



# National Passenger Facilitation Committee Meeting Minutes

Date: Wednesday, 24 July 2019  
Time: 9:30am – 1pm  
Location: Vibe Hotel, 1 Rogan St, Canberra Airport ACT 2609

## Attendees

- Refer to **Attachment A** for a list of attendees.

## 1. Welcome and Introduction

- The Chair, Bradley Armstrong, (Deputy Comptroller-General, Group Manager, Customs Group, Australian Border Force (ABF)) welcomed attendees to the 2nd National Passenger Facilitation Committee (NPFC) meeting of 2019. The Chair briefed attendees on the establishment of the Customs Group within the ABF.

## 2. Previous meeting Minutes and Action Items

- The Minutes of the 19 March 2019 meeting were endorsed unchanged. It was noted the Terms of Reference (ToR) were updated to reflect the establishment of Customs Group. Other amendments to the ToR were dealt with in the action items, updated below.

Item	Action	Status
20180607-01	The NPFC Secretariat to consider s. 22(1)(a)(ii) suggestion (initially raised by s. 22(1)(a)(ii) ) to increase the frequency of NPFC meetings from two to three time a year.	The suggestion to increase the meeting frequency has been approved and the ToR have been updated to reflect this. No objections to the updates have been received. <b>Closed</b>
20180607-10	The Department of Home Affairs (Home Affairs) to update to NPFC members on the arrivals SmartGate rollout at the next meeting.	Update provided by Jennifer Bardsley, Traveller Cargo and Trade Systems, ABF at Agenda Item 5. <b>Closed</b>
20181101-01	Home Affairs to consult industry members on Traveller Strategy – Beyond 2020.	Update provided by s. 22(1)(a)(ii) , Future Traveller, ABF at Agenda Item 3. <b>Closed</b>
20190319-01	The NPFC Secretariat to review membership of NPFC.	The Secretariat has reviewed membership based on comments made at the last meeting. Sunshine Coast Airport is now included in the ToR membership. <b>Closed</b>
20190319-02	Industry to provide comments on Designing Border Services by 15 April 2019.	s. 22(1)(a)(iii) , Ports Policy, ABF provided advice that industry comments were received and incorporated in the most recent version of the document. <b>Closed</b>

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20190319-03	Home Affairs to provide details of cost allocation during redevelopment including comparison of how this has changed from the previous policy.	This item was addressed as part of the Future Traveller workshop held directly following the NPFC meeting, Wednesday 24 July 2019. <b>Closed</b>
20190319-04	The Department of Infrastructure, Transport, Cities and Regional Development (DITCRD) to clarify the application of the Framework to redeveloping ports.	This item was discussed at Agenda Item 6. <b>Closed</b>
20190319-05	Home Affairs to provide updated policy/advice to airlines on check-in concerns regarding 30-60 minute window.	Advice has been provided to industry regarding the updated policy and industry feedback has been requested. A final decision on the policy position will be made after industry feedback has been assessed. <b>Pending</b>
20190319-06	Home Affairs to provide advice to Sydney Airport on whether confirmation of passenger clearance can be relayed to industry.	Advice was provided to industry on 10 July 2019. <b>Closed</b>

### 3. Policy Update

#### **Future Traveller**

- s. 22(1)(a)(ii) (Acting Director, Future Traveller, ABF) provided an update on the key priorities that were identified in the Future Traveller Government Industry Workshop, held in March 2019. The *Beyond 2020* document is finalised and will be provided to members shortly. Members were thanked for their contributions. It was noted that the integrated departures terminal concept will be prioritised. A working group has been established and the first meeting was held by teleconference as well as a workshop. Work has begun on mapping the relevant terminal and government and industry touch points. Interested parties were informed that they could still join the working group.

#### **Advance Passenger Processing**

- s. 22(1)(a)(ii) (Director, Traveller Policy, ABF) provided an update on Advanced Passenger Processing (APP) and the Global Entry Program. APP is being reviewed, including the relevant legislation and processes. An issues paper was distributed for feedback and received 16 formal responses. The final report will be released in coming weeks and incorporates feedback from the issues paper and provides a number of recommendations.

#### **Pacific-Australia Card Initiative**

- s. 22(1)(a)(ii) (Director, Pacific, International Policy, Home Affairs) provided an update on the Pacific-Australia Card Initiative (PAC). Announced in 2018, the PAC is intended to streamline immigration clearance processes at certain Australian airports, and therefore access to Australia, for Pacific leaders from the political, business, sports, church and academic spheres. The PAC will be implemented shortly with a phased roll out over the next two years. Impacted airports include Adelaide, Brisbane, Melbourne, Perth and Sydney - the main airport in the capital city of a state which regularly receives international passengers from the Pacific. Other Australian airports (such as Cairns, which also receives direct flights from the Pacific) may decide to provide streamlined processing services at their discretion. Streamlined immigration clearance is not being offered at sea ports.

### Migration Regulations 2019 Amendment

- s. 22(1)(a)(ii) (Assistant Director, Character Integrity and Identity Policy, Home Affairs), provided an update on the progress of the *Migration Amendment (Biosecurity Contraventions and Importation of Objectionable Goods) Regulations 2019*. There are two new prescribed cancellation grounds under section 116(1)(g) of the *Migration Act 1958* - Regs 2.34(1)(s) and 2.34(1)(t) of the *Migration Regulations 1994*. These amendments allow cancellation of a visa for providing false or misleading information, and can be applied by biosecurity or ABF officers. A traveller can then be prevented from applying for another visa for the next 2-3 years.

### Tobacco reform

- s. 22(1)(a)(ii) (Assistant Director, Trade Revenue Policy, ABF) talked to the tobacco import reform measures that came into effect on 1 July 2019. From that date, the importation of most tobacco products will be prohibited unless the importer has a permit issued by the ABF. To facilitate efficient movement at ports, some small exemptions exist, e.g. the Minister for Home Affairs has granted ongoing permission for travellers and crew who bring tobacco with them above their duty free allowance. More direct communications have also been undertaken, including reaching out to diplomatic posts to ensure info is shared broadly.

Action Item #	Description
20190724-01	Information sheet on the 2018-19 Tobacco Budget Measures - Impact for Cruise Ship Operators to be distributed. <i>Responsibility:</i> Secretariat, ABF

### Temporary Exclusion Order

- s. 22(1)(a)(ii) (Acting Deputy Counter-Terrorism Coordinator, Home Affairs), provided an update of the Counter-Terrorism (Temporary Exclusion Orders) Bill (TEO) being considered by parliament, including the role and obligations of transport service providers. The TEO Bill provides law enforcement and security agencies with greater control in managing Australians of counter-terrorism interest who are either being deported to Australia or returning voluntarily and creates offences for transport service providers. Owners and operators will commit an offence if they knowingly convey a person subject to a TEO to Australia, or do so in a way that contravenes a return permit condition.

### 4. Industry presentation

- s. 22(1)(a)(ii) (CEO, Avalon Airport), provided a progress update on the development of the new Avalon Airport international terminal, including the source of the demand for international services, the design and construction details for the new terminal, and the success of the operation to date. He also thanked Home Affairs and ABF for their support in working together to complete the project.

### 5. Traveller Initiatives

#### SmartGates and system outages

- Jennifer Bardsley (Assistant Secretary, Traveller Cargo and Trade Systems, ABF) provided an update in relation to the arrival SmartGates and recent system outages. The trial of next generation gates at Canberra Airport has been paused while Home Affairs and ABF review the outcomes so far and consider next steps. It is anticipated that the review will be completed by mid-September 2019. SmartGates remain in operation across Australia's international airport network. The existing arrivals SmartGates will undergo remediation work as necessary to ensure the standard of the traveller experience continues to be world class. This remediation work will continue until a new series of SmartGate is ready for operation to ensure a continuous level of service at the border.
- Jennifer Bardsley also discussed the recent system outages that had occurred in April and July, highlighting that they were not caused by SmartGate failure directly, but issues with the interconnected systems that SmartGates rely on. ABF understands the significant impact the system outages cause to airport operators.

### Biometrics Update

- s. 22(1)(a)(ii) (Assistant Director, Identity and Biometric Innovation and Design, ABF) discussed international standards around the capture of biometrics for human verification and provided a brief outline of the importance of trusted high quality images to enable its use for check-in, border clearance activities and security at airports. Environmental factors and human behaviours including lighting and background can vary, directly impacting image quality. An update on the joint Sydney Airport and Qantas biometrics trial being conducted at Sydney Airport was provided.

### Incoming Passenger Card update

- Melissa Bennett (Acting Assistant Secretary, Traveller Branch, ABF) informed the group that the arrival SmartGates trial and any future solution for removal or otherwise of the Incoming Passenger Card (IPC) are intrinsically linked. It was noted that the SmartGates pilot in Canberra has been paused while a review of a way forward is considered. As a result, there will be a reduced focus on work related to the IPC. It was also noted that this will provide further time to explore IPC possibilities and continue the discussion from a policy perspective. Discussions with IPC stakeholders will continue to identify alternative information capture.

Action Item #	Description
20190724-02	The next NPFC agenda to include an update on the next steps for the Incoming Passenger Card in light of the September 2019 results of the SmartGates (arrivals) review. <i>Responsibility:</i> NPFC Secretariat, ABF.

### 6. Framework for new and developing ports

- s. 22(1)(a)(ii) (General Manager, Aviation Industry Policy, Department of Industry etc (DITCRD)) talked to the Designing Border Services initiative and policy framework for new and developing ports. He noted the direct and robust feedback from industry that had been received and advised about the responsibility of the Australian Public Service to deliver on the agenda of the Government of the day. Some of the central concerns about the framework were discussed, particularly the revised funding arrangements whereby industry will now pay for the cost of establishing a border agency presence at a new or redeveloping port, and the apportionment of costs and how border agencies arrived at their requirements. Background on the policy framework including original concerns from Government around cost pressures from existing sea and airports and further ports seeking to expand was provided, and that Government had considered how to deal with these pressures. One option considered was full cost recovery however, after consideration, a cost sharing arrangement was agreed.

### 7. ABF Operational Update

- Craig Palmer (Acting Assistant Commissioner, Port Operations Command, ABF), emphasised ABF's commitment to maintaining a national perspective, and that Regional Commanders should attend NPFC meetings on rotation. He acknowledged that Regional Command trends are largely consistent including resource shortages particularly in the Christmas peak period. These challenges provide an opportunity for Regional Commands to seek out efficiencies and use regional resources as a collective so as to identify how high risk items can be managed. Performance is managed through facilitation rates, however the challenge is managing facilitation expectations over managing the risks. Conversations with airport operators are ongoing.
- ABF are seeking to maximise capability across regions. Holistic training is provided to add versatility and maximise efficiency. Officers will be trained across more than one discipline. ABF appreciate the risk profiles around activity in peak periods and noted some of the challenges and lessons learnt around moving resources during peak periods. In advance of these periods, there must be a strategic intent to build capability and knowledge so that they are prepared for these high peak periods.
- Data has been very helpful informing conversations and decisions around the allocation of resources. Sharing between airport operators and ABF will lead to consistent conversations across the country and enable a collaborative approach to planning. Melbourne and Perth Airport were cited as examples of airports where

advanced planning has been effective. ABF will bring learnings from these experiences back into industry stakeholder forums as well as planning forums with the ABF.

