

Executive Summary

The University of Queensland Social Research Centre (UQSRC) was commissioned to develop, undertake, and report on the results of an ongoing Client Satisfaction Survey for both domestic and international clients of the Australian Federal Police (AFP).

The 2006 survey was conducted using both web (on-line) and telephone (CATI) environments. Areas in which the 2006 survey differs to the survey measure and methodology utilised in previous years is examined before the results of the current survey are reported. Sample characteristics are highlighted and used to structure the presentation of information by either the overall sample or categorised by Office or Function. The results of this survey provide an indication of the AFP clients' satisfaction with their interactions with the AFP.

Key findings include:

- A 70% overall response rate (completed surveys n=220) was obtained for the 2006 Client Satisfaction Survey, but telephone interviews (96%) had a better response rate than did online completions (64%).
- Economic and Special Operations (31%) were the most accessed Function amongst respondents, followed by International Network (20%) and Intelligence (14%).
- The largest proportion of respondents dealt with the Canberra Office (30%), followed by offices Outside Australia (21%) and Brisbane (12%).
- In terms of participants' overall satisfaction with their AFP interactions, 76% reported being satisfied, 12% were neither satisfied nor dissatisfied and 12% were dissatisfied.
- In terms of participants' overall satisfaction with their AFP interactions, 98% of those interacting with Overseas Offices reported being satisfied, followed by 78% of those interacting with the Adelaide and Canberra Offices, followed by 74% of those interacting with the Sydney Office.
- In terms of participants' overall satisfaction with their AFP interactions, 93% of those involving International Network Functions reported themselves as being satisfied, followed by 83% of those involved with Intelligence Functions and 77% of those involved with Counter Terrorism Functions.
- In terms of the AFP's core values, satisfaction ratings on the AFP's integrity (86%), trustworthiness (82%) were the highest, followed by the fairness (79%) and accountability (74%) of the AFP, with the AFP's commitment (69%) and excellence (63%) obtaining the lowest general satisfaction ratings.