

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
AUSTRALIAN CUSTOMS AND BORDER PROTECTION SERVICE

Question No. 60

Senator Barnett asked the following question at the hearing on 26 May 2011:

Mr Mann: Of particular relevance to this savings measure, you are quite correct; we do have in operation an automated border processing system known as SmartGate. It does operate using the digitised algorithm of a facial image in ePassports. It currently accepts Australian and New Zealand ePassport holders over the age of 18. We will be expanding the current deployment of that technology, which we do hope will offset to some degree the effects of this particular savings measure in that we will be promoting and actively expanding the capacity.

Senator BARNETT: Can you, on notice, give us the percentages and numbers for how many people use SmartGate compared with the standard process?

Mr Mann: Yes.

Senator BARNETT: That is okay, unless you have it there now?

Mr Mann: The current percentage of total arrivals using SmartGate at the moment is around 12 per cent and, currently, arriving Australians and New Zealanders that are eligible account for around 33 per cent. So there is still quite an amount of growth in that percentage of arriving travellers that we hope to transfer into using SmartGate as the regular mode of primary processing.

Senator BARNETT: Can you give us those in numbers? Do that on notice, because we are a bit tight for time, if that is okay.

Mr Mann: I will take that on notice.

The answer to the honourable senator's question is as follows:

For the period from 1 May 2010 to 30 April 2011, the total number of passengers using SmartGate (i.e. those passengers that cleared the border using SmartGate) was 1,687,101, compared to 12,546,804 who were processed manually. This equates to 12% of all arriving passengers being cleared at the border through SmartGate without manual intervention.

A detailed breakdown of the statistics by airport for this period is shown below.

<i>Airport</i>	<i>Number of arriving passengers cleared*</i>	<i>Number of passengers cleared at primary line</i>	<i>Number of passengers cleared at SmartGate**</i>	<i>% of arriving passengers who cleared using SmartGate</i>	<i>Number of passengers eligible to use SmartGate</i>
Adelaide	296,185	256,317	39,868	13%	104,230
Brisbane	2,227,499	1,884,546	342,953	15%	822,543
Cairns	291,759	268,568	23,191	8%	61,822
Melbourne	3,260,147	2,855,227	404,920	12%	1,136,778
Gold Coast	392,257	328,266	63,991	16%	125,470
Perth	1,711,570	1,486,314	225,256	13%	581,457
Sydney	6,054,488	5,467,566	586,922	10%	1,982,546
Total	14,233,905	12,546,804	1,687,101	12%	4,814,846

* Totals calculated for arriving passengers cleared between 1/5/10 and 30/4/11.

** SmartGate figures represent eligible passengers successfully cleared at the gate. Any passengers who attempted to use a SmartGate (kiosk or gate) but were not successfully cleared, are not included as SmartGate users.

Note that Darwin did not have SmartGate facilities at this time.

Note that passenger numbers include crew.