

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE  
AUSTRALIAN CUSTOMS SERVICE

**Question No. 212**

**Senator Ludwig asked the following question at the hearing on 31 October 2005:**

Recommendation 6 of the ANAO CEF Report.

- a) What target has been set for each of the three CEF specific measures in the Customs Outcomes/Outputs framework?
- b) Have you begun measuring the actuals for each of these measures?
  - (i) If not, why not? When do you intend to begin measuring the actuals?
  - (ii) If so, could you provide the actuals for each of the measures?

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

- a) The three CEF specific measures in the Customs Outcomes/Outputs framework are:
  - 1) The number of Twenty-foot Equivalent Units (TEUs) inspected (x-rayed) by the CEFs,
  - 2) The number of TEU physically examined at the CEFs, and
  - 3) The number of complaints formally received about CEF operations.

On 20 July 2004 the Government announced a 25 per cent increase in CEF inspection targets to 133,000 TEU per annum. As a result of this initiative Saturday operations were introduced at the Fremantle CEF on 31 July 2004 and at the Sydney, Brisbane and Melbourne CEFs in August 2004. An additional 20 staff had to be recruited and trained for the Brisbane CEF before it could commence afternoon shifts on 10 March 2005. The inspection targets for the financial year 2004-05 reflect these different arrangements. The national inspection target for the financial year 2004-2005 was 123,717 TEU.

The target for the number of TEU inspected at the CEFs for the financial year 2005-2006 is set at 133,000 TEU.

The decision of whether or not to physically examine a container is based on a number of preliminary investigatory steps. These include the result of the x-ray analysis and the information received from the targeting officer. It is therefore difficult for Customs to set a target figure.

Customs is striving to reduce the number of complaints received about CEF processes by constantly reviewing its performance and the CEF business processes.

- b) The actuals for each measure are being recorded and were reported in the 2004-2005 Annual Report.

<b>Performance indicators</b>	<b>2003-04</b>	<b>2004-/05</b>
Number of TEU inspected (x-rayed) at CEFs	89 267	128 257
Number of TEU physically examined at CEFs	7 562	11 808
Number of complaints formally received about CEF operations	295	221

The 2004-2005 Annual Report incorrectly over-reports inspection figures for 2003-2004 and 2004-2005 by 0.5 per cent, and incorrectly under-reports examination figures for 2004-2005 by 0.5 per cent. An errata is to be published.