



Australian Government  
Australian Customs Service

R E P O R T

# COMPLAINTS AND COMPLIMENTS NATIONAL QUARTERLY REPORT

July – September 2008

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# INTRODUCTION

This report provides statistical data and analysis of complaints and compliments received during the quarter July to September 2008. All statistical data was extracted on 20 October 2008. Where appropriate, comparison tables and graphics are included.

## EXECUTIVE SUMMARY

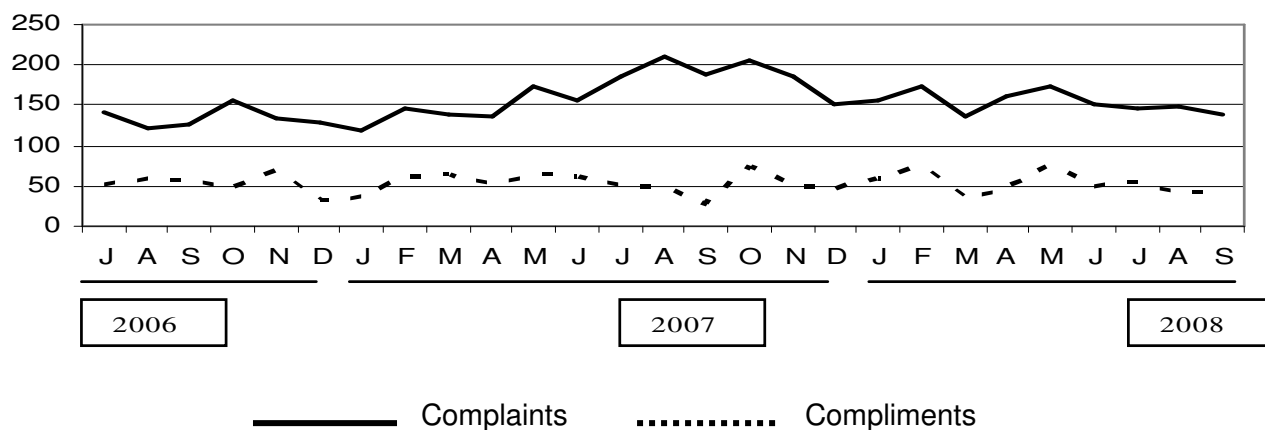


Figure 1. Trends for complaints and compliments July 2006 to September 2008 by month

### 1. Complaints

There were **301** cases raising **372** issues during Jul – Sep 2008.

This compares to 330 cases raising 417 issues during Apr – Jun 2008.

This represents an **8.79%** decrease in cases and a **10.79%** decrease in issues.

A further **139** complaint cases were referred back to the client or onto other agencies.

The top four complaint issues for this quarter were:

**Officer was rude (50)**: occurred **40** times in Passenger Division and **10** times in Cargo.

**Always Searched (45)**: occurred **35** times in Intelligence and Targeting Division and **10** times in Passengers Division.

**Process took too long (36)**: occurred **23** times in Cargo Division, **8** times in Passengers Division, **3** time for Compliance Division, **1** time each for Trade Division and People and Place Divisions.

**Didn't expect fees (24)**: occurred **11** times in Intelligence and Targeting Division, **9** times in Cargo Division, **3** times for Compliance Division and **1** time in Enforcement and Investigations Division (District Office).

## 1.1. Significant Complaint variations

The following complaint issues had a significant\* variation, increase or decrease, compared to the previous quarter.

### Increased trend

**Always searched** increased nationally from 33 to **45**.

**Officer was rude** increased nationally from 41 to **50**.

**Racist Selection** increased nationally from 9 to **14**.

**Goods were seized** increased nationally from 9 to **14**.

**“Border Security”** increased nationally from 2 to **7**.

### Decreased trend

**Didn't expect duty/tax** decreased nationally from 43 to **18**.

**Other** decreased nationally from 22 to **2**.

**Misinformed by Customs** decreased nationally from 12 to **5**.

**Lack of Information** decreased nationally from 6 to **0**.

**Goods were damaged** decreased nationally from 21 to **16**.

\*Significant is defined to mean a variation greater or equal to 5 issues

## Compliments

There were **138** cases raising **173** issues during Jul – Sep 2008.

This compares to 174 cases raising 213 issues during Apr – Jun 2008.

This represents a **20.69%** decrease in cases and **18.78%** decrease in issues.

Customs referred **1** compliment case/issue to another agency.

The top four compliment issues for this quarter were:

**Officer/s was helpful (53)**: occurred **34** times in Cargo Division, **8** times in Passengers Division, **6** times in Compliance Division, **3** times in Trade Division and **1** time in People and Place and Enforcement and Investigation Divisions.

**Appreciated assistance (28)**: occurred **21** times in Passengers Division, **3** times in Enforcement and Investigation, **2** times in Cargo and **1** time each for People and Place and Intelligence and Targeting Divisions.

**Officer/s was professional (27)**: occurred **13** times in Cargo Division, **8** times in Passengers Division, **3** times in Enforcement and Investigation Division and **1** time each for People and Place, Compliance and Border Protection Command Divisions.

**Officer/s was friendly (17)** occurred **7** times in Cargo Division, **7** times in Passengers Division and **1** time each for Enforcement and Investigation, Trade and Enforcement and Investigation (District Office) Divisions.

## 1.2. Significant Compliment variations

The following compliment issues had a significant\* variation, increase or decrease, compared to the previous quarter.

### **Increased trend**

**Officer/s was efficient** increased nationally from 10 to **15**.

### **Decreased trend**

**Appreciated assistance** decreased nationally from 56 to **28**.

**Officer/s was informative** decreased nationally from 20 to **8**.

**Officer/s was professional** decreased nationally from 32 to **27**.

\*Significant is defined to mean a variation greater or equal to 5 issues

# National Trends

## 1.3. National Trends by Division

### Complaints

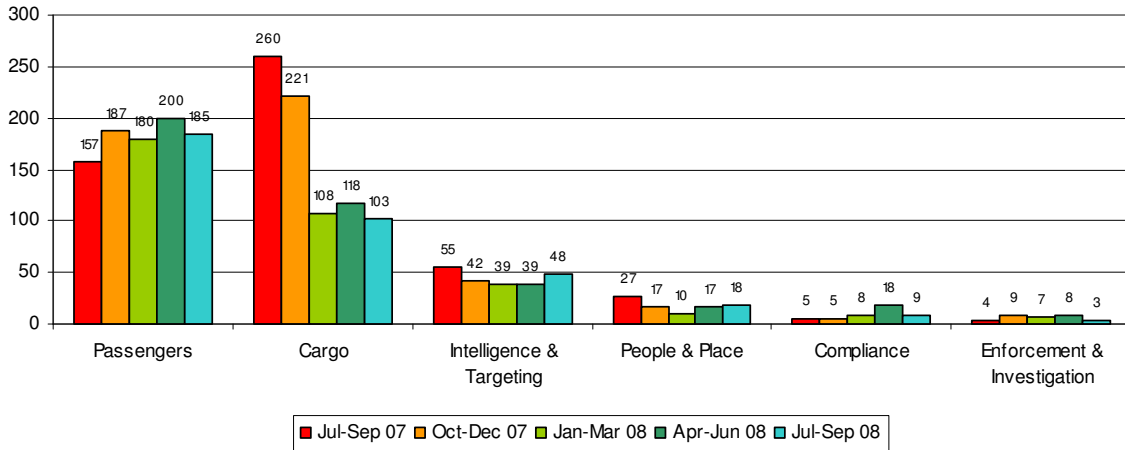


Figure 2. Top 6 complaint issue volumes comparative assessment over the last five quarters by Division.

