

**LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY**

**WRITTEN QUESTION**

Mr Maley to the Minister for Police:

**SerPro**

**1. What is the total cost of developing SerPro?**

Refer to DCDD for response.

**2. Were there any variations to the original tender to develop SerPro?**

Refer to DCDD for response.

**a. If there were, how many and what was the cost of each variation?**

Refer to DCDD for response.

**3. How long has SerPro taken to develop?**

Refer to DCDD for response.

**4. What is the estimated budget to keep Serpro operational for the next 6 months?**

Refer to DCDD for response.

**5. Has an error or problem in Serpro resulted in a complaint against Police?**

Four complaints against police relate to the use of SerPro.

**a. If so, how many complaints have been received?**

Four, as above.

**6. Has an error or problem in SerPro resulted in a police member being subject to internal discipline?**

No.

**a. If so how many?**

As above.

**7. When was SerPro made operational?**

SerPro went live on 27 November 2023.

**8. Is the older PROMIS system still operational?**

PROMIS ceased being the case management system for Northern Territory Police on 27 November 2023. PROMIS is available in Read Only mode.

**a. If it is still operational, what is the month by month cost to keep it operational?**

Refer to DCDD for response.

**b. How long is it intended to keep PROMIS operational?**

A decision has yet to be made about how long it will remain available.

**9. What is the cost of training police members to operate SerPro, as at 1 February 24?**

Refer to DCDD for response.

**10. How many police members have undergone SerPro training?**

It was identified that 1921 PROMIS users (sworn and unsworn) required SerPro training. 1647 have been trained.

**11. How many police members are yet to undertake SerPro training?**

It was identified that 1921 PROMIS users (sworn and unsworn) required SerPro training. 1647 NTPF employees have been trained, leaving 274 members yet to be trained.

**12. How many remote police members have undertaken SerPro training?**

Based on current HR data, 214 remote police members have been formally trained.

**13. How many remote police members require SerPro training, as at 1 February 24?**

Based on current HR data, 25 remote police members still require formal SerPro training.

**14. If a remote police member is not trained in SerPro does that impact on the day to day operation of being a police member?**

A police member not being trained in the use of the police case management system would have an impact, but they would be able to complete their initial operational response duties.

Interim measures to completing face-to-face training include completing the online training modules, utilising the online knowledge base, being supported by SerPro Support who are available via phone and email 7 days per week, and being supported by others in the workplace who have been trained.

**a. If so how does it impact?**

Refer to above comment.

**15. Has there been any errors or problems with SerPro that have caused court matters to not proceed in each of the following areas:**

**a. Domestic Violence?**

**b. Traffic?**

**c. Criminal?**

There have been delays in initiating some proceedings during the transition stage, but there is no record of any matters that have been barred from being pursued.

**16. Have there been any errors or problems with SerPro that have caused delays to Court times in each of the following areas:**

**a. Domestic Violence?**

**b. Traffic?**

**c. Criminal?**

In the two months following go live, there were matters across all three domains that were not listed before the summons date. A number of system and process enhancements have since been implemented to reduce this.

For example, SerPro produces reports that identify matters not listed and SerPro Support works closely with the frontline to enhance their report audit capabilities and reduce the likelihood of any delay.

**17. Have there been any unlawful arrests due to SerPro cases not been closed?**

There have been no unlawful arrests due to SerPro cases not being closed.

**a. If so, did that result in further or re-arrests of persons of interest?**

Refer to above response.

**18. Has SerPro caused any delays in the prosecution of any alleged offenders or matters?**

Refer to response for Q15 and Q16.

**a. If so, what were the delays and what was the impact of the delay?**

**19. Has an error or problem with SerPro resulted in a prosecution not succeeding or going ahead?**

NTPFES has had a robust process of reviewing all failed prosecutions for some time. That process has continued with SerPro, and each month representatives from NT Police and the Office of the Director of Public Prosecutions (DPP) meet to review any failed prosecutions.

Since SerPro went live, there have been no referrals received from the DPP in relation to failed prosecutions resulting directly from SerPro issues.

The Prosecution Review Panel has examined matters relating to delayed proceedings, and identified user unfamiliarity across the justice continuum with the various system integrations.

**a. If so, what was done to rectify the error or concern?**

Refer to above response.