



Australian Government
**Australian Customs and
Border Protection Service**

Response to Question on Notice

JOINT COMMITTEE OF PUBLIC ACCOUNTS AND AUDIT

**Audit report No.50 – Processing and Risk Assessing Incoming International Air
Passengers**

GENERAL COMMENTS

Nil Response

SPECIFIC QUESTIONS ON NOTICE

Question #[1]

Could the Australian Customs and Border Protection Service provide updated figures on the numbers of passengers using SmartGate at Australian airports?

Response

As at the end of August, approximately 7.5million eligible arriving travellers have used SmartGate since its inception in 2007. In 2011/12, 3,090,138 eligible travellers used SmartGate. In the month of August 2012, 339,594 eligible travellers used SmartGate.

GENERAL COMMENTS

Nil Response.

SPECIFIC QUESTIONS ON NOTICE

Question #[2]

Could the Australian Customs and Border Protection Service update the Committee on the progress of its efforts to improve SmartGate presentation and clearance rates?

Response

The SmartGate presentation and clearance rates continue to steadily increase. For the month of August 2012, 61.9% of all eligible travellers presented at a SmartGate kiosk whilst 51.4% of eligible travellers cleared through SmartGate.

Customs and Border Protection received \$7.9m in the 2012/13 budget to increase the capacity of SmartGate. Five new gates will be installed in Melbourne Airport by

December 2012 and an additional eight gates will be installed in Sydney Airport by the end of June 2013. It is anticipated that at least 65% of all eligible travellers will be using SmartGate by June 2013 and that 80% of eligible travellers will be using SmartGate by 30 June 2014.

Increased SmartGate uptake will be achieved by the use of additional dynamic signage, way finding and marshalling.

Plans are well advanced to extend the use of SmartGate to other nationalities with a pilot for US Global Traveller members planned to commence late in 2012. Depending on the outcome of this pilot, eligibility may be extended to eligible US and UK e-passport holders in 2013.