### Compliments

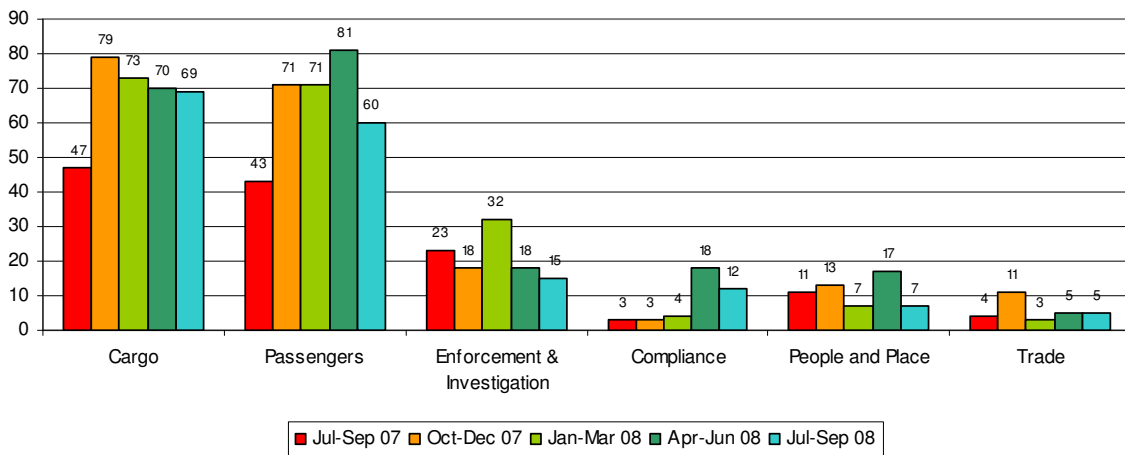


Figure 3. Top 6 compliment issue volumes comparative assessment over the last five quarters by Division.

## 1.4. National Trend by Region

### Complaints

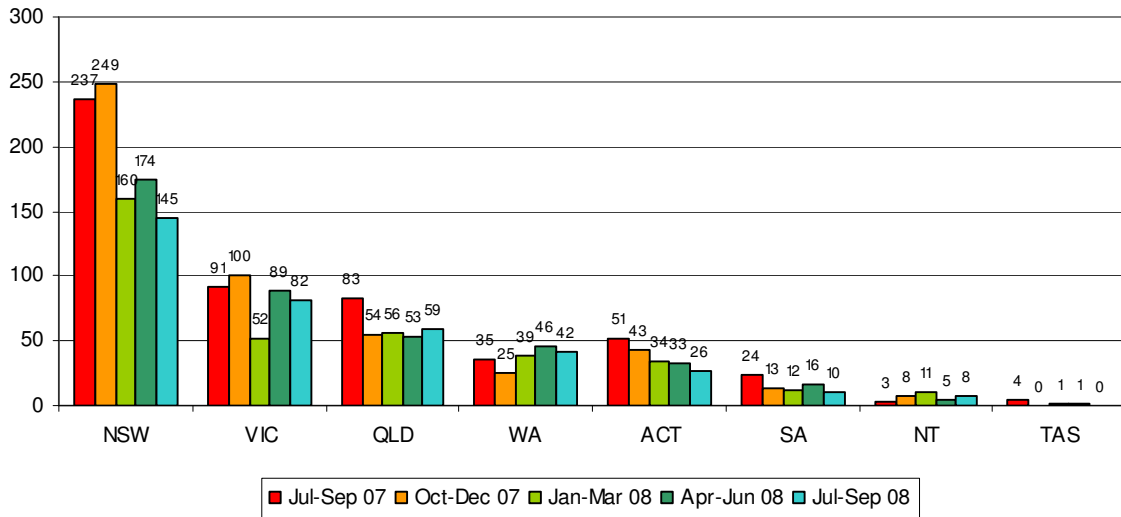


Figure 4. Complaint issue volumes comparative assessment over the last five quarters by region.

### Compliments

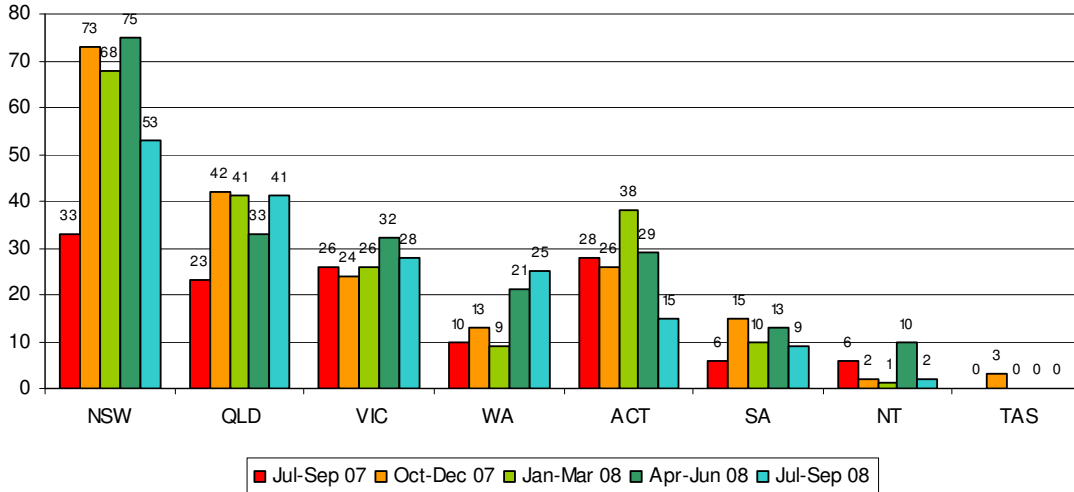


Figure 5. Compliment issue volumes comparative assessment over the last five quarters by region.

