

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

**Question No. 84**

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

For each of the consultancies listed below, provide relevant particulars and a copy of the report or executive summary;

- a) PricewaterhouseCooper – review of performance and evaluation processes,
- b) Deb Johnson – consultancy services for the executive team,
- c) Saville and Holdsworth Australia Pty Ltd – directors’ career training development,
- d) Porter Novelli Australia Pty Ltd – public relations consultancy.

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

- a) PricewaterhouseCooper – Evaluation of the performance and impact of technologies in Customs:

The technology evaluation provided an assessment of detection and operational support technologies currently deployed in the passenger, cargo and enforcement areas in Customs and Border Protection. The evaluation was completed by the end of 2007-08. The evaluation considered the use of technologies within Customs and Border Protection; delivered a better understanding of the impact of technologies and associated training on operational workflow; and more accurate costings for funding proposals for new technologies.

An unclassified version of the Executive Summary of the report is provided at Attachment A. Classified information has been removed from Attachment A, as the disclosure of such information would have a detrimental effect on the agency’s border protection role.

- b) Deb Johnson – consultancy services for the executive team:

Under this contract, Corporate Success Factors was engaged to provide the following services:

- To undertake an assessment of the current structure of the Australian Customs Service Passenger and Trade Facilitation Executive Team
- It is expected that in undertaking this assessment, the consultant will analyse current Customs data in relation to roles and tasks as well as interview key stakeholders and members of the Passenger and Trade Facilitation Executive Team
- Compile and provide to Customs a final report outlining options available to Customs for building the team’s combined capabilities.

The principal of Corporate Success Factors, Ms Deborah Johnston, undertook a series of interviews with team members and provided the relevant Deputy Chief Executive with an assessment of the team’s current capability together with options for team development.

Services provided under this contract included a team assessment, interviews and follow-up, including the provision of a Team Management Profile for one officer.

c) Saville and Holdsworth Australia Pty Ltd – Directors’ career training development:

Saville and Holdsworth Australia Pty Ltd were engaged to provide two Career Development Assessment Centres for Directors identified as emerging leaders.

The Assessment Centre identified participants’ strengths, and development activities, and included:

- A 360 degree feedback questionnaire;
- An occupational personality questionnaire;
- A motivational questionnaire; and
- A series of simulation activities designed to mirror typical challenges faced by SES Band 1s.

d) The engagement of Porter Novelli Australia Pty Ltd for a public relations consultancy was to develop and implement a public relations and stakeholder engagement strategy for the SmartGate initiative.

The statement of requirements for the consultancy were:

- Develop and implement a public relations and stakeholder engagement strategy;
- Develop a set of accurate and consistent messages;
- In conjunction with Customs and Border Protection, develop and implement a stakeholder management plan;
- Develop, produce and distribute supporting information materials in consultation with Customs and Border Protection; and
- Identify and manage suitable opportunities and publicity events for proactive communication of identified messages.

A Request for Quotation (RFQ) was issued to four public relations companies who were invited to submit proposals in response to the statement of requirement. The selection of the companies was based on the advice sought from the Communications Advice Branch within the Department of Finance. Each company was invited to a question and answer briefing prior to the RFQ closing time. Proposals were presented in person before the evaluation panel. The proposals were then assessed in accordance with the *Commonwealth Procurement Guidelines* (i.e. core principle being 'value for money') and how each consultancy/company answered the evaluation criteria. The evaluation panel selected Porter Novelli on this basis.

A copy of the Executive Summary is at Attachment B.

Attachment C provides details of duration, costs and method of procurement for each consultancy.