Action Item #	Description
20190724-03	ABF and industry to work together to assist industry to report back to NPFC members on passenger facilitation rates and measurements in peak periods. <i>Responsibility:</i> Industry (suggested by s. 22(1)(a)(iii) s. 22(1)(a)(iii), Chief Operating Officer, Gold Coast Airport) with assistance of regional ABF.

## 8. Agriculture Update

- Dean Merrilees (Assistant Secretary, Compliance Controls Branch, Department of Agriculture (DoA)) discussed key developments in biosecurity at Australia's borders and implications for industry, including that the three year transitional period from proclaimed ports to 'first points of entry' in line with the *Biosecurity Act* expired on 15 June 2019. DoA will continue to engage with industry partners to review the compliance processes as implementation of the *Biosecurity Act* continues. DoA is working closely with Home Affairs, ABF and the Department of Health (Health) throughout the Seamless Traveller Reform initiatives, to ensure there is maximised efficiency at the border. African Swine Fever is currently a risk and is moving quickly through the world, particularly through Asia – especially through China, Singapore and Vietnam and intervention activities, targeting pork products in particular, will become 'business as usual' for several years before Asian countries can treat ASF.

## 9. Infrastructure Update

- s. 22(1)(a)(ii) Director, International Air Transport, DITCRD) provided an update on recent developments on passenger facilitation matters within the International Civil Aviation Organization (ICAO). The ICAO Assembly will be held in September 2019 in relation to facilitation and broader aviation matters. It is currently not expected to be focussed on the 'facilitation' matters however DITCRD will continue to update members as information becomes available. Australia is also currently participating in a task force to review and develop international standards and recommended practices relating to Passenger Name Record (PNR) data aimed at mitigating threats posed by foreign terrorist fighters. There are no significant changes anticipated for the Australian industry as our data systems are already well established, however, airlines may see impacts through other destination countries who may set additional requirements in the future.

## 10. Other Business

### Service Level Agreements

- s. 22(1)(a)(ii) (Policy Officer, Australian Airports Association (AAA)) raised Service Level Agreements (SLA) and the requirement for airport operators to make additional investment. The impacts around peak period facilitation were noted, and that it may be warranted to give consideration to having a nationally consistent and more targeted metric system to be applied in peak periods. AAA welcomed the formation of a small working group to consider potential changes to the metric system to understand the facilitation components.

### Complaints Handling Process

- s. 22(1)(a)(ii) (AAA) requested further background about how complaints about airports are handled. ABF responded that most complaints are directed to the ABF then fed back into the regions, and monitored on a monthly basis. Complaints are considered and addressed individually on a case by case basis. DoA responded that they have a similar approach to managing complaints and feedback and have moved towards building a longer term profile to understand passenger cohorts.

Action Item	Description
20190724-04	ABF to follow up on the public availability of the 'complaints and compliments' metrics and trends from airports, and whether they can be shared through briefings at local events. <i>Responsibility:</i> Traveller Branch, ABF.

### Tourist Refund Scheme

- s. 22(1)(a)(ii) (AAA) raised the limited visibility of Tourist Refund Scheme (TRS) and whether the ABF is seeking to innovate the scheme. It was noted that the ANAO had conducted an audit of TRS and it was noted that policy in relation to TRS rests with Treasury and the Australian Taxation Office.

Action Item	Description
20190724-05	Discussion of ANAO audit report findings on TRS to be put on the next NPFC agenda. <i>Responsibility:</i> NPFC Secretariat, ABF.

### Middle East Respiratory Syndrome Coronavirus

- s. 22(1)(a)(ii) (Acting Director, Health) provided an update on Health's response to the Middle East Respiratory Syndrome Coronavirus. Printed information was provided and further information offered to industry if required. Further information provided about the response to recent Ebola outbreak in the Democratic Republic of Congo.

Action Item	Description
20190724-06	Information sheet on the current outbreak of Ebola in the Democratic Republic of the Congo, to be distributed, on behalf of the Department of Health. <i>Responsibility:</i> Secretariat, ABF

### New Zealand Electronic Travel Authority

- s. 22(1)(a)(iii) (Customs Counsellor, New Zealand Customs Service) provided an update regarding New Zealand's Electronic Travel Authority (ETA) approach and informed that applications open shortly once technology is in place and a global marketing program will be rolled out (1 October is the current anticipated start date). The ETA relates to passengers travelling to New Zealand with the exception of some Australian permanent residents. The New Zealand Government is circulating information as quickly as possible and in as many varied methods as possible – e.g. social media, government websites. Approval timings are approximately 72 hours.

### 11. Next Meeting and Close

- The Chair noted that the dates for the next NPFC meeting and possibly the next industry summit needed to be considered further due to the scheduling of the Australia Airport Association's National Conference being held on the Gold Coast from Tuesday 19 to Friday 22 November.

Action	Description
20190724-07	Secretariat to consider next meeting date and location. <i>Responsibility:</i> Secretariat, ABF

## Summary of Actions

Action Item #	Description
20190724-01	Information sheet on the 2018-19 Tobacco Budget Measures - Impact for Cruise Ship Operators to be distributed. <b>Responsibility:</b> NPFC Secretariat, ABF
20190724-02	The next NPFC agenda to include an update on the next steps for the Incoming Passenger Card (IPC) in light of the September 2019 results of the SmartGates (arrivals) review. <b>Responsibility:</b> NPFC Secretariat, ABF.
20190724-03	ABF an industry to work together to assist industry to report back to NPFC members on passenger facilitation rates and measurements in peak periods. <b>Responsibility:</b> Industry (suggested by s. 22(1)(a)(ii), Chief Operating Officer, Gold Coast Airport) with assistance of regional ABF.
20190724-04	ABF to follow up on the public availability of the 'complaints and compliments' metrics and trends from airports, and whether they can be shared through briefings at local events. <b>Responsibility:</b> Traveller Branch, ABF.
20190724-05	Discussion of ANAO audit report findings on TRS to be put on the next NPFC agenda. <b>Responsibility:</b> NPFC Secretariat, ABF.
20190724-06	Information sheet on the current outbreak of Ebola in the Democratic Republic of the Congo, to be distributed, on behalf of the Department of Health. <b>Responsibility:</b> NPFC Secretariat, ABF
20190724-07	Next meeting date and location TBC. <b>Responsibility:</b> NPFC Secretariat, ABF

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## Attachment A

## Attendees

National Passenger Facilitation Committee (NPFC) meeting

Wednesday, 24 July 2019

Government		
s. 22(1)(a)(ii)	Group Manager, Customs Group Deputy Comptroller-General	Australian Border Force
s. 22(1)(a)(ii)	Acting Director, Future Traveller	Australian Border Force
s. 22(1)(a)(ii)	Acting Commander, Border Systems & Program Management	Australian Border Force
s. 22(1)(a)(ii)	Director, Traveller Policy	Australian Border Force
s. 22(1)(a)(ii)	Director, Ports Policy	Australian Border Force
Craig Palmer	Acting Assistant Commissioner, Port Operations Command	Australian Border Force
s. 22(1)(a)(ii)	Assistant Director, Traveller Policy	Australian Border Force
s. 22(1)(a)(ii)	Policy Officer, Future Traveller	Australian Border Force
s. 22(1)(a)(ii)	Assistant Director, Traveller Policy	Australian Border Force
s. 22(1)(a)(ii)	Assistant Director, Traveller Policy	Australian Border Force
s. 22(1)(a)(ii)	Acting Commander, Border Systems and Program Management	Australian Border Force
s. 22(1)(a)(ii)	Director, Traveller Initiatives	Australian Border Force
s. 22(1)(a)(ii)	Assistant Director, Trade Revenue Policy	Australian Border Force
s. 22(1)(a)(ii)	Assistant Director, Traveller Initiatives	Australian Border Force
Melissa Bennett	Acting Assistant Secretary, Traveller Branch	Australian Border Force
s. 22(1)(a)(ii)	Acting Regional Commander	Australian Border Force
Alice Stanley	Acting Assistant Secretary, Aviation Security	Department of Home Affairs
Belinda Duffy	Assistant Secretary, Operational Capability Branch	Department of Home Affairs
s. 22(1)(a)(ii)	Principal Legal Officer, Commercial Law/Strategic Capability and Property	Department of Home Affairs

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Jennifer Bardsley	<i>Assistant Secretary, Traveller Cargo and Trade Systems</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Acting Assistant Secretary, Identity and Biometrics Capability</i>	Department of Home Affairs
Mathew Smorhun	<i>Senior Assistant Secretary, Major Capability Division</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Assistant Director, Integrity and Identity Policy</i>	Department of Home Affairs
Radi Kovacevic	<i>Chief Information Officer</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Director, Pacific</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Director, Screening Policy</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Assistant Director, Identity and Bio Innovation and Design</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Assistant Director Travellers</i>	Department of Agriculture
Dean Merrilees	<i>Assistant Secretary, Compliance Controls</i>	Department of Agriculture
s. 22(1)(a)(ii)	<i>Director, Travellers</i>	Department of Agriculture
s. 22(1)(a)(ii)	<i>Assistant Secretary, Australian Passport Office</i>	Department Foreign Affairs and Trade
s. 22(1)(a)(ii)	<i>Acting Director, Office of Health Protection</i>	Department of Health
s. 22(1)(a)(ii)	<i>Director, International Air Transport</i>	Department of Infrastructure, Transport, Cities and Regional Development
s. 22(1)(a)(ii)	<i>General Manager, Aviation Industry Policy</i>	Department of Infrastructure, Transport, Cities and Regional Development
s. 22(1)(a)(ii)	<i>Assistant Director</i>	Department of Infrastructure, Transport, Cities and Regional Development
s. 22(1)(a)(ii)	<i>Counsellor Customs</i>	New Zealand Customs Service
<b>Industry</b>		
s. 22(1)(a)(ii)	<i>Manager Facilitation Strategy</i>	QANTAS
s. 22(1)(a)(ii)	<i>Operations Manager</i>	Broome Airport
s. 22(1)(a)(ii)	<i>Head of Strategy and Finance</i>	Australian Federation of Travel Agents (AFTA)

s. 22(1)(a)(ii)	<i>Executive General Manager, Customer Service</i>	Adelaide Airport
s. 22(1)(a)(ii)	<i>(Not recorded)</i>	Adelaide Airport
s. 22(1)(a)(ii)	<i>Head of Airport Operations</i>	Northern Territory Airports
s. 22(1)(a)(ii)	<i>Campaign Manager South Pacific</i>	International Air Transport Association
s. 22(1)(a)(ii)	<i>Manager, Security Intelligence and Aviation Compliance</i>	Canberra Airport
s. 22(1)(a)(ii)	<i>Vice President</i>	Australian Airport Coordination
s. 22(1)(a)(ii)	<i>CEO</i>	Australian Airport Coordination
s. 22(1)(a)(iii)	<i>Executive Chair</i>	Australian Chamber of Commerce
s. 22(1)(a)(ii)	<i>Chief Executive Officer</i>	Avalon Airport
s. 22(1)(a)(ii)	<i>Chief Operations Officer</i>	Cairns Airport
s. 22(1)(a)(ii)	<i>Head of Aviation Operations</i>	Melbourne Airport
s. 22(1)(a)(iii)	<i>Manager, Specialist Design Services</i>	Sydney Airport
s. 22(1)(a)(ii)	<i>Manager Service Strategy and Customer Experience</i>	Sydney Airport
s. 22(1)(a)(ii)	<i>Manager Government Relations</i>	Sydney Airport
s. 22(1)(a)(ii)	<i>Chief Operating Officer</i>	Gold Coast Airport
s. 22(1)(a)(ii)	<i>Chief Operating Officer</i>	Hobart Airport
s. 22(1)(a)(ii)	<i>Passenger Facilitation Advisor</i>	Virgin Airlines
s. 22(1)(a)(iii)	<i>General Manager</i>	Western Sydney Airport
s. 22(1)(a)(ii)	<i>Policy Director</i>	Australian Airport Association
s. 22(1)(a)(ii)	<i>General Manager Operations</i>	Brisbane Airport
s. 22(1)(a)(ii)	<i>Terminal Operations Manager</i>	Perth Airport
<b>Secretariat</b>		
s. 22(1)(a)(iii)	<i>Policy Officer, Traveller Initiatives</i>	Australian Border Force
s. 22(1)(a)(ii)	<i>Assistant Director, Traveller Initiatives</i>	Australian Border Force

<i>Apologies</i>		
s. 22(1) (a)(iii)	<i>Chief Executive Officer</i>	Northern Territory Airports
s. 22(1)(a)(ii)	<i>Superintendent, Tourist Refund Scheme</i>	Australian Border Force



# National Passenger Facilitation Committee

Date: 1 November 2018  
Time: 1300 – 1630 hrs  
Location: Rydges Sydney Airport, Sydney International Airport, NSW 2020

## Attendees

- Refer to **Attachment A** for a list of attendees.

