



Australian Government
Australian Customs Service

Customs House
5 Constitution Av
Canberra ACT 2600

Mr David Salisbury
Director, Transport Monitoring and Analysis
Australian Competition and Consumer Commission
GPO BOX 520
Melbourne VIC 3001

29 January 2007

Dear Mr Salisbury

ACCC Draft Airports Reporting Guidelines: 2007-08 (Quality of Service)

I refer to your letter dated 6 December 2007 in relation to the *Airport quality of service monitoring Discussion Paper*. Your letter requested that Australian Customs Service (Customs) review and make comment on the matters raised in the Discussion Paper.

Customs notes the recommendation has been made within the Paper for '*the ACCC to give particular attention to whether is remains necessary to report survey responses from the Australian Customs Service*'. Customs also notes the concerns of airport operators regarding the nature of the comments provided by employees of Customs and appreciates how this can be the source of unnecessary tension.

In recognising that Customs is only one of many border agencies working within the airport environment, Customs considers it important for all border agencies to be involved in the annual Quality of Service Survey. We would therefore like to propose a new approach in response to the airport operators concerns.

Customs proposes that it will coordinate a 'whole of government' response to the yearly survey process which would engage with relevant border agencies such as the Australian Quarantine and Inspection Service (AQIS), the Department of Immigration and Citizenship (DIAC), the Australian Federal Police (AFP) and the Department of Infrastructure, Transport, Regional Development, and Local Government (DITRD LG) in the survey process. This would give a more balanced and measured approach to the survey and should help alleviate the concerns of airport operators. This approach is not expected to increase ACCC's workload in coordinating the survey.

We appreciate your consideration of the above proposal and would be happy to discuss it with you further.

Yours sincerely,

Jeff Maldon
Director Passengers Business Coordination Unit
Passengers Division
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