC facility operators and CIBC responsible entities to have multiple facilities/assets, rather than only one in the portal.
- CIBC employers and responsible entities must contact AusCheck before being able to view detailed criminal history information. This process will involve AusCheck requesting consent from the applicant prior to doing so.

Applicants

User experience enhancements for portal applications

Change Type: Enhancement

Business Problem: From user feedback and research activities, we have identified areas for improvement with portal applications.

User Benefit:

- Improvements to verifying their employer code, which was being missed by users and resulting in preventable errors.
- Re-labelled “birth locality” to “birth town/city”.
- Additional help-text to mitigate invalid document exemption requests.

Streamlined process to update photo and identity documents

Change Type: Enhancement

Business Problem:

- Currently, there is no portal functionality to allow an applicant and verifier to correct photos that do not meet AusCheck’s requirements.
- Additionally, if the applicant is requested to provide updated identity documents, they are required to progress through each page of the entire portal application to do so, which is unnecessary.

User Benefit:

- Photos can now be updated through the portal
 - Firstly, the applicant selects an appropriate verifier organisation and location to capture the updated photo

Official

- o Then the verifier will be able to search for the record to capture and upload a new photo.
- When AusCheck requests applicants to provide updated photos or identity documents, the portal will only show the specific pages that relate to the photo and identity document process.

Employer

Request for detailed criminal history information

Change Type: Enhancement

Business Problem: AusCheck requires applicant consent prior to releasing criminal history information to their employer / responsible entity. This information is required for the employer to make an informed decision whether to continue employing or rejecting the applicant's access to their asset.

User Benefit: Employers are advised to email AusCheck to request detailed criminal history information prior to making a decision. AusCheck will collect the applicant's express consent and only send detailed information to the employer if they have the applicant's permission to do so.

Decision

Application details

Date of application

9/02/2023

Date of expiry

29/03/2026

Asset locations

Name

Osborne Naval Shipyard

View digital credential

This applicant has unfavourable criminal history outcomes. If you require additional information on these offences before making a decision, please email the AusCheck Service Centre (auscheck@homeaffairs.gov.au) with your request. Provide in your request:

• The name of your Responsible Entity

• Your Responsible Entity ABN or Employer Code

• Application Number (ID) of the CIBCO

What is an 'unfavourable criminal history'?

An individual has an 'unfavourable criminal history' if their criminal history discloses that they have either a conviction for:

• a CIRMP level 1 security related offence, or

• a CIRMP level 2 offence and sentenced to any term of imprisonment for the offence.

CIRMP security related offences are defined in Schedule 2 of the AusCheck Regulations 2017.

Additional Details of CIRMP security related offence

A responsible entity can request the details of the individual's 'unfavourable criminal history', which may be used as part of the assessment of the individual's suitability to have access to the critical component/s of the critical infrastructure asset/s.

AusCheck will only disclose the details of the individual's 'unfavourable criminal history' to a responsible entity if the individual has provided their express consent for us to do so.

The details regarding any criminal history offence which may be provided may include:

• the date of offence

• the offence the individual was convicted of

• the court where proceedings took place

• the outcome of those proceedings which includes such information as the sentence and length of prison term.

View digital credential

Close

Back

Reject

Approve

AusCheck Release Notes v4.7.0 - 30 August 2024

Page 3 of 10

Official

Load time improvements to 'Manage Op Need'

Change Type: Enhancement

Business Problem: For larger Employer organisations (greater than 500 active operational needs), attempting to search for all operational need records was taking over 30 seconds.

User Benefit: Improvements have been made to significantly reduce the load time of the 'Manage Operational Need' pages.

'Verify security card' no longer requires a mandatory search for an Issuing Body

Change Type: Enhancement

Business Problem: Currently, when verifying security cards, the issuing body field is mandatory. With the transition to the AusCheck Issuing Body, users were confused which issuing body they should enter.

User Benefit: AusCheck and the portal will allow employer users to search for a card without having to provide an Issuing Body. This field is now optional and can be used if users need to narrow their search results.

Fixed: Unable to find application if AusCheck requests applicant to update their operational need

Change Type: Bug

Business Problem: Employers are unable to locate operational need updates by applicant, when remediation is required.

User Benefit: Bug has been fixed and applications are able to be located as expected.

Facility Operator (ASIC, MSIC) / Responsible Entities (CIBC)

Enable facility operators to have multiple facilities

Change Type: Enhancement

Business Problem: Currently, the portal only permits facility operators to have one facility.

User Benefit: AusCheck are able to setup facility operators with multiple facilities.

Admin users will be able to assign specific facilities to their users, which will control their data visibility when searching and ceasing facility access for applicants.

Functions such as verifying security cards and searching for applications will remain across the entire AusCheck holdings and AusCheck portal holdings respectively.

