Customs and Border Protection's Processing of Incoming International Air Passengers

Audit Report No. 10, 2009–10

Opening comments by Matt Cahill, Group Executive Director

JCPAA Review 11 March 2010

1. Thank you Chair. The objective of this audit was to assess Customs and Border Protection's processing of incoming international air passengers in the primary line, in particular the extent to which: (a) systems and controls effectively support the referral of incoming air passengers who pose a risk; (b) air passengers presenting an immigration risk are processed appropriately; and (c) Customs and Border Protection has arrangements in place to effectively promote co-operation and information sharing with the Department of Immigration and Citizenship (DIAC).

2. The audit focused on assessing Customs and Border Protection's systems, controls and mechanisms for information sharing and other arrangements in place to process incoming international air passengers in the primary line. This audit is the first in a planned program of audit work in passenger processing.

3. We concluded that, overall, Customs and Border Protection's management arrangements in the processing of incoming international air passengers in the primary line are broadly effective. The routine for officers undertaking primary line activities was generally adhered to. Nevertheless:

    o performance of some aspects of the officer's routine were not consistently undertaken and cannot be clearly assessed or measured by the agency;

    o IT incident and IT problem management could be improved;

o   service times for IT incidents and problems should be established and documented; and

o   there was no clear evidence whether all KPIs contained in the MoU with DIAC were being met or not.

4.   The ANAO made four recommendations which were directed to achieving:

o   a consistent implementation and assessment of the routine required in the primary line;

o   an up-to-date disaster recovery plan;

o   the consistent recording and reporting of IT incidents and IT problems; and

o   regular monitoring and reporting of KPIs.

5.   Finally, to assist the Committee in its inquiry, I have with me today two members of the audit team, Dr Tom Clarke, Executive Director, who oversaw this audit, and Ms Celine Roach, the Audit Manager.