## 1.5. Complaint Issues

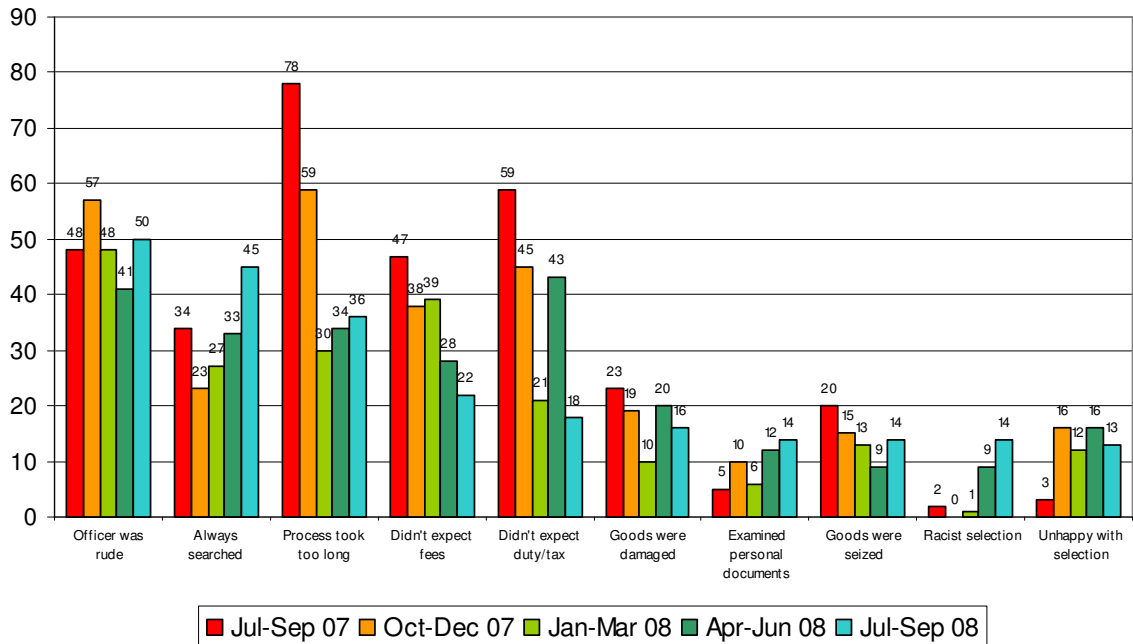


Figure 6. Top 10 complaints issues comparative assessment over the last five quarters

## 1.6. Compliment Issues

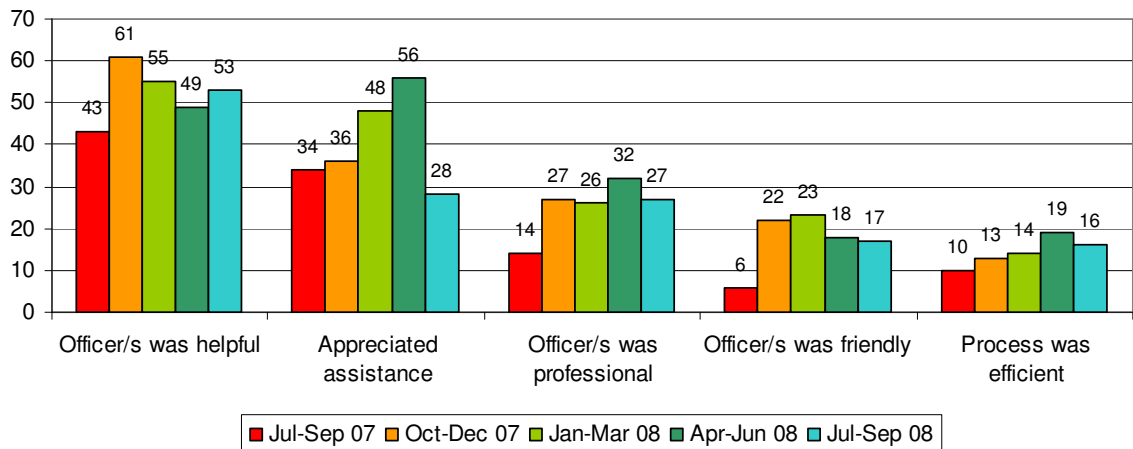


Figure 7. Top 5 compliments issues comparative assessment over the last five quarters

A detailed analysis for Passengers Division, overall container related complaints (includes individual tables for CEF and Intelligence and Targeting) , Postal Operations, Customs Information and Support Centre (CI&SC), Integrated Cargo System (ICS), the issue 'Rude Officer', Compliance Division and Other Organisations are provided in Annexes A-F.

## 2. Referrals to Other Organisations

When a complaint or compliment case or a specific issue raised within a case is, through investigation, found to not relate to Customs operations or procedures, the client is either provided the contact details or name of the organisation identified as being related to the case or issue (Other Organisation Referral) and or provided an explanation of why Customs is not related to the identified issue (Referred back to Client).

Customs referred **140** complaint cases and or issues to other organisations during Jul – Sep 2008. This compares to 166 complaint cases or issues referred during Apr – Jun 2008.

Customs referred **1** compliment cases or issues to other organisations during Jul – Sep 2008. This compares to 0 compliment cases or issues referred during during Apr – Jun 2008.

The referrals were made to the following organisations or entities;

### Complaints

Referred back to Client **(59)**  
Australia Post **(19)**  
AQIS **(13)**  
CTO/Wharf Terminal/Stevedore **(12)**  
DIAC **(11)**  
Security Operator **(6)**  
Carrier/Courier **(5)**  
Airline **(4)**  
Broker **(4)**  
DITRDG\* **(3)**  
Airport Operator **(3)**  
Other **(2)**  
Duty Free Store **(1)**  
AFP **(1)**

\* Since the change of government DOTARS is now known as the Department of Infrastructure, Transport, Regional Development and Local Government or DITRDG.

### Compliments

AQIS **(1)**

### 3. Performance against Service Standards

The CCMS monitors its own performance against the service delivery targets for Client Service Standards as set out in the Customs Client Service Charter and reports on the following target.

***If you write to us or email us:*** We aim to acknowledge your communication within five working days and to respond within 15 working days of receipt of your email or written correspondence. If we cannot fully answer your query in that time, we will give you an interim response and advise you as to when a final response can be expected.

#### CCMS Performance

##### Complaints

The average complaint resolution time was **11.99** working days during Jul – Sep 2008. This compares to 11.69 working days during Apr – Jun 2008.

##### Compliments

The average compliment resolution time was **1.88** working days during Jul – Sep 2008. This compares to 2.30 working days during Apr – Jun 2008.

Both these resolution times are within the 15 working day service standard.

A total of 78 cases or **13.78%** of all cases could not meet the 15 working day benchmark during Jul – Sep 2008.

This compares to 62 cases or 9.24% of all cases during Apr – Jun 2008.

## 4. How people contact us

Clients can contact Customs with their comments via

Phone: 1800 228 227

Fax: 02 6275 8099

Email: [comments@customs.gov.au](mailto:comments@customs.gov.au)

Complaints & Compliments Brochure

Letter: Reply Paid 9834 In your Capital City

Customs Website Feedback Form: <http://www.customs.gov.au/site/page.cfm?u=4231>

Or any Customs Officer\*.

