

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
AUSTRALIAN FEDERAL POLICE

Question No. 47

Senator Barnett asked the following question at the hearing on 26 May 2009:

In relation to the University of Queensland's conduct of an aviation client satisfaction survey:

- a) what was this survey about,
- b) who were the clients being surveyed, and
- c) is a copy of the report and/or executive summary available to the committee?

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

- a) The first Airport Consumer Confidence survey was conducted from 26 June 2008 to 1 July 2008. The survey was developed to understand and gather baseline data on the level of community confidence in Australian Federal Police (AFP) officers working at airports and the perceptions of the travelling public with respect to safety and security, arising from implementation of the Unified Policing Model. The first survey will be used to inform operational engagement strategies employed by the AFP to enhance service delivery.
- b) The clients surveyed were members of the travelling public at Australian domestic and international airports in Sydney, Melbourne, Brisbane and Perth.
- c) An Executive Summary is attached.

Executive Summary

The University of Queensland Social Research Centre was commissioned to undertake the first Australian Federal Police (AFP) Airport Consumer Confidence Survey in 2008. The survey was conducted between 26 June and 1 July 2008 and included 1,540 respondents across Sydney, Melbourne, Brisbane and Perth Domestic and International airports.

Key findings include:

- Roughly equal numbers of males and females participated in the survey, across a range of ages from 18 onwards. The majority of these respondents identified themselves as Australian.
- Overall, 69 percent of respondents were aware of a uniformed police presence in major Australian airports. Of these, 92 percent indicated that this contributed (in varying degrees) to their sense of safety.
- Overall, 64 percent of respondents were aware of a uniformed AFP presence in major Australian airports. Of these, 88 percent agreed that their safety and security is being looked after as a result of this presence.
- 71 percent were aware that the uniformed AFP officers have responsibility for law enforcement and security at major Australian airports.
- 60 percent of respondents indicated that they had not seen uniformed police the day that they were surveyed; while on previous visits to Australian airports, less than 30 percent reported perceiving a zero police presence.
- When asked about their feelings generated by the presence of uniformed police at Australian airports, 88 percent agreed that this contributed to their sense of safety and security.
- Overall, 70 percent of respondents were satisfied with the AFP's contribution to aviation law enforcement and security.