



**Australian Government**

**Australian Customs and  
Border Protection Service**

Customs House  
5 Constitution Ave  
CANBERRA ACT 2600

23 June 2009

Ms Marlene Tucker  
Director-Economic and Legal Policy, Airports Branch  
Department of Infrastructure, Transport  
and Regional Development and Local Government  
GPO Box 594  
CANBERRA ACT 2600

Dear Ms Tucker

**Quality of Service Discussion Paper – Improving the Passenger Experience**

Thank you for the opportunity to comment on the discussion paper. Customs and Border Protection has no specific comments to make on the issues raised in the paper, including any need for change to existing regulatory arrangements on airports' standard of service.

As you would be aware, the interagency/industry National Passenger Facilitation Committee (NPFC) has been established to improve the passenger experience from a whole of airport perspective. I am sure that feedback you receive on the paper would be of interest to NPFC. Any comments on *government passenger clearance* (page 13) would be of particular interest to Customs and Border Protection.

If you have any questions relating to this advice please contact me on telephone 6279 3466. Alternately, I can be contacted via email: [steve.kirk@customs.gov.au](mailto:steve.kirk@customs.gov.au).

Yours sincerely,

A handwritten signature in black ink, appearing to be 'SK', written over a horizontal line.

Steve Kirk  
Director  
Passenger Facilitation