Contact Method	Jan - Mar 2008	Jul - Sep 2008
Email	392	320
Letter or Fax	68	37
1800 228 227	67	56
Complaints & Compliments Brochure	56	51
Remote Entry	34	9
Telephone	21	12
Ministerial / Ombudsman	15	8
Website Feedback Form	N/A^	73

Figure 8. Client contact volumes by method Jan- Mar 2008 and Jul – Sep 2008.

\* All Customs Officers with appropriate network access can log comments via the complaints and compliments “remote” entry portal on the Customs internal intranet.

^ Website Feedback Form has previously been classified as an Email source

# ANNEX A

## PASSENGERS DIVISION

### 1. Complaints

There were **127** cases raising **185** issues during Jul –Sep 2008.

This compares to 144 cases and 200 issues during Apr – Jun 2008.

**126** of these **127** cases were related to a clients interaction with Customs at an International Airport (Apr – Jun was 139 cases of 144)

There were **6,373,021** International passengers and crew movements through airports nationally during the period 1 July through to 30 September 2008.

This is equivalent to **1** complaint case for every **50,580** passengers and crew arriving in, or departing from, Australia (Apr – Jun was 41,928).

<b>Airport</b>	<b>Number of Airport Cases</b>	<b>Arrival Numbers</b>	<b>Departure Numbers</b>	<b>Movements per Complaint</b>
Cairns	<b>2</b>	97,000	98,477	<b>97,739</b>
Coolangatta	<b>1</b>	44,191	42,274	<b>86,465</b>
Sydney	<b>48</b>	1,418,655	1,374,105	<b>58,183</b>
Brisbane	<b>22</b>	575,783	564,296	<b>51,822</b>
Perth	<b>14</b>	356,617	322,970	<b>48,542</b>
Melbourne	<b>32</b>	643,783	606,049	<b>39,057</b>
Adelaide	<b>4</b>	69,515	63,015	<b>33,133</b>
Darwin	<b>3</b>	42,253	40,978	<b>27,744</b>
Other+	<b>0</b>	6,949	6,111	<b>N/A</b>
<b>Total</b>	<b>126</b>	<b>3,254,746</b>	<b>3,118,275</b>	<b>50,580*</b>

Table 1. Complaints cases compared to total international passenger and crew movements during Jul-Sep 08 by airport. (Other Passengers Division complaints are not shown in this table (+Other Airport covers all other airports not listed e.g. Alice Springs \* Average of total international passenger and crew movements against total airport cases)).

# A - 2

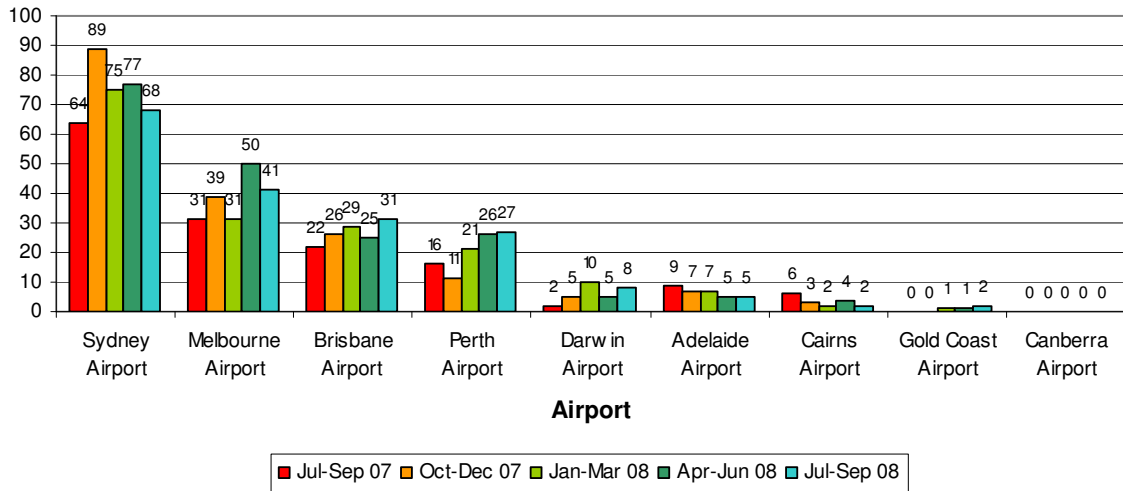


Figure 1. Passenger Division complaint issues at each airport comparative assessment over the last five quarters

All 185 of Passengers Divisions complaint issues by branch.

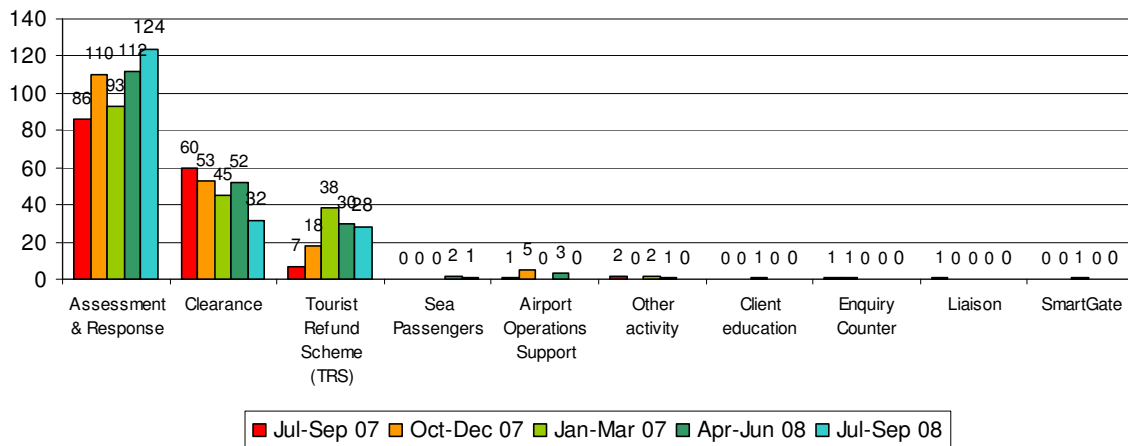


Figure 2. Passenger Division complaints issues by branch comparative assessment over the last five quarters

# A - 3

## 1.1. Passenger Concessions

The issue “Didn’t expect Duty/Tax” occurred **13** times during Jul – Sep 2008.

This compares to 29 times during Apr – Jun 2008.