## 1. Welcome - Introductions

- The Chair, Bradley Armstrong (First Assistant Secretary, Trade and Customs Division, Department of Home Affairs (Home Affairs)), introduced himself and welcomed attendees to the National Passenger Facilitation Committee (NPFC) meeting.
- Those in attendance introduced themselves.

## 2. Previous Meeting Minutes and Terms of Reference

- The Minutes of the 7 June 2018 meeting were endorsed unchanged.

## Update on Action Items

- The update below was provided for pending action items.

Item No	Action Arising	Notes
20180607-01	The NPFC Secretariat to review and update the NPFC ToR to implement the suggestions raised by the Australian Airports Association (AAA).	<p>The NPFC Terms of Reference (ToR) had been amended to reflect the discussion and suggestions at previous NPFC meeting.</p> <p>However, on the AAA suggestion to increase the frequency of NPFC meetings from two to three times a year, it was suggested to hold the third meeting if required.</p> <p>s. 22(1)(a)(ii) said that holding three meetings per year was important as industry did not want to wait six months for Government updates.</p> <p>Melissa Bennett proposed to hold separate subgroup meetings for airlines and airports, as required.</p> <p><b>Item pending.</b></p>
20180607-02	Home Affairs to circulate the information on the Tourist Refund Scheme provided to the Australian Federation of Travel Agents on 21 February 2018 to all NPFC members.	<p>Following the last NPFC meeting, Home Affairs emailed all NPFC members with information on the Tourist Refund Scheme as requested.</p> <p><b>Item closed.</b></p>

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Item No	Action Arising	Notes
20180607-03	Home Affairs to confirm stock levels of the Outgoing Passenger Card at Sydney Airport for business continuity planning purposes.	<p>s. 22(1)(a)(ii) provided a brief update on the use of outgoing passenger cards (OPC) for business continuity planning purposes:</p> <p>During an outage of SmartGate, the OPC had been used to collect passenger details for later input into border clearance systems. With the removal of the OPC, airport staff had reverted to using the incoming passenger card (IPC) for this purpose. All the details required to support business continuity can be filled in on an IPC. Long term, the new traveller platform will include an ability to collect information in an offline capacity.</p> <p><b>Item closed.</b></p>
20180607-04	Adelaide Airport to provide feedback on the Airport Passenger Facilitation Report (APF) for Traveller Policy, Home Affairs review.	<p>Following the last NPFC meeting, Adelaide airport provided feedback on the APF report. This feedback was incorporated into the review report.</p> <p><b>Item closed.</b></p>
20180607-05	AAA to provide feedback on the APF for Traveller Policy Home Affairs review.	<p>s. 22(1)(a)(ii) from AAA noted that no action was required.</p> <p><b>Item closed.</b></p>
20180607-06	Home Affairs to provide an update on Mobile Boarding Passes at the next NPFC meeting.	<p>s. 22(1)(a)(ii) noted the Australian Border Force (ABF) now accepted the use of electronic boarding passes by international travellers.</p> <p><b>Item closed.</b></p>
20180607-07	Home Affairs to provide feedback on the status of the Express Path program at the next NPFC meeting.	<p>s. 22(1)(a)(ii) noted that there has not been any change in regards to the Express Path program. Airports could consider using the "Premium Traveller Program" for fast tracking passengers on a user-pays basis.</p> <p><b>Item closed.</b></p>
20180607-08	ABF to investigate and discuss with Adelaide Airport the feasibility of 90/120 for their Singapore Airlines flight.	<p>On 2 July 2018, the outwards opening times for all Singapore flights were changed from 90 to 120 minutes.</p> <p><b>Item closed.</b></p>
20180607-09	Copies of Government presentations from the NPFC meeting to be circulated to all attendees.	<p>Copies of last meetings Government presentations were emailed to all NPFC members on 28 June.</p> <p><b>Item closed.</b></p>
20180607-10	Home Affairs to provide the tentative SmartGate rollout schedule to all airports.	<p>Belinda Duffy noted that SmartGate pilot project had commenced in Canberra Airport (early October). It was also expected that SmartGate system would be operational in Perth Airport by end of 2018, and in Avalon Airport in first quarter of 2019. The new</p>

Item No	Action Arising	Notes
		<p>SmartGate system would be tested in relatively small airports, prior installing them in major airports.</p> <p>s. 22(1)(a)(ii) from AAA asked Belinda to circulate a national SmartGate rollout schedule to all NPFC members once it was available.</p> <p><b>Item pending.</b></p>

Action Item #	Description
20180607-01	The NPFC Secretariat to consider s. 22(1)(a)(ii) suggestion (initially raised by s. 22(1)(a)(ii)) to increase the frequency of NPFC meetings from two to three time a year.
20180607-10	When available, Belinda Duffy to circulate a national SmartGate rollout schedule to all NPFC members.

### 3. Strategic Directions

#### s. 22(1)(a)(ii) - Future Directions

- s. 22(1)(a)(ii) (Director, Future Traveller, Home Affairs) updated industry partners on future traveller program of work and advised the Traveller Strategy – Beyond 2020 was under development and would be circulated for industry consultation early in 2019.
- The current work program had been focussed on greater automation, modernising the existing model to enhance the traveller experience in Australian airports. The next evolution of the traveller model would be a significant change and be underpinned by data rather than transactions. Government and Industry would work together to collect the data that is required to support border clearance and traveller facilitation and where possible integrate processes. This would come with challenges, for example, as biometric authentication continued to evolve, so did the security/privacy concerns that came with it. Relevant Government agencies would continue observing the developments in relevant technologies and consider their potential use in Australian airports.
  - s. 22(1)(a)(ii) (Adelaide Airport) asked s. 22(1)(a)(ii) to keep the Australian Airports Association (AAA) informed of planned/possible Government changes/reforms.
  - Melissa Bennett (Acting Assistant Secretary, Traveller Branch, Home Affairs) noted that Traveller Strategy 2020 was linked to the Government's budget cycle. The next funding cycle would commence from 2020. It will give airports an opportunity to look into the future as they plan their operational spaces.
  - s. 22(1)(a)(ii) (Sydney Airport) asked for the reasons of high failure rates with SmartGate operations.
    - Belinda Duffy (Acting Assistant Secretary, Traveller Cargo & Trade Systems, Home Affairs) advised that they were working closely with the vendor, and would provide increased onsite support during the Christmas period.
- s. 22(1)(a)(ii) said the full removal or replacement of the Incoming Passenger Card (IPC) with an online solution was not the priority in the immediate term. The Government was working to reduce the number of questions on the IPC, as well as consider options such as Family IPC for parents travelling with their underage children.
- s. 22(1)(a)(ii) (Counsellor, Customs & Immigration, New Zealand High Commission) advised New Zealand would remove departure cards for outbound travellers in New Zealand from 5 November 2018.

Action Item #	Description
20181101-01	Home Affairs to consult industry members on Future Traveller Strategy – Beyond 2020.

#### 4. Policy Update

##### s. 22(1)(a)(ii) - *Framework for New and Redeveloping Ports*

- s. 22(1)(a)(ii) (Director, Ports Policy, Home Affairs) noted that with the establishment of new policy framework for the provision of border services at new and redeveloping international air and sea ports in march 2018, there was a need to update the international airports Operators Guide. For this purpose, a new consultation draft, titled *Designing Border Services*, had been released ahead of the meeting to reflect the changes in the policy framework, as well as to provide further information to new and redeveloping port operators on when and how to engage with border agencies about the design and development of international operations. In addition, two consultation draft fact sheets on Swing Gates and Baggage Separation have been released for industry comment.
- Home Affairs would welcome feedback on the consultation drafts of Designing Border Services or the two fact sheets either today or in writing by 16 November 2018.
  - s. 22(1)(a)(ii) (Australian Airports Association (AAA)) stated that airports did not expect the release of Designing Border Services, and that industry needed more time to review and provide detailed feedback.
    - It was agreed that deadline for comments would be extended from 16 November 2018 to 30 November 2018.
  - s. 22(1)(a)(ii) (Melbourne Airport) stated that Government should have consulted industry when drafting Designing Border Services. She also noted that the draft document was missing many elements, and that she did not agree with the way process for engagement with border agencies (i.e. five phases) was structured.
    - s. 22(1)(a)(ii) welcomed feedback on the document and offered to discuss the matter offline.
  - s. 22(1)(a)(ii) asked if the draft fact sheets on Swing Gates and Baggage Separation would be guidance material or 'hard and fast' policy.
    - s. 22(1)(a)(ii) advised that it was to provide standardised advice to industry.
  - s. 22(1)(a)(ii) (Qantas) stated that Qantas had not received copies of the drafts.
    - s. 22(1)(a)(ii) said that NPFC secretariat would email those documents to Qantas.
  - s. 22(1)(a)(ii) also asked whether Home Affairs had looked into integrated terminals.
    - Melissa Bennett acknowledged that there had been growing interest from industry in having integrated terminals at airports. While Government was committed to working with industry in facilitating their operations at airports, it also needed to ensure that this did not happen at the expense of border security. It was expected many of the issues related to mixed domestic/international terminals at airports would be mitigated with automation at airports.
  - s. 22(1)(a)(ii) (Superintendent, Operations & Planning NSW, Australian Border Force (ABF)) noted that baggage separation was a supply chain integrity question. It related to goods and people entering the country, and there was a need for a clear process, rules and requirements in place to ensure that integrity.
  - s. 22(1)(a)(ii) raised the possibility of solving issues related to baggage separation through a better utilisation of technology.

- Belinda Duffy noted that there had been some difficulties with delivering technology that facilitated baggage separation at airports. However, Home Affairs was working towards solving those issues.
- s. 22(1)(a)(ii) remarked that outbound baggage separation was potentially the most contentious part of the process.

