

WESTERN AUSTRALIA POLICE — MY LOST PROPERTY WEBSITE

Statement by Minister for Police

MRS L.M. HARVEY (Scarborough — Minister for Police) [12.04 pm]: I rise to inform the house that an Australian-first website allowing the public to directly report missing property items online is now live. On Wednesday, 5 March the Commissioner of Police and I launched the Report My Lost Property website, which can be accessed through the online services link on the WA Police website. In addition to the launch of the Check My Crime webpage that the state government announced last July, this new program will help free up police officers' time so that more officers can be deployed to the frontline. To give the house some idea of the amount of time police spend dealing with lost property reports, in 2012 WA Police lodged 35 531 lost property reports involving 85 475 property items into their incident management system. It has been estimated that it takes five minutes to add a lost property incident, which equates to 2 960 hours or 394 working days of effort. The new website will mean that the public now has 24/7 access to report lost items, rather than having to lodge a report over the phone or in person at a police station. However, those not comfortable using the internet can still lodge a report over the phone or in person. The implementation of this system will improve engagement for members of the public needing to report lost property as well as improve public self-help capability; front-line efficiency, including call handling and data entry; customer satisfaction; and community confidence through the timely handling of information.

I would also like to take this opportunity to update the house on the Check My Crime website. Members will recall that the internet site provides victims of stealing and damage crimes with the ability to view the status of their offence investigations, record additional items of lost property into an already created incident report and print an abridged copy of their report that includes items recorded as stolen or damaged. From the launch of Check My Crime last July until the end of January this year, there have been 32 580 successful logins at an average of 160 a day. A total of 37 246 property items have been added through Check My Crime and there have been close to 150 000 page hits. In conclusion, I congratulate WA Police on the hard work it has done to make both the Check My Crime and Report My Lost Property websites operational and I look forward to updating the house on the operation of both websites in the near future.