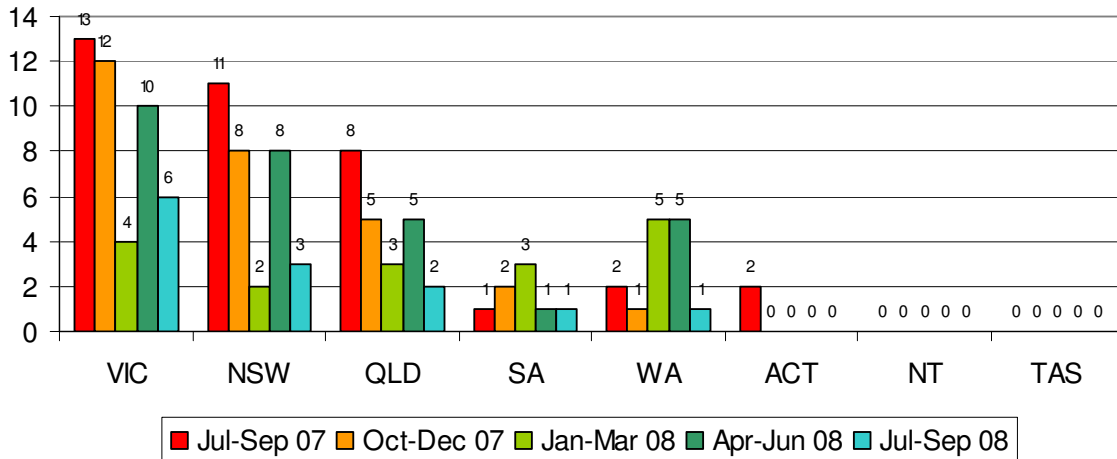


Figure 3. Passengers Concession related issue “Didn’t Expect Duty/Tax” by region comparative assessment over the last five quarters.

## 2. Compliments

There were **51** cases raising **60** issues during Jul -Sep 2008.

This compares to 71 cases raising 81 issues during Apr – Jun 2008.

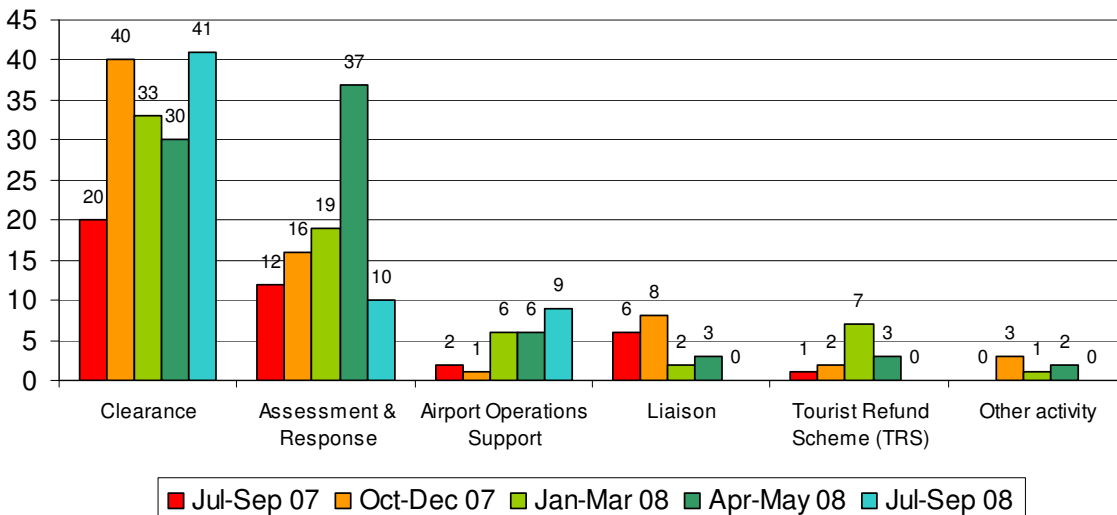


Figure 3. Passengers Division branches which received compliments issues in Jul - Sep 08 comparative assessment over the last five quarters

# ANNEX B

## CONTAINER RELATED CASES

### 1. Complaints

There were **62** container related cases raising **64** issues during Jul - Sep 2008.

This compares to 53 cases and 60 issues during Apr – Jun 2008.

The **62** container related complaints cases consist of **43** Intelligence and Targeting Cases, **17** Cargo Division cases and **1** case each for Enforcement and Investigation (District Office) and Compliance Divisions (1 Case was a shared matter for Intelligence and Targeting and Cargo Divisions).

A further **67** container related cases were referred to other organisations.

During the quarter Customs inspected **33,108** TEU.

This is equivalent to **1** complaint for every **534** TEU, previous quarter was 645 TEU.

Complaints per TEU by Month<sup>1</sup>

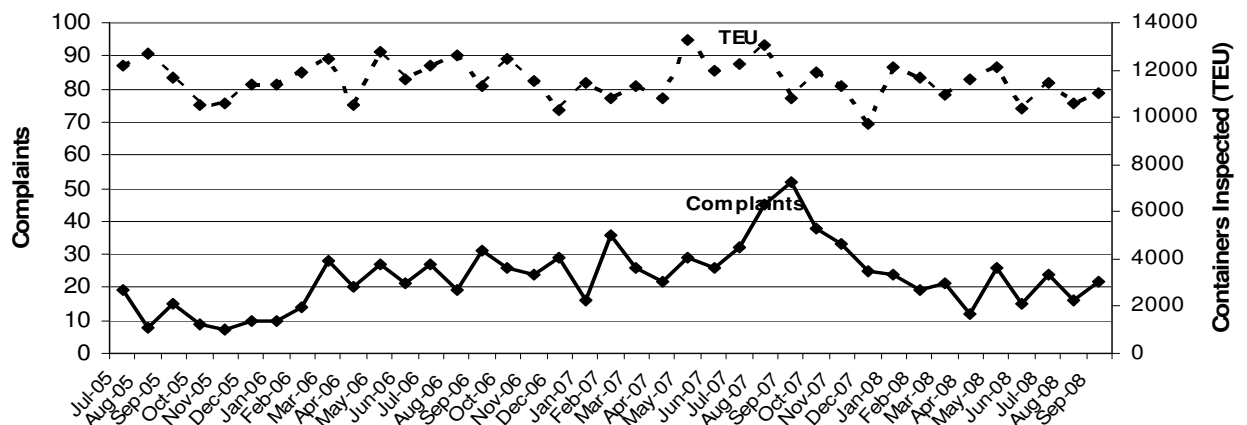


Figure 1. Trend of complaint cases (excluding referrals) against TEU's inspected July 2005 – September 2008

CEF Location	Total Number of Complaints	TEUs Inspected	Number of TEUs for Every Complaint
Adelaide	4	493	123
Sydney	23	8,882	386
Melbourne	17	9,699	571
Brisbane	14	8,913	637
Fremantle	5	5,070	1014
Darwin	0	51	N/A
<b>Total</b>	<b>62*</b>	<b>33,108</b>	<b>534</b>

\*1 case covered to locations.

Table 3. Complaint cases<sup>3</sup> lodged compared to TEUs<sup>2</sup> inspected during Jul - Sep 2008 (excluding Referrals)

# B - 2

The three main complaint issues for this quarter were:

**Always Searched** increased from 15 to **31**.

**Didn't expect fees** decreased from 25 to **19**.

**Process took too long** decreased from 15 to **6**.

## 2. Compliments

There were no Compliments identified during Jul - Sep 2008.

This compares to 1 Case and issue during Apr – Jun 2008.