Action Item #	Description
20181101-02	The NPFC secretariat to email s. 22(1)(a)(ii) (Qantas) the consultation drafts on Designing Border Services, Swing Gates and Baggage Separation

#### **Don Smith – Australian Border Force Perspective**

- Don Smith (Commander, Immigration Compliance, ABF) advised that he was representing his colleague, Kylie Rendina (Commander, Border Systems & Program Management, ABF).
- In regard to stand up of new and redeveloping airports, the ABF had been working closely with relevant agencies and industry to ensure that there was a collaborative and standardised approach to providing border services at all airports, noting that it would take up to 18 months to recruit and fully train future border officers.
- It was important that workflow modelling and designs were provided to ABF as early as possible to ensure that adequate time and dialogue was established to determine the resourcing requirements for ABF. Don also stressed that while ABF were fully aware of the need to work with airports in a fast and changing environment, Australia's border integrity could not be compromised at any point during this process.

#### **s. 22(1)(a)(ii) – Advanced Passenger Processing (APP) and Compliance Regime Review**

- s. 22(1)(a)(ii) (Director, Traveller Policy, Home Affairs) said the Government had directed the Advance Passenger Processing (APP) reporting compliance threshold to increase from 99.8 per cent to 100 per cent from March 2019. This meant that from 1 March 2019, airlines would have to meet this reporting compliance threshold or face infringement. A workshop with over 50 airlines had been held the previous week and the Department would be available for further consultation in the lead up to 1 March 2019.
- In parallel, Home Affairs committed to undertake an internal review of the APP reporting system framework. It was determined that this review would identify steps Home Affairs could take to improve the APP reporting systems to better support border management and the future traveller strategy. The first step in the review has been the preparation of an issues paper. The issues paper outlined the current APP system and set out a number of issues raised by internal and external stakeholders. The issues paper was currently with airlines for comment (due on 9 November 2018).
  - s. 22(1)(a)(ii) noted the issue of APP and turning passengers back at SmartGates.
  - s. 47C(1) noted that it would be difficult to fully comply with APP requirements in major airports, such as Sydney, with sheer volume of passengers, particularly during the Christmas period.
    - Belinda Duffy noted she would provide Sydney Airport with advice on SmartGate support over Christmas.
  - s. 22(1)(a)(ii) remarked that airlines in Melbourne had previously asked for more consultation, but they may have attended last week's workshop with airlines.

Action Item #	Description
20181101-03	Belinda Duffy to advise Sydney Airport on support for SmartGates during Christmas period.

s. 22(1)(a)(ii) – **Tourist Refund Scheme**

- s. 22(1)(a)(ii) noted that Home Affairs had conducted an internal management initiated review of the Tourist Refund Scheme (TRS). The review identified key areas of risk, including significant TRS fraud, exploitation and non-compliance. The review made a number of recommendations to enhance integrity controls and improve processing efficiencies through minor internal reform. Home Affairs was seeking funding to implement program recommendations of the management initiated review. Enhancements would further support the integrity and effective administration of the program by reducing fraud, exploitation and non-compliance.
  - s. 22(1)(a)(ii) asked whether there was any plan to share this review with industry.
    - s. 22(1)(a)(iii) responded that the review was intended for internal use only.

## 5. Industry Presentation

s. 22(1)(a)(ii) – **One Identity**

- s. 22(1)(a)(ii) (International Air Transport Association (IATA) made a presentation on One ID processing at airports. With the increasing demand on air travel (it was expected to double over the next 20 years), there was an urgent need for faster passenger processing at airports. For example, currently passengers were processed separately by airlines, security and ABF, which was a slow and time-consuming process.
- An Integrated Identity Management system could authenticate and verify the passenger's identity through the various steps of the traveller pathways, from pre-travel to departure to transfer, arrival and back again. This could be the effective solution to this challenge.
- IATA planned to produce guidance documentation on the One ID concept, and draft standard(s) and/or recommended practice(s) by 2019.
  - s. 22(1)(a)(ii) asked for a greater Government involvement and support in One ID project.
  - Paul Cross (Assistant Secretary, Identity & Biometrics Capability, Home Affairs) remarked that while technologies facilitate passenger processing, they also came with their own risks, and we should be aware of all security concerns that would arise on the journey towards One ID processing.
  - Dean Merrilees (Assistant Secretary, Controls Branch, Department of Agriculture and Water Resources (DAWR)) asked s. 22(1) whether IATA has done any work on baggage separation.
    - s. 22(1)(a)(iii) advised that IATA had produced a Resolution 753, which dealt with baggage tracking (available at <https://www.iata.org/whatwedo/ops-infra/baggage/Pages/baggage-tracking.aspx>)

## 6. Department of Agriculture and Water Resources Update

- Dean Merrilees provided an update on first point of entry (FPOE) landing places. Under the *Biosecurity Act 2015*, initial determination for existing FPOE landing places expires in June 2019.
- s. 47E(d)
- DAWR had put out a new biosecurity passenger video, carrying the message “*Don't be sorry—just declare it*”. The inflight passenger video was also available in Arabic, Cantonese, French, Japanese, and Korean.
- There had been the spread of African Swine Fever (ASF) overseas. ASF was a highly contagious viral disease of domestic and wild pigs. The disease had been present in countries of sub-Saharan Africa, and more recently had been reported in Eastern Europe. In August 2018, it was reported for the first time in China, and in September 2018 it was detected in Western Europe. There had been a number of bans on imported pork products and increased interventions in traveller and mail pathways to ensure the fever did not arrive in Australia.

- DAWR would test a new 3D X-ray machine at Melbourne Airport from November 2018. The idea was to have a single machine that could detect all potential concerns. The machine would do biosecurity initial identification, and the operator would do the subsequent assessment.
  - s. 22(1)(a)(ii) asked if the new machine was only for arrivals, and what the timeframes were for the roll-out of these machines.
    - Dean advised at least two years was required for software development.
  - s. 22(1)(a)(ii) also asked whether the new machine would be capable of doing a full scanning process, or would there still be need for random interventions.
    - Dean responded that at this stage he could not give a precise answer.
  - s. 22(1)(a)(ii) asked whether airports would be required to acquire new scanning machines.
    - Dean said that he could not answer this question at this stage.
  - s. 22(1)(a)(ii) asked whether the new machine could accommodate some of ABF functions.
    - Dean responded potentially yes.

## 7. Aviation Security

- s. 22(1)(a)(ii) (Assistant Director, Airport Security, Home Affairs) said that in the 2018-19 Budget, \$294 million had been provided to fund a range of measures to further strengthen security at airports. Those measures primarily of interest to the NPFC included: requiring airports to upgrade screening technology and improved training and accreditation of all screening staff. A high-level overview of likely implications for passengers was provided and it was noted that the enhancements aligned with the direction taken by our international partners in the USA, Asia and Europe.

## 8. ABF Operational Update

- s. 22(1)(a)(ii) provided an update on ABF operations. Around 11.7 million passengers were already processed this financial year by ABF. This was a four per cent increase from the last year. Further, approximately 48 per cent of inwards and 76 per cent of outwards passengers were processed through Smart Gates. He also noted that planning for Christmas period was well underway.
- Newcastle Airport was set to commence operations on 22 November 2018, while Avalon Airport would commence in early December 2018.
- ABF was in the process of moving its headquarters from 5 Constitution Avenue, Canberra, ACT, 2600 to 3 Molonglo Drive, Canberra ACT 2609. ABF had also updated its website, and encouraged everyone to visit it at [www.abf.gov.au](http://www.abf.gov.au).
- Smart Gates had been tested at Canberra Airport since October. The pilot project would also commence in Perth T3 by end of 2018, and in Avalon and Brisbane in 2019.
- ABF would commence trialling additional automation during 2019, including the exit marshalling process.
- Finally, the ABF had recently appointed its new Deputy Commissioners: Mandy Newton (Operations) and Justine Saunders (Support).

## 9. Other Business

- s. 22(1)(a)(ii) asked Home Affairs to provide advice on the source of requirements for a queue wait time of 30 minutes referenced by ABF.
  - Melissa Bennett noted that this was outlined in the Portfolio Budget Statement (PBS) and she could forward a copy.

Action Item #	Description
20181101-4	Melissa Bennett to provide s. 22(1)(a)(ii) relevant reference on passenger guidelines regarding queue wait time of 30 minutes.

## 10. Next Meeting and Close

- Considering that the next Australian federal election might be held in May 2019, Bradley Armstrong suggested the next NPFC meeting would be tentatively held in March 2019 in Canberra. However, if elections were called earlier, then the next NPFC meeting could be held in May 2019. Meeting dates for March/May 2019 would be circulated through email to members for consideration.
- Bradley also noted that if we have three NPFC meetings in 2019, two of them must be held in Canberra.

### Summary of Action Items:

Action Item #	Description
20180607-01	The NPFC Secretariat to consider s. 22(1)(a)(ii) suggestion (initially raised by s. 22(1)(a)(ii)) to increase the frequency of NPFC meetings from two to three time a year.
20180607-10	When available, Belinda Duffy to circulate a national SmartGate rollout schedule to all NPFC members.
20181101-01	Home Affairs to consult industry members on Future Traveller Strategy – Beyond 2020.
20181101-02	The NPFC secretariat to email s. 22(1)(a)(ii) (Qantas) the consultation drafts on Designing Border Services, Swing Gates and Baggage Separation
20181101-03	Belinda Duffy to advise Sydney Airport on support for SmartGates during Christmas period.
20181101-4	Melissa Bennett to provide s. 22(1)(a)(ii) relevant reference on passenger guidelines regarding queue wait time of 30 minutes.

## Attachment: A

<b>Australian Government Departments</b>		
Bradley Armstrong	First Assistant Secretary, Trade and Customs	Department of Home Affairs
Paul Cross	Assistant Secretary, Identity & Biometrics Capability	Department of Home Affairs
Melissa Bennett	Acting Assistant Secretary, Traveller Branch	Department of Home Affairs
Belinda Duffy	Acting Assistant Secretary, Traveller Cargo & Trade Systems	Department of Home Affairs
s. 22(1)(a)(ii)	Director, Ports Policy	Department of Home Affairs
s. 22(1)(a)(ii)	Director, Traveller Policy	Department of Home Affairs
s. 22(1)(a)(ii)	Director, Future Traveller	Department of Home Affairs
s. 22(1)(a)(ii)	Director CCTV & Enforcement Communications	Department of Home Affairs
s. 22(1)(a)(ii)	Acting Director, Traveller Initiatives	Department of Home Affairs
s. 22(1)(a)(ii)	Assistant Director, Ports Policy	Department of Home Affairs
s. 22(1)(a)(ii)	Assistant Director, Airport Security	Department of Home Affairs
Don Smith	Commander, ABF Governance	Australian Border Force
s. 22(1)(a)(ii)	Superintendent, Operations & Planning NSW	Australian Border Force
s. 22(1)(a)(ii)	Aviation Policy and Forums AFP Representative	Australian Federal Police
Dean Merrilees	Assistant Secretary, Controls Branch	Department of Agriculture and Water Resources
s. 22(1)(a)(ii)	Assistant Director, Future Traveller Strategy	Department of Agriculture and Water Resources
s. 22(1)(a)(ii)	Australian Passport Office	Department of Foreign Affairs and Trade
s. 22(1)(a)(ii)	Assistant Director, Office of Health Protection	Department of Health
s. 22(1)(a)(ii)	International Air Transport	Department of Infrastructure, Regional Development and Cities
<b>International</b>		
s. 22(1)(a)(ii)	Counsellor (Customs & Immigration)	New Zealand High Commission
<b>Industry</b>		
s. 22(1)(a)(ii)	Vice President	Airport Coordination Australia (ACA)
s. 22(1)(a)(ii)	Policy Director	Australian Airports Association (AAA)
s. 22(1)(a)(ii)	Chief Executive Officer	ACA
s. 22(1)(a)(iii)	Executive Chair	Australian Chamber of Commerce and Industry
s. 22(1)(a)(ii)	Chief Executive	Australian Federation of Travel Agents
s. 22(1)(a)(ii)	Facilitation and Airport Procedures	Board of Airline Representatives of Australia (BARA)