‘Verify security card’ no longer requires a mandatory search for an Issuing Body

Change Type: Enhancement

Business Problem: Currently, when verifying security cards, the issuing body field is mandatory. With the transition to the AusCheck Issuing Body, users were confused which issuing body they should enter.

User Benefit: AusCheck will allow facility operator users to search for a card without having to provide an Issuing Body. This field is now optional and can be used if users need to narrow their search results.

Background Checking Services (BCS) AusCheck Portal Enhancements

ASIO Identity verification issues: Birth Country information is inconsistent across applications

Change Type: IB Portal Enhancement

Business Problem: ASIO have highlighted issues with the country of birth differing between current and previous applications.

User Benefit: This change will enable the AusCheck system to check for and detect any Birth Country mismatches between newly submitted applications and existing records held in the system. Issuing bodies will then need to remediate these applications before further processing can occur (refer to Figure 1). Remediating Birth Country mismatches at the submission stage will improve the quality of data stored in the system and shared with our external checking partners during the background checking process.

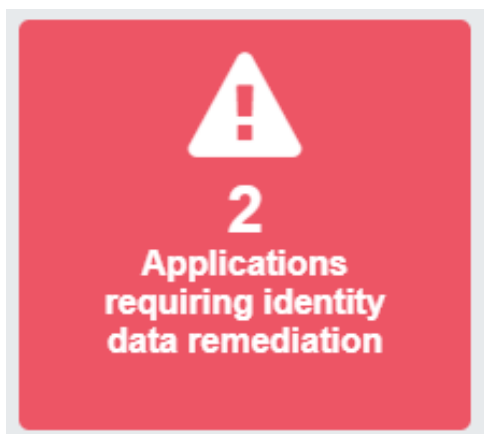


Figure 1: New tile on the IB Portal dashboard for applications with Birth Country mismatches

Address validation: always return errors for the most critical validation failures

Type: IB Portal Enhancement

Business Problem: Currently, there are warnings for address validation issues. However, these do not prevent submission. As a result, BCS receives numerous requests for information (RFI) from ASIO relating to incorrect addresses. These RFIs lead to delays in completing background checks.

User Benefit: This change enables the IB Portal to show validation errors for incorrect addresses (refer to Figure 2). Issuing bodies will need to fix any errors before submission. This will help to prevent incomplete information being sent to ASIO, thus reducing the number of RFIs.

Official

New Application

Submit Errors/Warnings:

- ErrorCode: (EED09-01) - Organisation Address is mandatory and is missing.
- ErrorCode: (EED04-01) - Organisation Contact Person Name is mandatory and is missing.
- ErrorCode: (AD05-03) - Postcode for Individual Residential Address is mandatory and is missing when Country is Australia.
- ErrorCode: (AD05-07) - Individual Residential Address (oompa, loompa, ACT, AUS) is not known, please check the details are correct.
- ErrorCode: (IU01-01) - Individual Postal Address is mandatory and is missing.
- ErrorCode: (ALR11-04) - Identity Documents are required but missing.

Person Address Details

Edit Address Details

Residential Address History

Enter Address Manually

Yes

Address Line 1

oompa

Address Line 2

Address Line 3

Locality

loompa

Postcode

State

ACT

Country

Australia

Latitude-Longitude

From

15/08/2000

To

Figure 2: IB Portal error message for Address with critical validation failure

Official

Address validation: additional processing to identify missing unit cases

Change Type: IB Portal Enhancement

Business Problem: Currently, BCS receives a large number of RFIs for incomplete Australian addresses. Commonly these addresses are missing unit numbers.

User Benefit: With this change, the IB Portal will identify any missing unit numbers for Australian addresses, and display either a warning (refer to Figure 3) or error message (refer to Figure 4). Issuing bodies will need to fix any unit number issues at submission. This will improve data quality in the system and prevent incomplete information from being sent to ASIO. This should result in a decrease in RFI requests.

The screenshot shows the 'Residential Address History' table with one entry: Line 1 '10 Ebeling Ct', Locality 'Nicholls', State 'ACT', Postcode '2913', Country 'Australia', and From '1/01/2000'. The 'Edit' button is highlighted. Below the table, the 'Edit Residential Address' form is displayed. The 'Enter Address Manually' checkbox is unchecked. The 'Country' dropdown is set to 'Australia'. The 'Address' field contains '1/10 Ebeling Ct, Nicholls ACT 2913, Australia'. A warning message is shown below the address field: 'WarningCode: (AD08-10) - Address (1/10 Ebeling Ct, Nicholls ACT 2913, Australia) has no matching unit number, please check the details are correct.' The 'From' field is '1/01/2000' and the 'To' field is 'dd/mm/yyyy'. The 'Same for Postal' checkbox is unchecked. The 'Save' button is highlighted.

