

SENATE STANDING COMMITTEE ON LEGAL AND CONSTITUTIONAL AFFAIRS
AUSTRALIAN FEDERAL POLICE

Question No. 48

Senator Barnett asked the following question at the hearing on 26 May 2009:

Provide a list of client satisfaction surveys conducted by the AFP and the results of these.

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

In 2008-09, the Australian Federal Police (AFP) commissioned two external satisfaction surveys:

- the Business Satisfaction Survey; and
- the Airport Consumer Confidence Survey.

The external surveys are in keeping with Portfolio Budget Statement requirements for 2008-09 since client/stakeholder satisfaction is a key performance indicator for the organisation. All surveys were conducted by the University of Queensland (UQ) Social Research Centre (now known as the UQ Institute of Social Research).

The AFP has sought client feedback annually since 1999. Those surveyed include staff from organisations the AFP routinely works with including, Commonwealth and state government agencies, overseas governments, law enforcement agencies, foreign embassies, diplomatic missions, industry and the business community.

The most recent Business Satisfaction Survey closed on 1 June 2009 and draft results indicate that 87% of respondents were either satisfied or very satisfied in their dealings with the AFP in the last twelve months. This is an increase from 81% for the corresponding period last year.

The Airport Consumer Confidence Survey has been conducted twice, once in 2008 and most recently in May 2009. It is a survey of the travelling public conducted at major Australian airports where the AFP has a presence. Draft results indicate that 70% of respondents were satisfied or very satisfied with the contribution of the AFP to aviation law enforcement and security. This is consistent with last year's results.