Note:

1. The industry standard is to record container statistics in twenty-foot equivalent (TEU) unit terms rather than the actual number of containers. Most international containers are either 20 ft (1 TEU) or 40 ft (2 TEUs). On average, the number of containers is equivalent to 75 per cent of the number of TEUs, e.g. 750 containers is equivalent to 1000 TEU.
2. The above TEU figures include import and export containers.
3. The complaints cases shown in Table 3 contain all container related complaints as related to the specific CEF sites (excluding referrals) as from the client's perspective, their complaints are about the container examination process in general, regardless of the specific area of Customs, which has responsibility to respond.

# B - 3

## 3. Cargo Division

### 3.1. Container Examination Facilities

#### 3.1.1. Complaints

Excluding all other container related complaint cases Cargo Division – CEF had **14** cases logged with **14** identified issues.

The top three issues, with variations, raised for this quarter were:

**Process took too long** decreased from 7 to 6.

**Didn't expect fees** decreased from 11 to 4.

**Goods not repacked properly** increased from 0 to 2.

Issues	Sydney	Brisbane	Adelaide	Melbourne	Perth	Total
Didn't expect fees	2	0	0	2	0	4
Goods not repacked properly	0	0	1	0	0	1
Goods were damaged	0	1	0	0	0	1
Goods were missing	0	0	1	0	0	1
I'm Not Happy with the Policy	1	0	0	0	0	1
Process took too long	4	1	0	1	0	6
<b>Total</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>14</b>

Table 1.Cargo Division - CEF complaint issues by state for Jul - Sep 2008

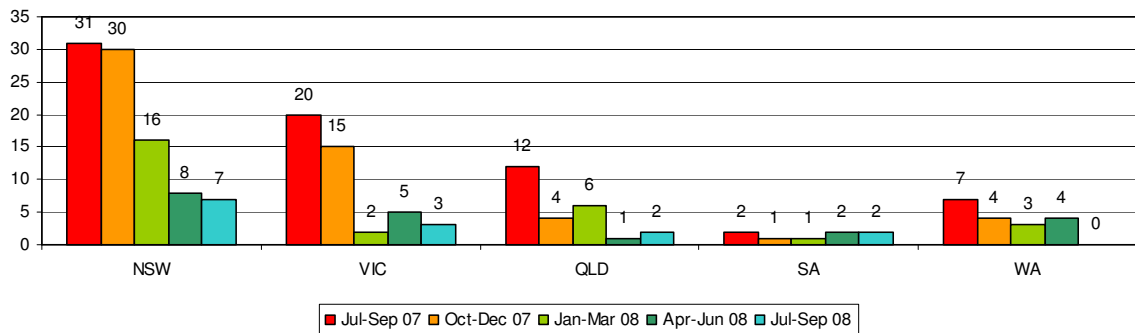


Figure 2.Cargo Division - CEF complaint issue volume by state comparative assessment over the last five quarters

#### 3.1.2. Compliments

Nil.

# B - 4

## 4. Intelligence and Targeting Division

### 4.1. Targeting

#### 4.1.1. Complaints

Excluding all other container related complaint cases Intelligence and Targeting Division – Targeting logged **43** cases with **44** identified complaint issues.

The only two issues, with variations, raised for this quarter were:

**Always Searched** increased from 15 to **30**.

**Didn't expect fees** increased from 11 to at **13**.

<b>Issues</b>	<b>NSW</b>	<b>QLD</b>	<b>SA</b>	<b>VIC</b>	<b>WA</b>	<b>Total</b>
Always searched	10	7	0	12	2	<b>31</b>
Didn't expect fees	4	4	1	1	3	<b>13</b>
<b>Total</b>	<b>14</b>	<b>11</b>	<b>1</b>	<b>13</b>	<b>5</b>	<b>44</b>

Table 2. Intelligence and Targeting Division – Targeting complaint issues by state Jul - Sep 2008.

#### 4.1.2. Compliments

Nil

# ANNEX C

## CARGO DIVISION

### 1. Cargo Operations

#### 1.1. Postal Operations

##### 1.1.1. Complaints

There were **47** complaints cases raising **49** identified complaints issues during Jul – Sep 2008.

This compares with 35 cases raising 42 identified complaints issues during Apr – Jun 2008.

A further **21** cases were referred to other organisations.

Issue	Apr - Jun 2008	Jul - Sep 2008
Process took too long	6	14
Goods were damaged	5	6
Goods were seized	3	6
Didn't expect duty/tax	8	4
Goods were missing	3	4
Unhappy with selection	4	4
Documentation	1	2
Goods were withheld	1	2
I'm not happy with the policy	0	2
Officer was rude	1	2
Phone/email not answered	2	2
Misinformed by Customs	0	1
Goods not repacked properly	2	0
I got the run-around	1	0
Officer was hard to understand	1	0
Other	4	0
<b>Total</b>	<b>42</b>	<b>49</b>

Table 1. Cargo Division - Postal Operations complaint issues comparative assessment Apr – Jun 2008 to Jul - Sep 2008.

# C - 2

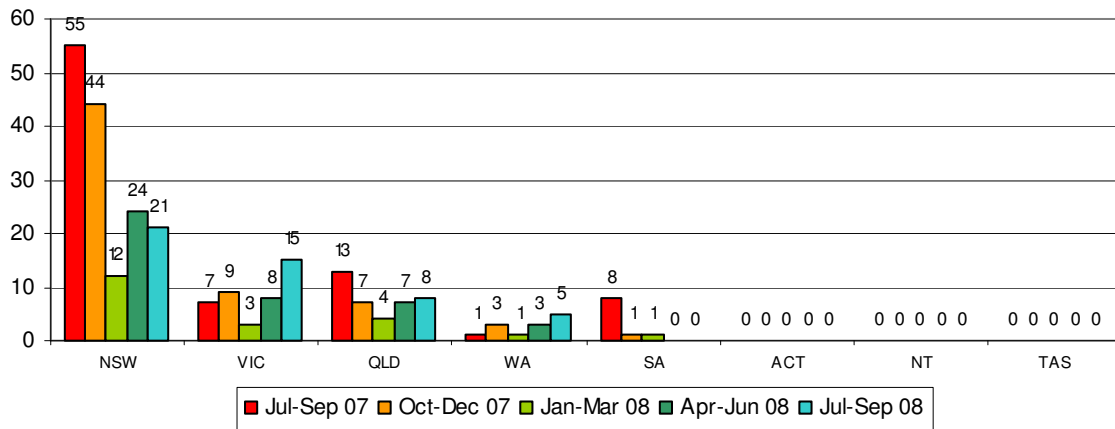


Figure 1. Cargo Division - Postal Operations complaint issues volume comparative assessment over the last five quarters by region.

## 1.1.2. Compliments

There were **3** compliment cases raising **3** issues during Jul -Sep 2008.

This compares to 7 cases raising 9 issues during Apr – Jun 2008.

## 2. Industry Engagement and User Services

### 2.1. CI&SC

#### 2.1.1. Complaints

There were **10** cases raising **14** issues during Jul - Sep 2008.

This compares to 19 cases and 25 issues during Apr – Jun 2008.

The top complaint issue raised was **Officer was rude** with **5** occurrences.