s. 22(1)(a)(ii)	Campaign Manager (Industry Affairs) - South West Pacific	International Air Transports Association (IATA)
s. 22(1)(a)(ii)	Area Manager	IATA
s. 22(1)(a)(ii)	Executive General Manager	Adelaide Airport
s. 22(1)(a)(ii)	Terminal Operations Manager	Adelaide Airport
s. 22(1)(a)(ii)	Operations Coordinator	Avalon Airport
s. 22(1)(a)(ii)	General Manager Operations	Brisbane Airport
s. 22(1)(a)(ii)	Manager Terminals	Cairns Airport
s. 22(1)(a)(ii)	Head of Aviation Operations	Melbourne Airport
s. 22(1)(a)(ii)	Project Manager	Newcastle Airport
s. 22(1)(a)(ii)	Operations Manager	Northern Territory Airport
s. 22(1)(a)(ii)	Manager Government Relations	Sydney Airport
s. 22(1)(a)(ii)	Manager Service Delivery	Sydney Airport
s. 22(1)(a)(ii)	Manager Facilitation Strategy	Qantas
s. 22(1)(a)(ii)	Operation and Compliance	Qantas
s. 22(1)(a)(ii)	Manager, Passenger Facilitation and Regulations	Virgin Australia
<b>Industry Guests</b>		
s. 22(1)(a)(ii)	Executive General Manager, Operations and Corporate	Hobart Airport
<b>Secretariat</b>		
s. 22(1)(a)(ii)	Assistant Director, Ports Policy	Department of Home Affairs
s. 22(1)(a)(ii)	Policy Officer, Ports Policy	Department of Home Affairs
s. 22(1)(a)(ii)	Graduate, Ports Policy	Department of Home Affairs



# National Passenger Facilitation Committee

Date: 19 March 2019  
Time: 1300 – 1600 hrs  
Location: QT, 1 London Circuit, Canberra

## Attendees

- Refer to **Attachment A** for a list of attendees.

## 1. Welcome - Introductions

- The Chair (Brad Armstrong, First Assistant Secretary, Trade and Customs Division, Department of Home Affairs (Home Affairs)) welcomed attendees to the National Passenger Facilitation Committee (NPFC) meeting. Since the last meeting international services at Avalon Airport and Newcastle Airport had commenced. Government had announced its support for international services at Hobart Airport. Government had also made the APP reporting compliance threshold for airlines 100 per cent effective from 1 March.

## 2. Previous Meeting Minutes, Terms of Reference, and Update on Action Items

- The Minutes of the 1 November 2018 meeting were endorsed unchanged.
- The NPFC Terms of Reference (ToR) had been amended to:
  - reflect the Machinery of Government changes with the removal of references to the Office of Transport Security;
  - include a category for 'associate members' in order to accommodate airports that have been considered by Government for scheduled international services, but have not yet commenced their international services.
    - s. 22(1)(a)(ii) (Melbourne Airport) suggested that the ToR be further amended to include airports who also had international services such as Broome International Airport and Maroochydore Airport (Sunshine Coast Airport);
  - Reflect changes in meeting frequency.
    - Industry members noted that six (6) months between each meeting was not sufficient in keeping industry informed of policy developments. The Chair agreed to three meetings per year. Two meetings would be held in Canberra.

Action Item #	Description
20190319-01	The NPFC Secretariat to review membership of NPFC.

## Update on Action Items

- The update below was provided for pending action items.

Item No	Action Arising	Notes
20180607-01	The NPFC Secretariat to consider s. 22(1)(a)(ii) suggestion (initially raised by s. 22(1)(a)(ii)) to increase the frequency of NPFC meetings from two to three time a year.	The NPFC Terms of Reference (ToR) will be amended to Reflect three (3) meetings per year with ad hoc meetings scheduled as required.  The Chair agreed to three meetings per year on the condition that two are held in Canberra.  <b>Item Pending.</b>
20180607-10	When available, Belinda Duffy to circulate a national SmartGate rollout schedule to all NPFC members.	Update to be provided at Agenda Item 4  <b>Item Pending</b>
20181101-01	Home Affairs to consult industry members on Future Traveller Strategy – Beyond 2020.	s. 22(1)(a)(ii) sent out a consultation draft of the Future Traveller Strategy on 11 February 2019.  s. 22(1)(a)(ii) asked that industry provide feedback by 2 April 2019  <b>Item Pending</b>
20181101-02	The NPFC secretariat to email s. 22(1)(a)(ii) (Qantas) the consultation drafts on Designing Border Services, Swing Gates and Baggage Separation	Following the last NPFC meeting, on 2 November 2018, NPFC Secretariat emailed s. 22(1)(a)(ii) the requested documents.  <b>Item Closed</b>
20181101-03	Belinda Duffy to advise Sydney Airport on support for SmartGates during Christmas period.	s. 22(1)(a)(ii) (Sydney Airport) advised that this has occurred  <b>Item Closed</b>
20181101-4	Melissa Bennett to provide s. 22(1)(a)(ii) relevant reference on passenger guidelines regarding queue wait time of 30 minutes.	Following the last NPFC meeting, on 2 November 2018, Melissa Bennett emailed s. 22(1)(a)(ii) the requested reference.  <b>Item Closed</b>

### 3. Strategic Directions

#### *Future Directions*

- s. 22(1)(a)(ii) (Director of Future Traveller, Home Affairs) noted a consultation draft of *Traveller Strategy Beyond 2020* had been circulated to industry for feedback.
- The Strategy proposed Home Affairs work with industry to leverage the work being done to modernize airports, particularly in terms of recent biometrics trials. Building off of the business models at airports would generate fewer touchpoints in passenger processing flows and allow the Australian Border Force (ABF) to focus on higher-risk travelers.
- s. 22(1)(a)(ii) also provided an update on the Future Traveller Government-Industry workshop, which was held prior to the NPFC meeting. The workshop highlighted key drivers and concerns in the air passenger facilitation space by both government and industry.
  - Key priorities identified by industry included a move to develop proposals for integrated international and domestic departures terminals, and more efficient ways to manage baggage.
- s. 22(1)(a)(ii) will establish working groups based on the outcomes from the meeting.

## 4. Policy Update

### ***Policy Framework for New and Redeveloping Ports***

- s. 22(1)(a)(ii) (Director, Ports Policy, Home Affairs) thanked industry attendees for their feedback on the previous consultation draft of *Designing Border Services*. With the establishment of the policy framework for the provision of border services at new and redeveloping international air and sea ports (the Framework) in March 2018, there was a need to update the *International Airport Operators' Guide*. For this purpose, a consultative draft of *Designing Border Services*, was released ahead of the previous NPFC meeting to provide further information to new and redeveloping ports on when and how to engage with border agencies about the design and development of border services.
- s. 22(1)(a)(ii) (Assistant Director, Ports Policy, Home Affairs) noted a key concern of industry had been the lack of explanation for the development of the Framework. s. 22(1)(a)(ii) (Director, International Air Transport, Department of Infrastructure, Regional Development and Cities (DIRDC)) noted the recent growth in new and redeveloping ports had increased the demand for border services. In the current budget context this had generated a need for a resourcing and funding model that was consistent, transparent and sustainable. The volume of requests created the need for a consistent process for engagement between border agencies and port operators, and for providing border services.
- s. 22(1)(a)(ii) (Gold Coast Airport) stated that *Designing Border Services* was unclear on how the process applies to existing airports, and also noted the lack of discussion with industry where costs are being agreed under the Framework. The Framework caused disruption for airports that had received approval for their Major Development Plan (MDP).
- s. 22(1)(a)(ii) (Sydney Airport) said the Framework had impacted on existing relationships between port operators and border agencies locally as a result of stretched project timeframes. Lengthy approval timeframes did not align with project timelines.
- Industry raised concerns regarding the changes in costs under the framework:
  - s. 22(1)(a)(ii) (Adelaide Airport) said that *Designing Border Services* had removed many of the exclusions under the *Port Operators Guide* and had added additional costs related to project management, recruitment and travel.
  - s. 22(1)(a)(ii) commented that the charging regime was among the core issues of the Framework. It would have an impact on passengers as costs will be passed on to them.
  - s. 22(1)(a)(ii) (Perth Airport) mentioned that some costs were applied late within a project which had an impact to development and operations. This strained the working relationship between port operators and airlines as they were unable to provide sufficient information before entering into contracts.
  - s. 22(1)(a)(ii) suggested separating the policy and costing regime for new and existing ports to avoid disruption for airports in which development is already underway.
  - s. 22(1)(a)(ii) reiterated that industry would prefer to see cost figures before they are provided to the Minister. Receiving this information after approval was problematic to industry timeframes for project management and engagement with their stakeholders.
  - Industry asked for further information on the breakdown of costs under the framework and how this had changed from the previous policy.
- Melissa Bennett explained that the Framework was intended as a model applicable to all airports to ensure accountability, consistency and transparency. She noted that industry would receive cost estimates ahead of Government approval being secured.
- s. 22(1)(a)(ii) said that following this NPFC meeting, Home Affairs would circulate a second consultation draft of *Designing Border Services* and would welcome feedback by 15 April 2019. Once finalised, the document would be published on the Home Affairs website. There would be a suite of documents under the Framework and border agencies would work with industry to ensure these covered the information industry required.

- s. 22(1)(a)(ii) asked whether the Airport's Master Plan had been considered in the updated consultation draft of *Designing Border Services*. s. 22(1)(a)(ii) explained that approvals under a master plan are a separate concern and do not ensure approval under the Framework which relates to international border services.
- s. 22(1)(a)(ii) then asked why anticipated growth already endorsed by government required approval under the Framework. s. 22(1)(a)(ii) explained by distinguishing organic growth from growth defined under the Framework. Melissa Bennett described this as natural growth of industry versus new services. Developments that create a demand for entirely new workforces require government approval.

Action Item #	Description
20190319-02	Industry to provide comments on <i>Designing Border Services</i> by 15 April 2019
20190319-03	The Department of Home Affairs to provide details of cost allocation during redevelopment including comparison of how this has changed from the previous policy
20190319-04	The Department of Infrastructure, Regional Development and Cities to clarify the application of the Framework to redeveloping ports

#### **Australian Border Force ad hoc border clearance service review**

- Kylie Rendina (Acting Assistant Commissioner, ABF Business Services, ABF) briefed attendees on the *Ad Hoc Border Clearance Service Review*.
  - ABF had identified that there were increasing numbers and diversity of requests for ad hoc border clearance.
    - These requests came through various channels such as local engagement or the National Passenger Processing Committee. There was a need for a single-window for requests in the future.
    - ABF employed a fulltime workforce, which was challenging to seasonal demands. The current operating models utilised a significant amount of overtime staff, which was not sustainable.
    - The reallocation of ABF staff to service Off-Terminal Clearance (OTC) requests was challenging. ABF were facing an increase in requests related to OTC and yacht clearances which was impacting existing resources. There was a need for a more mobile workforce.
  - The review was also intended to improve consistency in ABF service delivery in an operational environment which places increased pressure on an already stretched workforce.
    - s. 22(1)(a)(ii) (Qantas) acknowledged the inconsistencies in approaches and instructions provided by ABF to industry. Requests for advice from ABF were often not answered. Kylie Rendina offered to discuss this with Qantas separately.
  - A draft of the review had been completed and had been disseminated internally for consultation.
  - The review would provide industry the opportunity to understand ABF operating models in the current operating context. Kylie Rendina aimed to provide a consultation draft to industry by either the July or October NPFC Meeting.

