

1 - Was the AFP office that serviced your organisation located in Australia, or outside of Australia?

<input type="checkbox"/>	(1) R1_1 In Australia
<input type="checkbox"/>	(2) R1_1 Outside of Australia

2 - Which AFP office serviced your organisation?

<input type="checkbox"/>	(1) R2_1 Adelaide
<input type="checkbox"/>	(2) R2_1 Brisbane
<input type="checkbox"/>	(3) R2_1 Cairns
<input type="checkbox"/>	(4) R2_1 Canberra
<input type="checkbox"/>	(5) R2_1 Darwin
<input type="checkbox"/>	(6) R2_1 Hobart
<input type="checkbox"/>	(7) R2_1 Melbourne
<input type="checkbox"/>	(8) R2_1 Perth
<input type="checkbox"/>	(9) R2_1 Sydney
<input type="checkbox"/>	(10) R2_1 Another Australian location
R3_1	<i>If the AFP office that serviced your organization is not in the above list, please type the office location here:</i>

3 - Please select the non-Australian AFP office that serviced your organisation from the drop-down menu:

- (1) BALI
- (2) BANGKOK
- (3) BEIJING
- (4) BEIRUT
- (5) BELGRADE
- (6) BOGOTA
- (7) BRASILIA
- (8) CHIANG MAI
- (9) CYPRESS
- (10) DILI (East Timor)
- (11) DUBAI
- (12) HANOI

4 - Which of the following best describe the main services provided to you by the AFP in recent months? (Tick all that apply.)

(For more information on AFP services, [click here](#). Note: Clicking this link may open a text document as another web page. If so, return to this survey by clicking the "Back" button [left-arrow icon] on your web browser.)

R6_1	<input type="checkbox"/>	International Network
R7_1	<input type="checkbox"/>	Border Network
R8_1	<input type="checkbox"/>	Economic and Special Operations
R9_1	<input type="checkbox"/>	Counter Terrorism
R10_1	<input type="checkbox"/>	AFP Close Personal Protection (CPP) and Protective Security Intelligence (PSI)
R11_1	<input type="checkbox"/>	Australian Protective Services (AFPPS)
R12_1	<input type="checkbox"/>	Intelligence
R13_1	<input type="checkbox"/>	International Deployment Group
R14_1	<input type="checkbox"/>	Other (please specify below)
		<i>If "other AFP service", please specify: R15_1</i>

The following set of statements relates to your dealings and your relationship with the AFP in their conduct of investigations or business with you during recent months.

5 - Overall, how satisfied are you with the services of the AFP?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
R16_1	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)

6 - The AFP strives to exemplify certain values. In their dealings with you, how satisfied were you in general with the following?

(For more information on AFP values, [click here](#). Note: Clicking this link will open a text document as another web page. To return to this survey, please hit the "Back" button [left-arrow icon] on your web browser.)

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
The accountability of the AFP R17_1	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
The commitment by the AFP R18_1	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
The excellence of the AFP R19_1	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
The integrity of the AFP R20_1	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
The fairness of the AFP R21_1	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)
The trustworthiness of the AFP R22_1	<input type="checkbox"/> (1)	<input type="checkbox"/> (2)	<input type="checkbox"/> (3)	<input type="checkbox"/> (4)	<input type="checkbox"/> (5)

7 - In dealings over recent months, how satisfied were you with the accountability of your AFP member in the following matters?

	Very satisfied	Satisfied	Neither satisfied nor	Dissatisfied	Very dissatisfied

			dissatisfied		
The accountability of your AFP member for matters within his/her control R23_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The accuracy of information provided by your AFP member R24_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The extent to which your AFP member kept you informed of the progress of your matter R25_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The responsiveness of your AFP member to your enquiries R26_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The promptness with which you were informed of any change in your assigned AFP member R27_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)

8 - In dealings over recent months, how satisfied were you with the commitment of the AFP member in the following matters?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
The commitment demonstrated by your AFP member in pursuing your matter until the objectives were achieved R28_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The willingness of your AFP member to pursue additional solutions to your problems (i.e. "go the extra mile") R29_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The initiative and pro-activeness demonstrated by your AFP member R30_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
Your AFP member's ability to meet deadlines R31_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The length of time to resolve the matter R32_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The adequacy of the resources allocated by the AFP R33_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)

9 - In dealings over recent months, how satisfied were you with the excellence of your AFP member in the following matters?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
The professionalism demonstrated by your AFP member R34_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The leadership role taken by your AFP member R35_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The way your AFP representative worked together with your agency R36_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
Your AFP member was clear in her/his written communication (e.g. memos, email) with you R37_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
Your AFP member was clear in her/his verbal communication (e.g. telephone, meetings) with you R38_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)

10 - Again, in your dealings with your matter over recent months, how satisfied were you with the excellence of your AFP member in the following matters?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
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The ability of your AFP member to understand your needs R39_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
Your AFP member's ability to deal with unexpected challenges R40_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The outcomes resulting from AFP involvement in your matter R41_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)

11 - In dealings over recent months, how satisfied were you with the integrity, fairness, and trustworthiness of your AFP member in the following matters?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
The ethical standards demonstrated by your AFP member R42_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
Your AFP member's respect for the individual R43_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The fairness of the AFP in all its dealings with you R44_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The trustworthiness of your AFP member R45_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)
The degree that the AFP member provided a realistic and knowledgeable assessment of what could be accomplished regarding your matter R46_1	<input type="radio"/> (1)	<input type="radio"/> (2)	<input type="radio"/> (3)	<input type="radio"/> (4)	<input type="radio"/> (5)