

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
AUSTRALIAN CUSTOMS SERVICE

Question No. 150

Senator Bishop tabled the following question on notice:

What were the destinations of each of these overseas trips?

The answer to the honourable senator's question is as follows:

The destinations of the overseas trips is provided in Attachment A.

Attachment "A"

COUNT OF DESTINATIONS	YEAR								
DESTINATION	1996/1997	1997/1998	1998/1999	1999/2000	2000/2001	2001/2002	2002/2003	2003/2004	Grand Total
ARGENTINA					2				2
AUSTRIA				6	3	4	1	1	15
BALI	2	1							3
BRAZIL	3			4		2			9
BRUNEI			1	2	1				4
BELGIUM	17	17	19	20	21	19	18	7	138
BULGARIA		2							2
CANADA	5	8	6		3	7	3	2	34
CHILE		1	1	1				1	3
CHINA	13	10	4	6	27	30	10	8	108
COOK ISLANDS						1	2		3
CROATIA	1								1
DUBAI		1							1
EAST TIMOR				4					4
FIJI	4	4	9	5	6	4	3	2	37
FINLAND	1	2							3
FRANCE		3		3				2	8
GERMANY		6	1		3	2	7	3	22
GREECE					2			1	3
GUAM	1	2	1		1				5
HONG KONG	3	6	7	6		3			25
HUNGARY	3								3
INDIA	1	1		2		1	2	1	8
INDONESIA	5	10	17	21	7	14	4	2	80
IRAN				3					3
ISRAEL	1								1
ITALY	0	0	0	0	0	0	3	2	5
JAPAN	7	7	3	11	14	5	7	8	62
KIRIBATI	1								1
KOROR PALAU		1							1
KUWAIT						2	2		4
MALAYSIA	0	11	8	3	9	0	7	1	39
MEXICO							4		4
MOROCCO		3							3
NAURU	1								1
NETHERLANDS						2	1		3
NEW CALEDONIA	3				5		5		13
NZ	21	19	28	12	25	9	8	6	128
PAKISTAN			2						2
PAPUA NEW GUINEA	8	4	5	19	5	12	6	8	67
PHILIPPINES	7	2	2	3		4		3	21
POLAND		1							1
QATAR							4		4
RUSSIA		1							1
SAUDI ARABIA				2					2
SINGAPORE	3	12	4	5	10	11	7	7	59
SOLOMON ISLANDS	3		4	1		2		1	11
SOUTH AFRICA	2	9	2			3		1	17
SOUTH KOREA	0	3	9	6	7	0	13	6	44
SPAIN	0	0	0	0	0	0	0	8	8
SRI LANKA				1					1
SWEDEN				1			1	1	3
SWITZERLAND	0	4	6	2	7	5	12	8	44
TAHITI		2							2
TAIWAN	1	8	2	4		4	2		21
THAILAND			8	4	20	8	19	9	68
TONGA	1		3						4
UK	7	7	17	6	7	9	3	5	61
USA	17	12	14	17	21	17	19	10	127
VANUATU			3	2	4				9
VIETNAM	2		4	2	3	2		3	16
WEST SAMOA	2	2	2	5					11
Grand Total	146	181	192	189	213	182	173	117	1393

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
AUSTRALIAN CUSTOMS SERVICE

Question No. 151

Senator Bishop tabled the following question on notice:

What was the total cost of overseas trips of staff for by the Australian Customs Service in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

With a breakdown on the cost of accommodation allowances, food allowances and airflights?

The answer to the honourable senator's question is as follows:

The total cost of overseas trips by staff of the Australian Customs Service in each year has been as follows:

Year	Amount \$
1996-97	1,462,080
1997-98	1,805,145
1998-99	1,317,396
1999-00	1,475,112
2000-01	1,528,695
2001-02	1,817,354
2002-03	1,849,348
2003-04 (To Date)	956,280

Information on the breakdown by accommodation allowances, food allowances, airflights and other expenditure is provided below:

	2001-02	2002-03	2003-04 To- date
	\$	\$	\$
Accommodation	332,116	389,073	209,220
Meals	191,134	202,616	112,697
Incidentals	67,882	74,033	43,411
Airfares and related expenses ***	1,226,222	1,183,626	590,952
	1,817,354	1,849,348	956,280

*** Related expenses: Comprise of Clothing allowance, Foreign currency, Passport payments and other miscellaneous expenditure

A breakdown of expenditure by the above categories is not available prior to 2001-02.