#### **Advanced Passenger Processing (APP) and Compliance Regime Review**

- s. 22(1)(a)(ii) (Director, Traveller Policy, Home Affairs) noted that Advanced Passenger Processing (APP) reporting compliance threshold had moved to 100 per cent. Any missed APP reports subject to infringement would be received by the carriers via receipt of formal infringement notices. The infringements were likely to be issued from mid-April onwards.
- The Department recently updated and distributed the *APP Infringements Manual for Carriers*. This Manual was also available via the ABF website.

- On the APP Review, Home Affairs was considering feedback received during the consultation phase. It was anticipated that the Review would include recommendations on how Home Affairs could improve APP reporting; detail the outcome of completed consultations; and provide recommended steps and timeframes for implementation. Outcomes of the Review would be provided in the coming months.
- s. 22(1)(a)(ii) (Board of Airline Representatives of Australia) expressed concern over ABF processes occurring within 30 minutes of departure. Industry also disagreed with ABF officers having the discretion to send passengers straight to the departure gate if they were in the 30-60 minute window.
  - s. 22(1)(a)(ii) reassured industry that this would not result in an infringement if no one was departing. Home Affairs was consulting on these guidelines and may amend the policy depending on feedback and impact assessment.
    - s. 22(1)(a)(ii) noted that they did not receive the letter and would like to be included in future correspondence.
    - s. 22(1)(a)(ii) (Qantas) noted that Qantas have outlined their concerns in an email.
- s. 22(1)(a)(ii) asked whether it was possible for industry to be informed if a passenger had crossed the border.
  - Melissa Bennett said Home Affairs was exploring this, but noted the legal and privacy implications of sharing government data that did not align with the purpose it was collected for.

Action Item #	Description
20190319-05	The Department of Home Affairs to provide updated policy/advice to airlines on check-in concerns regarding 30-60 minute window
20190319-06	The Department of Home Affairs to provide advice to Sydney Airport on whether confirmation of passenger clearance can be relayed to industry

### **Tourist Refund Scheme**

- s. 22(1)(a)(ii) noted that the Australian National Audit Office commenced a review into the Tourist Refund Scheme in December 2018 with the findings to be finalised in May 2019.

### **Seamless Traveller Program**

- Belinda Duffy (Acting Assistant Secretary, Traveller Cargo & Trade Systems, Home Affairs) said series Arrival SmartGates would be progressively rolled out to all major Australian international airports.
  - Four new arrival SmartGates had been installed at Canberra International Airport and were in pilot phase.
  - Four new arrival SmartGates had been installed at Perth's T3 international terminal. While some travellers had been cleared through these SmartGates for testing and evaluation purposes, they had not commenced pilot phase.
- The Seamless Traveller program needed to stabilise the new SmartGate technology before implementing it elsewhere. It continued to work with the vendor to refine the gate solution and develop a stable platform that balanced risk mitigation and facilitation of border clearance functions in the traveller domain.
- Concurrently, ABF was reviewing its operational procedures as a result of the new gates.
- s. 22(1)(a)(ii) asked whether there were issues which may have disrupted the SmartGate rollout.
  - Belinda Duffy explained that the Department and ABF were not satisfied that the current system satisfied all operational requirements.
- s. 22(1)(a)(ii) asked when industry would receive the SmartGate rollout schedule, noting concerns of further disruptions to their redevelopment timelines.

- Belinda Duffy offered to provide an update on the SmartGate rollout at the next NPFC meeting. Action item to remain open.

Action Item #	Description
20180607-10	Home Affairs to update to NPFC members on the arrivals SmartGate rollout at the next meeting

## 5. Industry Presentation

### One Identity

- s. 22(1)(a)(ii) (International Air Transport Association (IATA)) spoke about the One ID Global Advisory Group meeting that took place on 12 and 13 March 2019. The meeting involved case studies and interactive discussion on solutions for One ID and the use of biometrics in the passenger facilitation space.
- With the increasing demand on air travel (expected to double over the next 20 years), there was an urgent need for faster passenger processing at airports. The advisory group assessed the options for creating the *Travel Token* and the establishment of an Integrated Identity Management system that could authenticate and verify the passenger's identity through the various steps of the traveller pathways; pre-travel to departure to transfer, arrival and back again.
  - s. 22(1)(a)(ii) also noted the need to identify current operational frameworks and regulatory requirements that might apply.
- Belinda Duffy asked about the timeframes for the project. s. 22(1)(a)(ii) advised that the process was an ongoing one and stressed the importance of collaboration amongst all relevant stakeholders (Government, Airlines, Airports and Solution Providers), year on year to incorporate the One ID process to streamline the passenger journey.

## 6. Department of Agriculture and Water Resources Update

- s. 22(1)(a)(ii) (Acting Assistant Secretary, Compliance Controls, Department of Agriculture and Water Resources (Agriculture)) provided an update on Department of Agriculture's activities.
- Agriculture continued to monitor emerging pests and diseases, which affect the use of controls for passenger clearance. African Swine Fever had been identified in China and Vietnam. Agriculture had changed its airport targeting s. 47E(d) with increased focus on Chinese and Vietnamese arrivals. Biosecurity officers had also shifted focus to pork products during airport screenings. Agriculture had increased signage on emerging pests and diseases in order to educate travellers of their declaration requirements. These requirements have been promoted offshore to deter travellers in China and Vietnam from travelling with high-risk commodities.
- Agriculture had introduced new legislation and new standards regarding First Ports of Entry (FPOE). Agriculture had teams working with airports to progress awareness and compliance with these standards, which come into force in June 2019.
- Agriculture was progressing its Future Traveller Reform initiatives, to assess options for reducing biosecurity touchpoints and aligning clearance processes with other agencies. Agriculture was also moving towards an intervention-by-exception model that leveraged data collection to support decision making at the border.
  - Agriculture had a focus on traveller education to reduce interception rates. This involves pushing biosecurity messages offshore and continuing to manage rates of biosecurity declaration by travellers.
  - Agriculture was piloting the use of a mobile passenger passport reader application to enhance data collection relating to biosecurity interventions and enable better targeting of high risk passengers in the future. This would help to reduce intervention on compliant passengers, and focus intervention effort on non-compliance. This trial had just commenced at Canberra Airport and was scheduled to finish in late-April. Agriculture worked with Home Affairs to have the App

developed. Agriculture would also like to work with airports to remove or amend signage which currently asked passengers to put their passports away as they approach the inspection area.

- The Human Health Reporting Digitisation project would also reduce processing delays when ill travellers arrive on international flights by discontinuing paper-based systems of traveller health reporting in favour of an electronic form.
- Trial of a 3D X-ray unit in collaboration with Melbourne Airport involved building a 3D image library in order to create an algorithm to automatically detect biosecurity risk material. Agriculture was also working with the New Zealand Ministry for Primary Industries who are conducting a similar trial.

## 7. ABF Operational Update

- s. 22(1)(a)(ii) (Acting Regional Commander, ACT/HQ, Port Operations Command ABF) gave an update on ABF's aviation traveller operations.
- ABF are operating under budget control measures. This did not mean the ABF budget has been reduced, but ABF were operating within its budget. Using risk-based methodology, ABF were focussing on the greatest threats.
- In recent weeks, ABF had focussed efforts on reducing the backlog of Tourist Refund Scheme (TRS) applications. The TRS backlog had been significantly reduced from 25,000 in November 2018 to 3,000 as of 15 March 2019.
- New ports presented geographical challenges for the ABF. Even in instances where the required staff number is low, transport to remote locations and partial work days presented a challenge.
- ABF was still testing the operation of the next generation of arrivals SmartGates. The rollout would not extend beyond Canberra Airport until issues were resolved.

## 8. Election Caretaker Period for Government

- Melissa Bennett (Home Affairs) provided an update on what caretaker period was and the implications for industry.
- The caretaker period begins at the time the House of Representatives is dissolved by the Governor General and continues until the election result is clear or, if there is a change of government, until the new government is appointed. The government still conducts day to day operations.
- During the caretaker period, the convention is that the government avoids:
  - making major policy decisions that are likely to commit an incoming government;
  - making significant appointments; and
  - entering major contracts or undertakings.
- Relevant considerations include not only the significance of the decision in terms of policy and resources, but also whether the decision is a matter of contention between the Government and Opposition in the election campaign. The conventions apply to the making of decisions, not to their announcement. The conventions also do not apply to promises on future policies that the party in government announces as part of its election campaign.
- Election must be conducted by 18 May 2019 and generally caretaker period lasts for approximately 6 weeks.

## 9. Other Business

- No other business was raised by attendees

## 10. Next Meeting and Close

- The Chair advised that the next meeting would be held in July in Canberra. The following meeting would be in Melbourne in October to align with the Industry Summit.
- Minutes would be circulated in two weeks. The Chair asked that responses to the draft minutes include any suggestions for agenda items for the next meeting.

### Summary of Action Items:

Action Item #	Description
20180607-01	The NPFC Secretariat to consider s. 22(1)(a)(ii) suggestion (initially raised by s. 22(1)(a)(ii) to increase the frequency of NPFC meetings from two to three time a year
20180607-10	Home Affairs to update to NPFC members on the arrivals SmartGate rollout at the next meeting
20181101-01	Home Affairs to consult industry members on Traveller Strategy – Beyond 2020
20190319-01	The NPFC Secretariat to review membership of NPFC.
20190319-02	Industry to provide comments on <i>Designing Border Services</i> by 15 April 2019
20190319-03	The Department of Home Affairs to provide details of cost allocation during redevelopment including comparison of how this has changed from the previous policy
20190319-04	The Department of Infrastructure, Regional Development and Cities to clarify the application of the Framework to redeveloping ports
20190319-05	The Department of Home Affairs to provide updated policy/advice to airlines on check-in concerns regarding 30-60 minute window
20190319-06	The Department of Home Affairs to provide advice to Sydney Airport on whether confirmation of passenger clearance can be relayed to industry

## Attachment: A

## Attendees at NPFC

Government		
Bradley Armstrong	<i>First Assistant Secretary, Trade and Customs</i>	Department of Home Affairs
Paul Cross	<i>Assistant Secretary, Identity &amp; Biometrics Capability</i>	Department of Home Affairs
Melissa Bennett	<i>Acting Assistant Secretary, Traveller Branch</i>	Department of Home Affairs
Belinda Duffy	<i>Acting Assistant Secretary, Traveller Cargo &amp; Trade Systems</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Director, Ports Policy</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Director, Traveller Policy</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Director, Future Traveller</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Director, Traveller Initiatives</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Assistant Director, Ports Policy</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Director, Emerging Ports</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Director, Screening, Aviation &amp; Maritime Security Division</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Acting Commander, Regional Command ACT/HQ</i>	Australian Border Force
Kylie Rendina	<i>Commander, Border Systems and Program Management</i>	Australian Border Force
s. 22(1)(a)(ii)	<i>Superintendent, Traveller Operational Policy</i>	Australian Border Force
s. 22(1)(a)(ii)	<i>Acting Assistant Secretary, Compliance Controls Branch</i>	Department of Agriculture and Water Resources
s. 22(1)(a)(ii)	<i>Director, Travellers</i>	Department of Agriculture and Water Resources
s. 22(1)(a)(ii)	<i>Australian Passport Office</i>	Department of Foreign Affairs and Trade
s. 22(1)(a)(ii)	<i>Director, Border Health</i>	Department of Health
s. 22(1)(a)(ii)	<i>General Manager, Aviation Industry Policy</i>	<i>Department of Infrastructure, Regional Development and Cities</i>

