



# optimization



## OPTIMATION CONNECT: REVOLUTIONISING COMMUNITY CORRECTIONS IN AUSTRALIA

Queensland spans 1.85 million square kilometres (1.14 million square miles), making it Australia's second-largest state. This diverse and rugged region contains rainforests, mountains, deserts, and savanna, hosting 5.5 million people.

Queensland Corrective Services (QCS) manages 17 correctional facilities and oversees around 18,000 offenders on community supervision orders.

The QCS legacy kiosk system was failing and was failing, complicating efforts to manage offenders in the community across the State, burdening officers and ultimately hindering efforts to lower recidivism and increase levels of compliance.

### **The Solution: Modern Community Corrections**

To tackle these challenges, Optimation created the Connect platform, a streamlined biometric-based digital tool for managing supervised individuals.

A finalist 2 years running for the NZ Hi-Tech Awards for the Best Hi-Tech Solution for the Public Good category, the platform hinges on precise biometric verification, using the FBI-certified Kojak scanner from Integrated Biometrics. Fingerprints are captured at QCS regional offices upon induction into the Community Corrections system.



Registered individuals can then report via rugged self-service kiosks in QCS offices, using a simple interface with the Kojak scanner to communicate with officers, review documents, check calendars, request travel permits, and complete tasks—easing officers' administrative load in a highly secure way.

Lower-risk individuals can also be monitored through a mobile app with biometric verification, bridging the region's vast distances. It supports GPS-enabled curfew checks and geo-fencing to enforce location restrictions, while allowing users to contact case officers and manage appointments.

A robust officer portal and dashboard underpin the system, enhancing caseload management efficiency.

### The Results: Improved Correctional Outcomes and Officer Satisfaction

Optimation created Connect with the aim of delivering tangible benefits to both agencies and supervised individuals, targeting to deliver:

- 40% reduction in repetitive paper-based tasks by officers
- 60% reduction in officer appointment time through self-check-ins for lower-risk offenders
- 100% elimination of on-boarding and permit issuance variation and paper-based processes
- 40% improvement in turn-up rates for appointments
- 25% reduction in curfew call centre and security call-out costs

The biometric Optimation Connect platform has already brought significant benefits to QCS staff, supervised individuals, and the broader community.

In the first 12 months of production use:

- 8,500 Individuals were inducted and registered through the system, with approximately 700 new inductions per month
- 160,000 visitors were logged through the biometrically enabled kiosks
- 48,000 appointments were managed through Connect, delivering a substantial uplift in on-time attendance
- QCS officers have seen a significant drop in repetitive administrative tasks

By integrating digital tools, biometric verification, and data analytics, Connect has improved efficiency, compliance, and supports rehabilitation outcomes in Community Corrections.



We selected Optimation's Connect solution to help us transform the way we manage supervised individuals in the community through the innovative use of technology

**Michael Nikolic**  
Assistant Commissioner  
(Digital Services & ICT Command),  
Queensland Corrective Services



## ABOUT INTEGRATED BIOMETRICS

Integrated Biometrics, LLC designs and manufactures FBI-certified fingerprint sensors for law enforcement, military operations, homeland security, national identity, election validation, social services, and a wide range of commercial applications. The company's patented light emitting sensor technology enables lightweight scanners that outperform traditional prism-based devices in size, power consumption, portability, and reliability. Identity management solutions providers, government agencies, and corporations around the world rely on Integrated Biometrics' products to enroll and verify individual identity quickly and accurately, even in remote locations.

[integratedbiometrics.com](http://integratedbiometrics.com)