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
AUSTRALIAN CUSTOMS SERVICE

Question No. 152

Senator Bishop tabled the following question on notice:

What was the total cost of domestic trips of staff for by the Australian Customs Service in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date.

With a breakdown on the cost of accommodation allowances, food allowances and airflights?

The answer to the honourable senator's question is as follows:

The total cost of domestic trips by staff of the Australian Customs Service in each year has been as follows:

Year	Amount \$
1996-97	3,991,276
1997-98	7,325,908
1998-99	7,413,984
1999-00	7,848,377
2000-01	8,335,950
2001-02	9,258,999
2002-03	9,818,321
2003-04 (To Date)	5,831,860

Information on the breakdown by accommodation allowances, food allowances, airfares and other expenditure is provided below:

	2002-03	2003-04 To-date
	\$	\$
Accommodation	1,892,972	1,124,383
Airfares	7,058,391	4,192,524
Meals	239,567	142,297
Related expenses ***	627,391	372,656
	9,818,321	5,831,860

*** Related expenses Comprise of Miscellaneous allowances, and other means of transport (excluding air travel).

A breakdown of expenditure by the above categories is not available prior to 2002-03.

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
AUSTRALIAN CUSTOMS SERVICE

Question No. 153

Senator Bishop tabled the following question on notice:

How many overseas trips of Ministerial Staff were paid for by the Australian Customs Service in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date?

The answer to the honourable senator's question is as follows:

None.

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
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Question No. 154

Senator Bishop tabled the following question on notice:

What was the total cost of overseas trips of Ministerial Staff paid for by the Australian Customs Service in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date?

The answer to the honourable senator's question is as follows:

Nil in each year.

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
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Question No. 155

Senator Bishop tabled the following question on notice:

How much was spent on advertising by the Australian Customs Service in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date?

The answer to the honourable senator's question is as follows:

As published in the Customs Annual Report, the costs of advertising were:

Year	Amount \$
1996-97	205,772
1997-98	116,963
1998-99	114,000
1999-00	114,165
2000-01	411,335
2001-02	608,086
2002-03	267,029
2003-04 (To Date)	638,612

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
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Question No. 156

Senator Bishop tabled the following question on notice:

Did the Australian Customs Service produce publications that provided electorate breakdowns on spending on government programmes in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date?

The answer to the honourable senator's question is as follows:

No.

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
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Question No. 157

Senator Bishop tabled the following question on notice:

How much was spent on advertising which provided electorate breakdowns of spending by the government on programmes within the Australian Customs Service in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date?

The answer to the honourable senator's question is as follows:

Not applicable

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
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Question No. 158

Senator Bishop tabled the following question on notice:

How much was spent on consultancies by the Australian Customs Service in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2002-03, 2003-04 to date?

The answer to the honourable senator's question is as follows:

As required in the Annual Report guidelines, the following information is available either in the Customs Annual Report or on the internet.

Year	Amount \$m
1996-97	3.2
1997-98	4.1
1998-99	1.9
1999-00	3.5
2000-01	4.2
2001-02	5.4
2002-03	11.4
2003-04 (To date)	5.3

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
AUSTRALIAN CUSTOMS SERVICE

Question No. 159

Senator Bishop asked the following question at the hearing on 16 February 2004:

Did the Australian Customs Service conduct any surveys of attitudes towards programmes run by their department in 1996-97, 1997-98, 1998-99, 1999-00, 2000-01, 2001-02, 2003-04 to date.

The answer to the honourable senator's question is as follows:

As part of its National Client Survey Program Australian Customs commissioned ACNielsen to conduct the following surveys:

- June 1997 - a pilot survey of industry clients to provide guidance about the most appropriate methodology for future clients survey satisfaction research.
- October 2002 - a survey of the import/export industry to track changes in client feedback on satisfaction levels with Customs client service delivery.
- October 2002 - a survey of international air travellers involved face-to-face interviews with a sample group of travellers in the Customs controlled area at Australian international airports. The survey measured travellers' ratings of the performance of Customs officers in terms of politeness, professionalism, helpfulness and friendliness.
- June 2003 - a survey of Qantas crew to get their views on SmartGate, the automated border processing system using face recognition technology. The aim of the survey was to measure how effective SmartGate has been and in particular identify areas, from a user's perspective, where the process can be improved.

Details on the expenditure and the outcomes of the October 2002 import/export industry survey and the travellers survey were provided by Customs in a response to a Question on Notice to the Senate Estimates Committee hearing of 10 February 2003.