Released by the Department of Home Affairs under the Freedom of Information Act 1982

s. 22(1)(a)(ii)	<i>Director, International Air Transport, Aviation and Airports</i>	<i>Department of Infrastructure, Regional Development and Cities</i>
s. 22(1)(a)(ii)	<i>Manager, Transport, Regional and Environment Policy Team</i>	<i>Australian Trade Commission (Austrade)</i>
<b>Industry</b>		
s. 22(1)(a)(ii)	<i>Vice President</i>	<i>Airport Coordination Australia</i>
s. 22(1)(a)(ii)	<i>Executive Chair</i>	<i>Australian Chamber of Commerce and Industry</i>
s. 22(1)(a)(ii)	<i>Head of Strategy and Finance</i>	<i>Australian Federation of Travel Agents</i>
s. 22(1)(a)(ii)	<i>Facilitation and Airport Procedures</i>	<i>Board of Airline Representatives of Australia (BARA)</i>
s. 22(1)(a)(ii)	<i>Campaign Manager (Industry Affairs) - South West Pacific</i>	<i>International Air Transport Association (IATA)</i>
s. 22(1)(a)(ii)	<i>Executive General Manager</i>	<i>Adelaide Airport</i>
s. 22(1)(a)(ii)	<i>Chief Executive Officer</i>	<i>Avalon Airport</i>
s. 22(1)(a)(ii)	<i>Operations Coordinator</i>	<i>Avalon Airport</i>
s. 22(1)(a)(ii)	<i>General Manager Operations</i>	<i>Brisbane Airport</i>
s. 22(1)(a)(ii)	<i>Chief Operating Officer</i>	<i>Gold Coast Airport</i>
s. 22(1)(a)(ii)	<i>Head of Aviation Operations</i>	<i>Melbourne Airport</i>
s. 22(1)(a)(ii)	<i>Operations Manager</i>	<i>Northern Territory Airports</i>
s. 22(1)(a)(ii)	<i>Chief Operating Officer</i>	<i>Perth Airport</i>
s. 22(1)(a)(ii)	<i>Manager Government Relations</i>	<i>Sydney Airport</i>
s. 22(1)(a)(ii)	<i>Manager Service Delivery</i>	<i>Sydney Airport</i>
s. 22(1)(a)(ii)	<i>Manager Facilitation Strategy</i>	<i>Qantas</i>
s. 22(1)(a)(ii)	<i>Manager, Passenger Facilitation and Regulations</i>	<i>Virgin Australia</i>
s. 22(1)(a)(ii)	<i>General Manager</i>	<i>Western Sydney Airport</i>
s. 22(1)(a)(ii)	<i>Executive Manager, Planning and Engagement</i>	<i>Western Sydney Airport</i>
<b>Industry Guests</b>		

s. 22(1)(a)(ii)	<i>Policy Manager</i>	Australian Airports Association (AAA)
<b>Secretariat</b>		
s. 22(1)(a)(ii)	<i>Policy Officer, Ports Policy</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Graduate, Ports Policy</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Policy Officer, Ports Policy</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Assistant Director, Traveller Initiatives</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Policy Officer, Traveller Initiatives</i>	Department of Home Affairs



Australian Government  
Department of Home Affairs

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# National Passenger Facilitation Committee

## Meeting Minutes

24 October 2017

10:30am to 2:30pm

Rydges Sydney Airport

8 Arrivals Court, Sydney International Airport NSW 2020

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**For Official Use Only****Attendees**

<b>Government Members</b>	
s. 22(1)(a)(ii) (Chair)	Department of Immigration and Border Protection
s. 22(1)(a)(ii)	Department of Immigration and Border Protection
s. 22(1)(a)(ii)	Department of Immigration and Border Protection
s. 22(1)(a)(ii)	Department of Immigration and Border Protection
s. 22(1)(a)(ii)	Department of Immigration and Border Protection
s. 22(1)(a)(ii)	Department of Immigration and Border Protection
s. 22(1)(a)(ii)	Australian Border Force
s. 22(1)(a)(ii)	Australian Border Force
s. 22(1)(a)(ii)	Australian Border Force
s. 22(1)(a)(ii)	Department of Agriculture and Water Resources
s. 22(1)(a)(ii)	Department of Agriculture and Water Resources
s. 22(1)(a)(ii)	Department of Foreign Affairs & Trade
s. 22(1)(a)(ii)	Department of Health
s. 22(1)(a)(ii)	Department of Infrastructure and Regional Development
s. 22(1)(a)(ii)	Austrade
s. 22(1)(a)(ii)	Austrade
<b>Industry Members</b>	
s. 22(1)(a)(ii)	Airport Coordination Australia
s. 22(1)(a)(ii)	Australian Airports Association
s. 22(1)(a)(ii)	Australian Federation of Travel Agents
s. 22(1)(a)(ii)	Board of Airline Representatives of Australia
s. 22(1)(a)(ii)	Tourism and Transport Forum
s. 22(1)(a)(ii)	Virgin Australia
s. 22(1)(a)(ii)	Adelaide Airport

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s. 22(1)(a)(ii)	Brisbane Airport
s. 22(1)(a)(ii)	Cairns Airport
s. 22(1)(a)	Cairns Airport
s. 22(1)(a)(ii)	Gold Coast Airport
s. 22(1)(a)(ii)	Melbourne Airport
s. 22(1)(a)	Northern Territory Airport
s. 22(1)(a)(ii)	Perth Airport
s. 22(1)(a)	Sydney Airport
s. 22(1)(a)(ii)	Sydney Airport
s. 22(1)(a)(ii)	Sydney Airport
s. 22(1)(a)(ii)	Sydney Airport
<b>Apologies</b>	
s. 22(1)(a)(ii)	Department of Immigration and Border Protection
Melissa Bennett	Department of Immigration and Border Protection

**For Official Use Only****Agenda Item 1 – Welcome and Introduction**

Mr Andrew Chandler (acting First Assistant Secretary, Traveller Customs and Industry Policy Division, Department of Immigration and Border Protection (DIBP)), and Chair of the National Passenger Facilitation Committee (NPFC), opened the meeting at 10:35am.

Mr Chandler welcomed attendees and provided a brief overview of the agenda for the day.

Mr Chandler provided a summary of what the then Department of Immigration and Border Protection, now known as Department of Home Affairs (Home Affairs), has accomplished over the last six months – including the retirement of the Outgoing Passenger Card (OPC), the reduction of the amount of allowable duty free tobacco, the automated provision of Federal Airport Corporation (FAC) reports and the continued work of addressing recent aviation security incidents.

Mr Chandler provided an update on the establishment of the Home Affairs Portfolio, which was expected to be stood up shortly and fully established by 1 July 2018.

**Agenda Item 2 – Previous Meeting Minutes and Action Items****Previous Meeting Minutes**

The minutes of the previous meeting on 4 April 2017 were endorsed by the committee as being a true and accurate record.

**Terms of Reference**

Amendments to the NPFC Terms of Reference (ToR) distributed to members on 17 October 2017 were endorsed by the committee. The ToR reflects the agreement made at the December 2016 NPFC meeting that future meetings be held twice a year.

**Outstanding Action Items**

s. 22(1)(a)(ii) (Director, Traveller Policy Advice and Support section, DIBP) provided a summary of the six outstanding action items from previous meetings.

- 20161213-01 – FAC reports. This action item is considered complete as it was addressed at Agenda Item 6.
- 20161213-03 – Co-investment policy. This issue is currently being considered by Government, and the action item will remain open until guidance from government is received.
- 20170404-01 – Updated flight diversion plan. The Office of Transport Security (OTS) within the Department of Infrastructure and Regional Development (DIRD) will amend the plan to reflect recent regulation changes. DIBP will circulate by the end of the year. This action item remains open.
- 20170404-02 – Coordinated approach to the use of biometrics supporting passenger flow through airports. s. 22(1)(a)(ii), Australian Airports Association (AAA) is awaiting feedback from members on trials they may be conducting to support the idea of a 'single token'.
- 20170404-03 – Opportunities for improvements in the traveller continuum rather than relying on technological developments. s. 22(1)(a) advised the AAA has undertaken preliminary discussions on where improvements that don't rely on technology can be made. This action item is closed, however an additional working group will be formed to carry the matter forward, see action item 20171024-01 below.
- 20170404-04 – Airports meeting with Strategic Border Command (SBC) to discuss a range of issues. – This action item was addressed through SBC's presentation at Agenda Item 8 and is now closed.

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Action Item Number	Action Required	Responsible Party
20171024-01	Form a working group to look at the issues identified by the AAA on where further improvements in the traveller continuum that can be made.	Border Management Division (BMD) and SBC, Home Affairs and AAA

**Commented [A1]:** NPFC secretariat note: Given the stand-up of the Department of Home Affairs (Home Affairs) on 20 December 2017, all action items assigned to DIBP have been transitioned to Home Affairs for clarity going forward.

**Agenda Item 3 – Strategic Directions****Future Biometrics Interoperability**

Mr Paul Cross (Assistant Secretary, Identity and Biometrics Capability Branch, DIBP) provided an overview of biometrics. He advised industry to use the highest level/standard of equipment and resolution for biometric capture to ensure government and industry equipment and processes could be linked in the future.

Action Item Number	Action Required	Responsible Party
20171024-02	A copy of the DIBP biometrics standards is to be distributed to members for consideration by mid November 2017 with members to comment on whether the standards meet their needs.	Identity and Biometrics Capability Branch, Home Affairs

**IATA Passenger Experience Management Group (PEMG) Meeting**

s. 22(1)(a)(ii) (Virgin Australia) provided an overview of the September International Air Travel Association (IATA) Passenger Experience Management Group (PEMG). He indicated that there was support for three key challenges identified:

- Both airports and carriers should remove the 10 per cent of their procedures which were costly, inessential and failed to enhance the passenger experience.
- Improve baggage handling, central to overall passenger experience, especially through automation of currently "primitive" ramp processes.
- Improve airline connection and disruption management.

By 2020 80% of passengers should have access to the "full suite" of self-managed options (e.g. bag drop, check in); this would be reinforced by greater Off-Airport entry into the End-to-End (E2E) journey.

The PMEG endorsed the view that Face-on-the-move (at "walking pace" throughout) would be the technology underpinning future processing. The key was now the move from "transactional" interface with the passenger to "transition" throughout the whole journey. Substantial progress has been made in identifying the components of IATA's One ID program, which looks to use a single token throughout the traveller's journey, and what was needed now was developing the Trust Framework between governments, carriers and airports. This included the recognition of the centrality of privacy compliance and the recognition that technologies alone could not deliver acceptable outcomes.

PMEG also called for deeper engagement by governments, especially given the proliferation of trials of new technologies.

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### Strategic Directions

Ms s. 22(1)(a) (Director, Future Traveller and Sea Ports Policy section, DIBP) spoke about the then Department of Immigration and Border Protection's future vision for traveller facilitation. The Department wanted a secure and streamlined traveller experience enabled by simplified, consistent and information driven border processes. Passengers would be risk assessed prior to their arrival by information gathered ahead of the border.

