



LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

No. 296

WRITTEN QUESTION

J Davis to the Minister for Police, Hon Lia Finocchiaro MLA:

SerPro Operational Impact on Policing

1. The Auditor-General's report Police Information System Replacement Project (Report No. 6 of 2025–26, dated 26 November 2025) records that, of the ten objectives approved in the 2018 business case, four were fully met, five were partially met, and one was not assessed in the review.
 - a. Which objective was not assessed, and why was it excluded from the review?
 - b. Which five objectives were assessed as only partially met, and what is being done to realise each of them?
 - c. The report records that the Department would now assess all ten objectives as having been fully met within the Territory's direct control. On what evidence is that assessment based, in which document is it recorded, and has it been provided to the Auditor-General?
 - d. Which objectives are not within the Territory's direct control, and on what timeframes does their realisation depend?
 - e. Which agency is accountable for realising each of them?
2. The report records that although SerPro is a mobile system, its mobility is presently restricted to laptops because of the mobile devices used across the Northern Territory Government. What proportion of frontline officers can currently access SerPro from a handheld device while on duty?
 - a. What is the operational effect of that restriction on officers working away from a vehicle or station?
 - b. What funding is allocated in 2026–27 to extend mobile access, and by what date is it expected to be available?

3. Recommendation 4 of the Northern Territory Police Review recommended that the Force formalise the establishment of a Digital Transformation Unit to centrally manage high impact information technology projects, resourced to provide ongoing workforce and business support for major systems including SerPro, comprising workforce training and data quality functions. Has that unit been established?
 - a. On what date, and what is its current staffing in full-time equivalent terms?
 - b. What SerPro workforce training has it delivered, and how many officers have completed it?
 - c. What data quality functions does it perform in relation to SerPro, and what measures of data quality are reported?
4. The Auditor-General's report records that the Police Data Quality and Criminal Records teams "confirmed a backlog of more than 27,000 matters awaiting updating and ongoing issues with integration between systems". What is the number of criminal record matters awaiting update today, and what was it at go-live in November 2023?
 - a. What is the date of the oldest such matter still awaiting update?
 - b. How many staff, in full-time equivalent terms, are engaged in clearing that backlog, and at what cost in 2025–26 and 2026–27?
 - c. On what date is the backlog forecast to be cleared?
 - d. If the backlog is not reported in that form, in which system is it recorded, and in what format?
5. What assessment has been undertaken of the operational risk to officer safety arising from incomplete data or incomplete system integrations in SerPro?
 - a. On what date was that assessment made, and by whom?
 - b. Is the risk recorded on a departmental or program risk register, and at what rating?
 - c. How many incidents have been recorded in which incomplete or unavailable SerPro data was identified as a contributing factor?
6. In relation to the interfaces supporting the Banned Drinker Register, are all interfaces between SerPro and the Register currently operating as designed?

- a. How many outages or defects affecting those interfaces have been recorded since go-live, and what was their total duration?
 - b. What manual processes are currently in place where an interface is not operating as designed, and what is the estimated staff cost of those processes in 2026–27?
- 7. What effect has the introduction of SerPro had on the time taken to prepare and lodge domestic violence order applications, compared with the system it replaced?
 - a. In which system is that processing time recorded, and in what format?