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
AUSTRALIAN CUSTOMS SERVICE

Question No. 160

Senator Bishop asked the following question at the hearing on 16 February 2004:

On what programmes administered by the Australian Customs Service were surveys conducted.

The answer to the honourable senator's question is as follows:

See Question No. 159.

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
AUSTRALIAN CUSTOMS SERVICE

Question No. 161

Senator Bishop asked the following question at the hearing on 16 February 2004:

What were the findings of these surveys?

The answer to the honourable senator's question is as follows:

Pilot survey – June 1997

- On a satisfaction scale of 1 to 10, the proportion of clients who rated their level of satisfaction at less than 5 was only 10% and most (74%) rated their level of satisfaction at 7 or more.
- In all but one of the client types surveyed, the percentage who said there was an improvement in their level of satisfaction was greater than the percentage who said the level had deteriorated.
- Clients were generally most satisfied with the fact that Customs made it clear what they expected from clients. This was fairly constant across most client types with the majority ranking this attribute either first or second highest.
- In general, clients tended to perceive Customs performance as best on the attributes of professionalism, attitude (not arrogant) and listening ability.
- The main areas clients saw Customs service as in need of improvement were inconsistent rule interpretations across States in particular, lack of visibility, inadequate contingency plans when electronic systems were down and Sea Cargo Automation.
- The main suggestions clients had for improving Customs service included: better training of staff/more specialist staff; more flexibility and understanding; more staff; closer consultation with industry; and improve understanding of business needs.

Import/export industry survey – October 2002

- The overall satisfaction rating given to Customs by clients was generally around 7 out of 10 although this varied by type of client (from 6.7 to 8.4).
- Overall, clients rated Customs highest on the professionalism of staff and making expectations clear (satisfaction ratings clustered around 7.5) and lowest on flexibility and innovativeness (satisfaction ratings clustered around 6.6). Technical competence was not rated as highly as the other attributes, especially for the direct intermediaries (the agents, freight forwarders and express couriers).
- Awareness of Cargo Management Re-engineering (CMR) was patchy across the cargo community. While just about all customs brokers and express couriers knew about CMR, for the rest of the cargo community, awareness was very limited (for example, only 16% of medium importers are aware of CMR, while 100% of express couriers were aware).
- Awareness of the Service Charter was low and varied by client type from about one-third to one-half being aware. Perceived adherence by Customs to service standards varied by standard and client type. Generally adherence is good, if it is assumed that adhering “always” or “often” most of the time is a good result.
- There is relatively low awareness of the Complaints and Compliments System with less than half of clients aware for the vast majority of client types.

International Air Travellers Survey – October 2002

- Main findings: On average, Customs officers were rated highly 85% of the time on performance aspects.
- Primary line inwards: the majority (86%) of arriving travellers had to wait at most 5 minutes before being processed at the Customs primary line – 56% had no wait and 30% had to wait about 5 minutes.
- Baggage examination/search: the majority (82%) of arriving travellers who had their baggage searched had to wait at most 5 minutes before being processed by Customs – 56% had no wait and 26% had to wait about 5 minutes.
- Primary line outwards: the vast majority (92%) of departing travellers had to wait at most 5 minutes before being processed at the Customs primary line – 70% had no wait and 22% had to wait about 5 minutes.
- Tourist Refund Scheme: waiting times at the TRS booth are short (over 90% of TRS users waited 5 minutes at the most). The performance of Customs at the booths was very good (over 90% of TRS users rated the Customs officer highly as regards being polite, professional, friendly, helpful, knowledgeable and efficient).

SmartGate – June 2003

- Seventy percent of Sydney-based Qantas international crew have enrolled in SmartGate.
- Most (83%) of those enrolled have been so since the beginning and the main driver for enrolment has been the prospect of faster clearance.
- Over three quarters (81%) of enrolled Qantas crew always use it when entering Australia through Sydney airport.
- Over three-quarters (82%) of Qantas crew who use SmartGate at least some of the time rated it as easy to use, 7% rated it as neither easy nor difficult and 12% rated it as difficult.
- 98% of Qantas crew who use SmartGate at least some of the time said that they would prefer to use SmartGate than manual processing when entering or leaving an Australian airport.
- About half (49%) of Qantas crew enrolled in SmartGate had suggestions for improving SmartGate. The main suggestions were:
 - Improve reliability (35%);
 - Slow down gate closing time (29%);
 - Widen gate (21%); and
 - Install more gates for peaks (20%).
- Only 4% of Qantas crew enrolled in SmartGate had any privacy concerns with using SmartGate.