#	Line 1	Locality	State	Postcode	Country	From	To	Actions
1	10 Ebeling Ct	Nicholls	ACT	2913	Australia	1/01/2000		Delete Edit

Residential Address History

Add Residential Address

Edit Residential Address

Enter Address Manually ☐

Country

Address Map

WarningCode: (AD08-10) - Address (1/10 Ebeling Ct, Nicholls ACT 2913, Australia) has no matching unit number, please check the details are correct.

From To

Same for Postal ☐

Cancel Save

Figure 3: IB Portal warning message for missing unit numbers

The screenshot shows the 'Address History' table with one entry: Line 1 '11/2 Blamey Pl', Locality 'Campbell', State 'ACT', Postcode '2612', Country 'Australia', and From '1/01/2000'. The 'Edit' button is highlighted. Below the table, the 'Edit Residential Address' form is displayed. The 'Enter Address Manually' checkbox is unchecked. The 'Country' dropdown is set to 'Australia'. The 'Address' field contains '45 Enderby St, Mawson ACT 2607, Australia'. An error message is shown below the address field: 'ErrorCode: (AD08-09) - Address (45 Enderby St, Mawson ACT 2607, Australia) is missing a unit number, please check the details are correct.' The 'From' field is '1/01/2000' and the 'To' field is 'dd/mm/yyyy'. The 'Same for Postal' checkbox is unchecked. The 'Save' button is highlighted.

#	Line 1	Locality	State	Postcode	Country	From	To	Actions
1	11/2 Blamey Pl	Campbell	ACT	2612	Australia	1/01/2000		Delete Edit

Address History

Residential Address History

Add Residential Address

Edit Residential Address

Enter Address Manually ☐

Country

Address Map

ErrorCode: (AD08-09) - Address (45 Enderby St, Mawson ACT 2607, Australia) is missing a unit number, please check the details are correct.

From To

Same for Postal ☐

Cancel Save

Figure 4: IB Portal error message for missing unit numbers

BCS Minor Fixes

Bulk upload: identity document date of birth format causing system errors

Change Type: IB Portal Bug fix

Business Problem: System errors were occurring when issuing body users entered the date of birth, for identity documents into the bulk upload spreadsheet, using the wrong date format (month name instead of numerical month).

User Benefit: After the release, users will be prompted with an error message (refer to Figure 5) if they enter dates with the wrong format.

Individual's Name	Type	Client Reference	Card Number	Name on Card	Card Type	Errors/Warnings
1 Khalid Abdulrazzaq Hussein AL DULIMI	Renewal		PH62109	Khalid AL DULIMI	ASIC	ErrorCode: (SCCD04-03) - Issue Body Code for Current Security Card is invalid. Value provided PER ErrorCode: (ALR-03) - Unable to perform application renewal. card details provided does not match any previous record. ErrorCode: (ACC03-02) - Date of Birth (Month) in Australian Citizenship Certificate exceeds maximum length allowed (2 characters). Value provided (FEB) ErrorCode: (ACC51-01) - Date of birth (14/FEB/1968) on Australian Citizenship Certificate does not match the applicant birth date. WarningCode: (AD08-06) - Individual Residential Address (1/127 SWAN ST, TUART HILL, WA, 6060, AU) is unknown but has matched closely to U 1/127 Swan St Tuart Hill WA 6060. This close match has been saved as the address. ErrorCode: (AD04-02) - Country Code for Individual Residential Address is mandatory and is missing. ErrorCode: (AD08-07) - Individual Residential Address (3/25 MORLEY, YOKINE, WA, 6060,) is not known, please check the details are correct. ErrorCode: (AD04-02) - Country Code for Individual Residential Address is mandatory and is missing. ErrorCode: (AD08-07) - Individual Residential Address (5 SERDVINE, SAKYARA, 555,) is not known, please check the details are correct. WarningCode: (AD08-06) - Individual Postal Address (1/127 SWAN ST, TUART HILL, WA, 6060, AU) is unknown but has matched closely to U 1/127 Swan St Tuart Hill WA 6060. This close match has been saved as the address.

Figure 5: Date of birth error message

IB Portal App Mod: Photo Quality Assessment results lost

Change Type: IB Portal Bug fix

Business Problem: Currently, when an application is modified in the IB Portal (updated or remediated), without any changes to the photo, the photo quality assessment results are missing in the updated submission.

User Benefit: After this fix, the photo quality assessment results will be displayed for each photo during the application modification process. This change will improve data in the system.

Outage Window

AusCheck system maintenance is scheduled for 30 August 2024, between 19:00 to 11:59 (AEDT).

Systems may be offline at times during this period.

The outage will affect:

- Aviation Security Identification Card (ASIC) issuing bodies
- Maritime Security Identification Card (MSIC) issuing bodies
- National Health Security (NHS) responsible entities
- Naval Shipbuilding and Sustainment Identity Cards (NSSIC) responsible entities
- Critical Infrastructure Background Checking (CIBC) responsible entities
- Web portal users (applicants, employers, verifiers and facility operators)
- Web services users