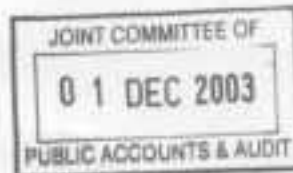




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November 28, 2003

Mr John Carter
Sectional Committee Secretary
Joint Committee of Public Accounts and Audit
Parliament House
Canberra ACT 2601

Dear Mr Carter,

Thank you for your letter dated November 18, 2003 and the accompanying proof copy of the transcript of evidence taken by the Joint Committee of Public Accounts and Audit at the public hearing in Brisbane on Wednesday November 12, 2003.

I have attached copies of pages 12, 13, 15, 22, 23, 24, 25 and 26 where a word has been added or amended to correct minor inaccurate attributions or transcription errors.

They have been marked on the proof copy.

The first of my answers on page 20 may need more clarification to assist the Committee. I believe the answer should read:

"if for instance we had Air Security Officers operating on 100 flights to 12 countries and five of these countries in which such operations were made public, I think that would have diluted one of the benefits of the Air Security Officer program, particularly for the remaining seven countries, which is the deterrent value across all 100 of these international flights".

During the appearance of Qantas before the Joint Committee of Public Accounts and Audit on November 12, 2003, two questions were taken on notice. The responses to those questions are:

Q1. Ms PLIBERSEK – What proportion of customer service agents on the ground would have received additional security training?

Additional comprehensive security training for all ground staff, including Customer Service Agents, has commenced and will be concluded by the end of 2004. The exact number of participants to date is not known.

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This is a recurrent program with annual training.

Since September 11, 2001 all new customer service agents have received 90 minutes security training as part of their induction program. Additional training for the assessment of doubtful/unattended items has been given to all staff.

Q2. Mr CIOBO – What sort of fault rate are you getting on these access penetration tests?

Of the 730 domestic access penetration tests undertaken by Qantas during 2002, 7.2% failed. Of the 66 international access penetration tests undertaken by Qantas, 12.1% failed.

It would be appreciated if a final version of the final transcript could be forwarded to me.

Yours sincerely



Geoffrey D Askew
Head of Group Security