There were **119,159** contacts with the CI&SC during Jul - Sep 2008.

This is equivalent to **1** complaint case for every **11,916** contacts.

Month	Number of Complaint Cases	Number of Phone Contacts	Number of Email Contacts	Number of Fax Contacts	Total Contacts	Number of Contacts for Every Complaint
July	1	32,253	3881	95	36,229	36,229
August	7	35,228	4072	90	39,390	5627
September	2	38,457	5014	69	43,540	21,770

Table 1. CI&SC complaint cases comparison to contacts during Apr - Jun 2008

# C - 3

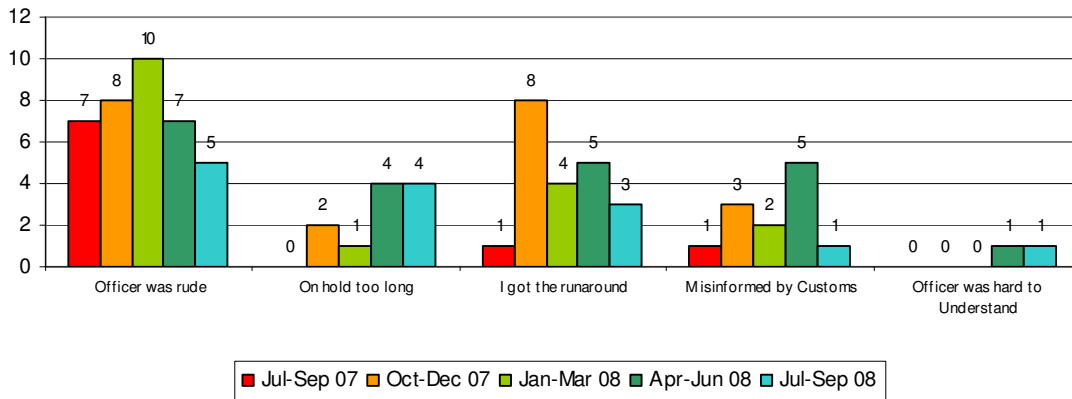


Figure 1. Top 5 CI&SC complaints issues comparative assessment over the last five quarters

## 2.1.2. Compliments

There were **16** cases raising **22** issues during Jul - Sep 2008.

This compares to 15 cases raising 20 issues during Apr – Jun 2008.

**11** of the compliment issues were **Officer was helpful**.

## 2.2. Integrated Cargo System (ICS)

### 2.2.1. Complaints

There were **2** cases raising **2** issues during Jul - Sep 2008.

This compares to 7 cases raising 7 issues during Apr – Jun 2008.

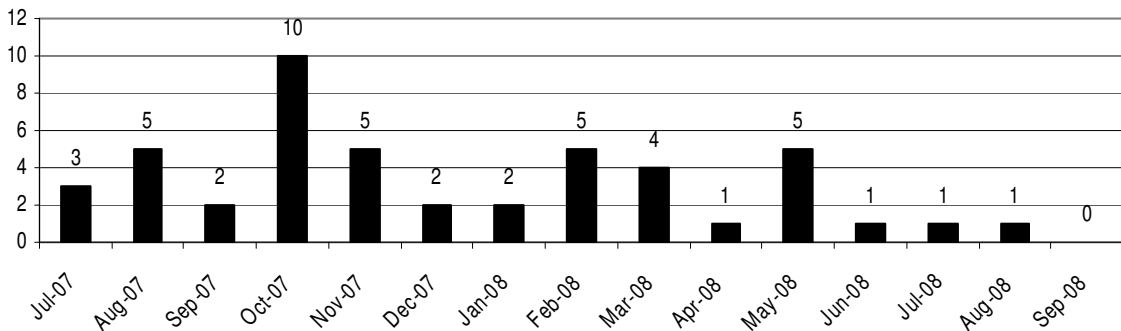


Figure 1. Number of ICS complaints received since July 2007

# C - 4

<b>Issue</b>	<b>Jul-Sep 07</b>	<b>Oct-Dec 07</b>	<b>Jan-Mar 08</b>	<b>Apr-Jun 08</b>	<b>Jul-Sep 08</b>
Didn't expect fees	0	1	1	0	1
Doesn't work	1	0	0	0	1
Process took too long	2	4	4	3	0
Digital Certificates	2	4	4	3	0
Documentation	3	1	0	1	0
I'm Not Happy with the Policy	1	2	1	0	0
Payment facility	0	2	0	0	0
Poor Design	0	1	1	0	0
Implementation	0	1	0	0	0
System Down	0	0	0	0	0
System Too Slow	0	0	0	0	0
<b>Total</b>	<b>9</b>	<b>16</b>	<b>11</b>	<b>7</b>	<b>2</b>

Table 1. ICS complaints issues comparative assessment over the last five quarters

## 2.2.2. Compliments

There was **0** cases / issues during Jul -Sep 2008.

This compares to 1 case with 1 issue during Apr – Jun 2008.

# ANNEX E

## OFFICER WAS RUDE

There were **50** cases raising the issue **50** times nationally during Jul –Sep 2008.

This compares to 41 cases raising the issue 41 times nationally during Apr – Jun 2008.

Work Area	Apr - Jun 2008	Jul - Sep 2008
Assessment & Response	14	27
Clearance	10	8
CI&SC	7	5
TRS	6	5
Detector Dog Unit (DDU)	1	0
Postal Operations	1	2
Sea Passengers	1	0
Compliance Audit Team	1	0
Client Services	0	2
Air Cargo Operations	0	1
<b>Total</b>	<b>41</b>	<b>50</b>

Table 1. Issue 'Officer was rude' comparative assessment: Apr – Jun 08 to Jul –Sep 08 by work area.

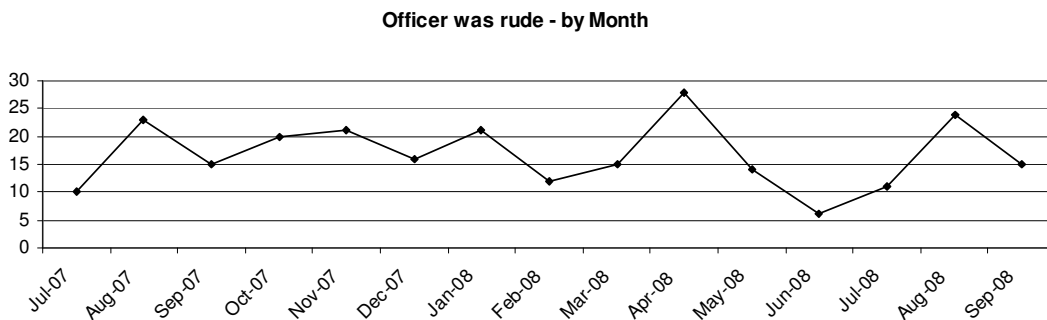


Chart 1. Issue 'Officer was rude' since July 2007 by month.

