

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
AUSTRALIAN CUSTOMS AND BORDER PROTECTION SERVICE

Question No. 66

Senator Brandis asked the following question at the hearing on 12 February 2013:

- a) Given that the Government announced the reduction of 190 Agency staff, further to the 70 cuts over the previous year which led to longer passenger facilitation times at airports, with an average increased wait of 24 minutes, industrial action, and concerns over lax attitudes to border security, has the agency or department measured the impact of this latest staff cut in terms of increased wait-times for passengers at airports; if so, what is the impact?
- b) With respect to staff cuts at airports, how many of these are desk officers and how many are frontline agents?

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

- a) The facilitation rate has been above the target of 92 percent to process all passengers within 30 minutes of joining the queue at the Entry Control Point.

The national facilitation rate for the first half of 2012-13 is:

JUL	AUG	SEP	OCT	NOV	DEC
91.9%	94.2%	94.1%	94.1%	94.0%	93.5%

Customs and Border Protection aims to process at least 92% of all passengers within 30 minutes of joining the queue at the Entry Control Point.

- b) 5 ASL reduction from Central Office support functions in the first year.
52 ASL reduction across all airports, with 28 in year one, 18 in year two, 2 in year three, and 4 in year four over four years.