



# Inquiry into Annual and Financial Reports 2023–24

## Answer to question taken on notice

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Asked by: Mr Andrew Braddock MLA

Addressed to: Deputy Commissioner Scott Lee, Chief Police Officer for the ACT, ACT Policing

In relation to: Online reporting tool

Hearing: 18 February 2025

Uncorrected Proof Transcript p 38

Transcript provided: 20 February 2025

Answer Due: 27 February 2025

Deputy Commissioner Scott Lee took on notice the following question(s):

**MR RATTENBURY:** Thank you and Chair, one more. Back on online reporting, do you have any community feedback on whether people are more or less likely to report something new through the online portal? I suspect, for example, I cannot imagine these traffic offences would have been picked up without it, but have people expressed reservations about the portal? Or which way has the feedback been, I suppose, in the community?

**Mr Lee:** Yes, I think, certainly there has been—I think there was some—I think the way I would describe it is the use of the online reporting is increasing. I think it was relatively low initially, as people got used to the concept of online reporting. So I think it is continuing to grow in terms of the number of reports we are seeing and the usage.

In terms of specific feedback from the community, we have certainly received some feedback in terms of online reporting, I think in terms of that mixed reaction to online reporting, and I think part of that is probably due to demographic, as well, in terms of what people are more comfortable with, in terms of their age. And I think, then, the other element of that feedback that we have received which is in relation to the responses that we are able to provide on some of those minor matters, noting the prioritisation we need to undertake. So I think there is a combination of the two there.

**THE CHAIR:** Thank you. Mr Braddock, a supplementary?

**MR BRADDOCK:** Do you have more detail on the efficiencies you mentioned as arising out of this? Because part of the argument for this online reporting was that it allowed you to invest police officer time into more, higher priorities. Has that happened? Do you have any information?

**Mr Lee:** I do not have that to hand, Mr Braddock. I do not know if either of my colleagues do. I might need to take that on notice for you if I can.

**MR BRADDOCK:** Thank you.

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**Mr Lee:** And if I can offer there are also some other initiatives that we have put in place in terms of some online engagement that could also form part of that response as well, and some of our technology innovation, if that would be of interest to you?

**MR BRADDOCK:** That would be, thank you, on notice.

Dr Marisa Paterson MLA: The answer to the Member's question is as follows:

ACT Policing has received 1,767 Property Damage reports via the Online Reporting portal since go-live with each accepted report saving approximately 80% of time for the Communications member due to structured data capture, reduced duplication, system integration and improved workflows.

Online Reporting has resulted in enhanced situational awareness for responding Police due to consistent available information from the online report and triage process, also reducing time for Police to complete incident information within the case management system.

The number of accepted online Property Damage reports equate to 30 per cent (on average) of Property Damage reporting across all ACT Policing reporting channels. This illustrates the platforms alignment with community's expectation to engage with police via digital means. The community should be assured that the same processes and triage standards are applied to Online Reporting in line with other ACT Policing reporting channels. There has been wide adoption of the capability with reports received across all Canberra regions and age demographics.

The Online Reporting portal has received 1,189 Dangerous Driving reports since go-live with positive community feedback on the capability. The implemented workflow which includes use of the Axon Community Request for upload of digital material, provides Road Policing with a 70 per cent reduction in the time spent on actioning reports and evidence collection in comparison to the previous non-online process.


The analysis of Property Damage and Dangerous Driving survey data as of 20 February 2025 indicates that:

- Approximately 86 per cent of respondents 'Strongly Agreed' or 'Agreed' to the question 'I am likely to use online reporting in the future should I need to make a report'.
- Approximately 84 per cent of respondents 'Strongly Agreed' or 'Agreed' to the question 'I am likely to recommend this online method of reporting (Dangerous Driving / Property Damage) to others'.

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Since January 2024, on average 36 reports are received daily via the Online Reporting portal mechanisms (which include Property Damage, Dangerous Driving, Historic Sexual Assaults, Petrol Drive Offs, Crime Stoppers and Report Cyber ACT) which are now coordinated by the newly implemented Online Team, driving more efficiencies in addition to the development of expertise supporting future scalability.

Approved for circulation to the Standing Committee on Legal Affairs

Signature: 

Date: 3/3/25

By the Minister for Police, Fire and Emergency Services, Dr Marisa Paterson, MLA