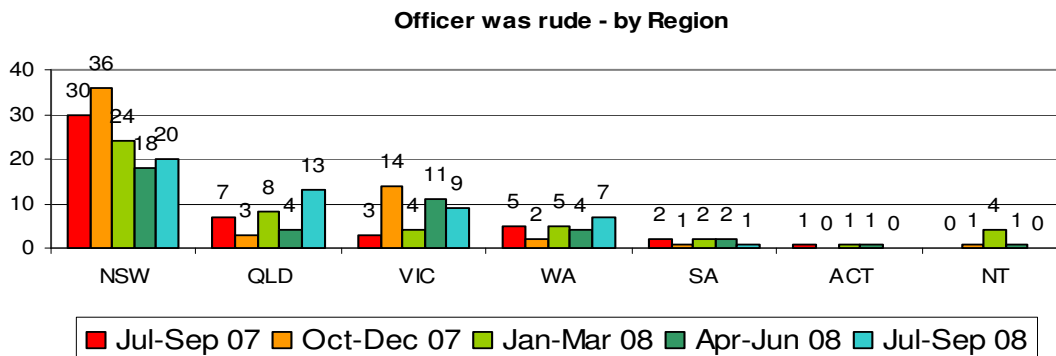


Table 2. Issue 'Officer was rude' comparative assessment over the last five quarters by region.

# ANNEX F

## COMPLIANCE DIVISION

### 1. Complaints

There were **9** cases raising **9** issues during Jul –Sep 2008.

This compares to 13 cases raising 18 issues Apr – Jun 2008.

### 2. Compliments

There were **8** cases raising **12** issues during Jul –Sep 2008.

This compares to 15 cases raising 18 issues Apr – Jun 2008.

Work Area	Complaints	Compliments	Total
Cargo Services	1	3	4
Compliance Audit Team	3	2	5
Compliance Policy	5	0	5
Other activity	0	1	1
Client Services	0	3	3
<b>Total</b>	<b>9</b>	<b>8</b>	<b>36</b>

Table 1. Complaints and compliments cases received for Compliance Division by work area.

Symptom	Complaints	Compliments	Total
Didnt expect fees	3	0	<b>3</b>
Process took too long	3	0	<b>3</b>
I got the runaround	1	0	<b>1</b>
Didn't expect duty/tax	1	0	<b>1</b>
Documentation	1	0	<b>1</b>
Officer/s was helpful	0	6	<b>6</b>
Officer/s was efficient	0	3	<b>3</b>
Officer/s was informative	0	2	<b>2</b>
Officer/s was professional	0	1	<b>1</b>
<b>Total</b>	<b>9</b>	<b>12</b>	<b>21</b>

Table 2. Complaint and compliment symptoms for Compliance Division

# ANNEX G

## OTHER ORGANISATIONS

There were 141 Complaints cases or issues and 1 Compliments cases or issues referred to "Other Organisations".

Customs Work Area	Complaints Referred	Compliments Referred
Sea Cargo Operations / Wharf*	65	0
Postal Operations*	21	0
Canberra City	13	0
Sydney Airport	11	0
Sydney Customs House	11	1
Melbourne Airport	6	0
Brisbane Airport	4	0
Perth Airport	4	0
Darwin Airport	1	0
Cairns Airport	1	0
Gold Coast Airport	1	0
Brisbane Air Cargo	1	0
Melbourne Airport Customs House	1	0
Perth Airport Customs House	1	0
<b>Total</b>	<b>141</b>	<b>1</b>

Table 1. "Other Organisations" case/issue referral volume by work area (\*A general national work area)

State	Complaints Referred	Compliments Referred
NSW	57	1
VIC	31	0
QLD	22	0
ACT	14	0
WA	10	0
SA	6	0
NT	1	0
<b>Total</b>	<b>141</b>	<b>1</b>

Table 2. "Other Organisation" case/issue referral volume by State

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Customs Work Area	"Other Organisation" Client Referred to	Complaints Referred	Compliments Referred
Sea Cargo Operations / Wharf*	Referred back to client	51	
	CTO/Wharf Terminal/Stevedores	12	
	Broker	2	
<b>Sea Cargo Operations / Wharf Total</b>		65	
Postal Operations*	Referred back to client	2	
	Australia Post	17	
	AQIS	2	
<b>Postal Operations Total</b>		21	
Canberra City	Australia Post	1	
	AQIS	3	
	DIAC	6	
	Carrier/Courier	1	
	Airline	1	
	Other	1	
<b>Canberra City Total</b>		13	
Sydney Airport	AQIS	2	
	DIAC	2	
	Security Operator	4	
	Airline	2	
	Airport Operator	1	
<b>Sydney Airport Total</b>		11	
Sydney Customs House	Referred back to client	2	
	Australia Post	1	
	AQIS	4	1
	Carrier/Courier	3	
	Broker	1	
<b>Sydney Customs House Total</b>		11	1
Melbourne Airport	Referred back to client	1	
	AQIS	2	
	DIAC	1	
	DITRDLG	1	
	Duty Free Store	1	
<b>Melbourne Airport Total</b>		6	

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Brisbane Airport	DIAC	1	
	Airport Operator	1	
	Other	1	
	AFP	1	
<b>Brisbane Airport Total</b>		<b>4</b>	
Perth Airport	Security Operator	1	
	Airline	1	
	DITRDLG	1	
	Airport Operator	1	
<b>Perth Airport Total</b>		<b>4</b>	
Darwin Airport	DITRDLG	1	
<b>Darwin Airport Total</b>		<b>1</b>	
Cairns Airport	Security Operator	1	
<b>Cairns Airport Total</b>		<b>1</b>	
Gold Coast Airport	DIAC	1	
<b>Gold Coast Airport Total</b>		<b>1</b>	
Brisbane Air Cargo	Referred back to client	1	
<b>Brisbane Air Cargo Total</b>		<b>1</b>	
Melbourne Airport Customs House	Broker	1	
<b>Melbourne Airport Customs House Total</b>		<b>1</b>	
Perth Airport Customs House	Carrier/Courier	1	
<b>Perth Airport Customs House Total</b>		<b>1</b>	
<b>Total Referrals</b>		<b>141</b>	<b>1</b>

Table 1. Customs Work Area identifying which "Other Organisations" agencies client were referred to by volume (\* Denotes a general National Work Area)

# CCMS QUARTERLY REPORT FEEDBACK FORM

Any feedback can be provided via email to the CCMS National Coordinator (dennis.dalgliesh@customs.gov.au) or to comments@customs.gov.au or by facsimile on 02 6275 8099.

You can utilise this form or just provide your comments to the contacts above.

## Layout

The current layout is easy to read	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>
The graphs are easy to understand	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>
The tables are easy to understand	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>

## Content

The content:

Contains valuable information	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>
Tells me what I need to know	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>

## Statistics

There are too many numbers	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>
More analytical text is required	Yes	<input type="checkbox"/>	Average	<input type="checkbox"/>	No	<input type="checkbox"/>

If yes, please provide an example of what you would like to have included in the next report:

## Other Comments

I would like to see the following alterations made to the next report: