



12 February 2004

Mr John Carter
Inquiry Secretary
The Commonwealth Parliament
Joint Committee of Public Accounts and Audit
Parliament House Canberra
ACT 2600

Submission No. 84

Dear Mr Carter

**YOUR LETTER OF 28 JANUARY 2004 REGARDING
REVIEW OF AVIATION SECURITY IN AUSTRALIA**

In the above mentioned letter, Sydney Airport Corporation Limited (SACL), was asked to respond to issues raised.

Incidence of airport rage

Question: How many incidents of airport rage have you been made aware of during the past three years?

Response: SACL has reviewed incident reports dating back to 1 July 2001. Our records show five minor incidents, three of which involved allegations of physical contact, with two involving verbal abuse. The same period would have involved screening of over fifteen million international departing passengers.

Question: Is there a trend in either the nature or number of incidents?

Response: No clear trend can be established from such a small sample. Anecdotally, passenger frustration appears to increase when procedures are changed.

Question: Should the penalties for airport rage be brought closer to the penalties for "air rage" (i.e. incidents occurring on board an aircraft)? Why or why not?

Response: SACL believe there should be specific legislation in place that would give powers to the APS in order to deal with airport specific incidents related to inappropriate and offensive behaviour. This would also assist the industry in dealing with incidents related to passengers making improper statements or bomb threats to security and check in counter staff at the airport which is an issue.

The APS have a permanent overt presence at the airport and are always the first agency to respond to an incident. Their powers are limited and therefore they must hand over to either the NSW Police or Federal Police upon their arrival.

At present there is state and commonwealth legislation in place that requires response by either State or Federal police officer. The NSW Police don't have a permanent station at the airport and are called in from surrounding police stations; this usually delays their response to an incident. The Federal Police do have an office at the airport and can respond if there are available or if they have adequate staff to attend an incident. Unfortunately we cannot rely on either of these agencies being available to attend to these types of incidents in a timely manner.

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Security awareness training for ASIC holders

Question: Would you brief the Committee on any security awareness training or material which you provide when you issue ASICs?

Response: SACL has a responsibility not only as an employer but also as a controller of premises to verify that health, safety and security at work is adequately addressed in accordance with relevant legislation.

All airport stakeholders and their employees have a duty of care to ensure that people are not exposed to risks to their health and safety arising from the conduct of the respective employer's undertaking. These matters extend to the requirement that each employee is provided with appropriate information, instruction and training to enable them to safely perform their work at the place of work.

It is recognised that SACL has a responsibility to publish certain information that prescribes how the airport operator and airport users are to meet regulatory requirements. This includes the Airport Security Program, Airport Emergency Plan, Fire and Emergency Procedures, Airside Vehicle Control Handbook and the Security Awareness Guide. Airport users are then to ensure that their employees are familiar with this documentation and receive the necessary instruction and training to comply.

Each new ASIC applicant has access to the Sydney Airport specific Security Awareness Guide (see attached). This Guide provides details of safety and security requirements at Sydney Airport and also gives ASIC applicants the information required to undertake a 'Security Awareness Test'. The Test consists of multiple choice questions which are randomly selected from a computer database.

I trust the above information will be helpful for the Committee and can advise that Sydney Airport would not object to the information being considered a public submission. If you have any further questions, please do not hesitate to contact me.

Yours sincerely



Steven Fitzgerald
General Manager Airport Operations