### Outcomes of the Canberra Airport Trial

s. 22(1) and s. 22(1)(a)(ii) (A/g Director Travellers Team, Department of Agriculture and Water Resources (DAWR)) provided an update of outcomes from the Canberra Airport Trial. The trial demonstrated that:

- The then Department of Immigration and Border Protection and DAWR could reduce their interventions with passengers with revised business processes, supported by new technology. This technology solution was outlined in Mr Ben Staughton's presentation at agenda item six.
- Travellers can self-manage when identifying whether they had goods to declare for the customs/quarantine check.
- The Department and DAWR's business processes could be more streamlined, and the departments will work together to improve this.

Action Item Number	Action Required	Responsible Party
Combined with 20171024-07	Review of 'quick wins' from the results of the Canberra Airport Trial, which airports can implement in the next three months.	Home Affairs and DAWR
20171024-03	The Australian Airport Association (AAA) and the Board of Airline Representatives of Australia (BARA) will lead a working group to focus on improvements to baggage facilitation.	AAA and BARA

## Agenda Item 4 – Australian Government Presentations

### Austrade

s. 22(1)(a)(ii) (Policy Officer, Austrade) presented on:

- Australia's Tourism 2020 Strategy, which includes doubling overnight visitor expenditure to between \$115 and \$140 billion by 2020
- Outlined Austrade's role in supporting DIRD with air service negotiations, and
- Touched on how seamless travel/passenger facilitation assists with tourism growth.

### Department of Agriculture and Water Resources (DAWR)

s. 22(1)(a)(ii) (Director, Conveyances and Ports, DAWR) presented on DAWR's First Points of Entry and seasonal disinsection measures, including:

- That all airport assessments are now complete.
- That the majority had a high level of compliance and as the intention is that no-one fail to meet the standards, DAWR will work with operators to address any gaps.
- Additional disinsection measures are in place for flights from Denpasar until 31 March 2018.

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### Agenda Item 5 – Industry Presentations

#### Gold Coast Airport expansion plans and Commonwealth Games planning

s. 22(1)(a)(ii), Chief Operating Officer, representing Gold Coast Airport presented on preparations for the Commonwealth Games, occurring in April 2018, and Gold Coast Airport's future expansion plans. Brisbane airport is also involved in managing the volume of passengers leaving the games.

### Agenda Item 6 – Seamless Traveller Update

Mr Ben Staughton (Assistant Secretary of Traveller, Cargo and Trade Systems Branch, DIBP) gave an update on Seamless Traveller Project initiatives and developments.

- Vision-Box won the tender for the new arrivals SmartGates, with an Australia-wide rollout to be complete by the end of 2019.
- Work continues on removing the Incoming Passenger Card (IPC). It will likely continue to exist in digital format with fewer questions.
- There is currently a request for tender out to determine how best to manage the Exit Marshal Point (EMP) which will involve a level of self-declarations.
- It is likely to involve passive biometrics to link IPC declarations with self-declarations, which will allow the Australian Border Force (ABF) to intervene as required.

### Agenda Item 7 – Policy Update

#### Tourist Refund Scheme (TRS)

s. 22(1) gave an overview of the upcoming changes to the TRS regulations. The then Department of Immigration and Border Protection was working with the Department of the Treasury to amend the goods and services tax regulations for TRS in response to the Commonwealth Ombudsman's investigation into the TRS in 2016.

s. 22(1)(a)(ii) (Australian Federation of Travel Agents), speaking on behalf of the Tourist Shopping Reform Group (TSRG) highlighted the issues with staffing TRS counters to provide this service to passengers and tabled a photograph of a closed TRS counter. s. 22(1) indicated he would submit a specific list of questions on the matter for the Department to answer.

Action Item Number	Action Required	Responsible Party
20171024-04	Home Affairs to look into the TRS issues raised by s. 22(1)(a)(ii).	BMD and SBC, Home Affairs

#### Federal Airport Corporation (FAC) Reports

s. 22(1) advised that it has been six months since the then Department of Immigration and Border Protection wrote to the Airport Corporations to confirm a review of the FAC reports would be undertaken. The Department will write to the airports by mid-November 2017 seeking their views on the terms of the review.

Action Item Number	Action Required	Responsible Party
20171024-05	Home Affairs to provide airports with a written response on whether it can provide the six months of missing data and improve on the inconsistency in the data.	Traveller Policy Advice and Support section (TPASS), Home Affairs

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### Advance Passenger Processing (APP) Infringements

s. 22(1) informed members about the likelihood of moving to a 100 per cent APP compliance threshold by 1 July 2018 after the Department redesigns the infringement process.

The Department will engage in an extensive stakeholder engagement process prior to any changes occurring.

### Office of the Australian Information Commissioner (OAIC) Privacy Recommendations

s. 22(1) gave an update on two Office of the Australian Information Commissioner (OAIC) privacy recommendations regarding APP.

- A privacy notice is required for display at airline check-in counters - Discussion focused on the fact that airports manage the signage requirements. The Department will work with airports and airlines to manage this matter.
- The use of encryption to share potential infringement notices with airlines.

Action Item Number	Action Required	Responsible Party
20171024-06	Home Affairs to provide airlines and airports with the privacy notice.	TPASS, Home Affairs

### Agenda Item 8 – Operational Update

Commander Stephen Alexander (Strategic Border Command (SBC), ABF) provided an overview of operational priorities for the next six months and highlighted the balance between managing risks at the border and facilitation with airports. Commander Alexander mentioned that SBC is developing a capability advisory group and proposed to meet members, out of session, to discuss a range of questions raised by airports.

### Agenda Item 9 – Other Business, Questions and Close

Airports raised concerns around the Department's ABF staffing frameworks following observed inconsistencies across Australia.

Airports want to establish an out of session working group to discuss a range of 'quick wins' airports can implement immediately to improve processes and passenger facilitation while waiting for new processes and hardware to be implemented.

Melbourne Airport asked whether staff working airside (ABF, airline and airport staff) were permitted to purchase food and beverages and requested a national perspective on this issue.

Next meeting to be held on Thursday 3 May 2018, in Canberra (venue to be advised).

Action Item Number	Action Required	Responsible Party
20171024-07	Form a working group to assess the incremental changes required to improve traveller facilitation (including quick returns identified from the Canberra Airport Trial in the next three months) and look at the framework for resource allocation to ensure it is nationally consistent.	Home Affairs, DAWR and airports and airlines
20171024-08	National perspective/policy on the purchase of food and beverage by (ABF, airline and airport) staff when airside.	TPASS, Home Affairs

**For Official Use Only****Outstanding Action Items**

Action Item Number	Action Required	Responsible Party
20161213-03	Co-investment policy. This issue is currently with government and the action item will remain open until guidance from government is received.	Traveller Policy Advice and Support section (TPASS), Home Affairs
20170404-01	Updated flight diversion plan. The Office of Transport Security (OTS) is to make changes to the plan based on a recent safety zones at airports regulation change. This action item remains open.	OTS

**New Action Items**

Action Item Number	Action Required	Responsible Party
20171024-01	Form a working group to look at the issues identified by the AAA on where further improvements in the traveller continuum that can be made.	Border Management Division (BMD) and SBC, Home Affairs and AAA
20171024-02	A copy of the DIBP biometrics standards is to be distributed to members for consideration by mid November 2017 with members to comment on whether the standards meet their needs.	Identity and Biometrics Capability Branch, Home Affairs
20171024-03	The Australian Airport Association (AAA) and the Board of Airline Representatives of Australia (BARA) will lead a working group to focus on improvements to baggage facilitation.	AAA and BARA
20171024-04	Home Affairs to look into the TRS issues raised by s. 22(1)(a)(ii)	BMD and SBC, Home Affairs
20171024-05	Home Affairs to provide airports with a written response on whether it can provide the six months of missing data and improve on the inconsistency in the data.	TPASS, Home Affairs
20171024-06	Home Affairs to provide airlines and airports with the privacy notice.	TPASS, Home Affairs
20171024-07	Form a working group to assess the incremental changes required to improve traveller facilitation (including quick returns identified from the Canberra Airport Trial in the next three months) and look at the framework for resource allocation to ensure it is nationally consistent.	Home Affairs, DAWR and airports and airlines
20171024-08	National perspective/policy on the purchase of food and beverage by (ABF, airline and airport) staff when airside.	TPASS, Home Affairs

Enclosure: Photograph of the closed TRS office in Brisbane



# National Passenger Facilitation Committee

Date: 7 June 2018  
Time: 1000 – 1400 hrs  
Location: Vibe Hotel, 1 Rogan Street, Canberra

## Attendees

Australian Government Departments		
John Gibbon	<i>Acting First Assistant Secretary, Trade and Customs</i>	Department of Home Affairs
Ryan Summerton	<i>Assistant Secretary, Property</i>	Department of Home Affairs
Melissa Bennett	<i>Acting Assistant Secretary, Traveller Branch</i>	Department of Home Affairs
Belinda Duffy	<i>Acting Assistant Secretary, Traveller Cargo &amp; Trade Systems</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Director, Ports Policy</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Director, Traveller Policy Initiatives</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Director, Traveller Policy</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Director, Screening</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Director, Seamless Traveller</i>	Department of Home Affairs
Don Smith	<i>Commander, Immigration Compliance</i>	Australian Border Force
s. 22(1)(a)	<i>Superintendent, ABF Capability Oversight</i>	Australian Border Force
s. 22(1)(a)(ii)	<i>Superintendent, Operations &amp; Planning</i>	Australian Border Force
s. 22(1)(a)(ii)	<i>Superintendent, National Border Programme</i>	Australian Border Force
s. 22(1)(a)(ii)	<i>Inspector, Tourist Refund Scheme</i>	Australian Border Force
s. 22(1)(a)(ii)	<i>Aviation Policy and Forums AFP Representative</i>	Australian Federal Police
s. 22(1)(a)(ii)	<i>Adviser, Policy and Coordination</i>	Australian Trade and Investment Commission (Austrade)
Dean Merrilees	<i>Assistant Secretary, Compliance Controls</i>	Department of Agriculture and Water Resources
s. 22(1)(a)(ii)	<i>Director, Travellers</i>	Department of Agriculture and Water Resources
s. 22(1)(a)(ii)	<i>Australian Passport Office</i>	Department of Foreign Affairs and Trade

Released by the Department of Home Affairs  
under the Freedom of Information Act 1982

Rhonda Owen	<i>Assistant Secretary, Health Emergency Management</i>	Department of Health
s. 22(1)(a) rvi	<i>Director, Border Health Section</i>	Department of Health
s. 22(1)(a)(ii)	<i>Assistant Director, International Air Transport</i>	Department of Infrastructure, Regional Development and Cities
<b>International</b>		
s. 22(1)(a)(ii)	<i>Customs Liaison Officer</i>	New Zealand High Commission
<b>Industry</b>		
s. 22(1)(a)(ii)	<i>Executive General Manager</i>	Adelaide Airport
s. 22(1)(a)(ii)	<i>Terminal Operations Manager</i>	Adelaide Airport
s. 22(1)(a)(ii)	<i>Chief Executive Officer</i>	Airport Coordination Australia
s. 22(1)(a)(ii)	<i>Policy Manager</i>	Australian Airports Associations
s. 22(1)(a) rvi	<i>National Manager Strategy and Policy</i>	Australian Federation of Travel Agents
s. 22(1)(a)(ii)	<i>Chief Executive Officer</i>	Avalon Airport
s. 22(1)(a)(ii)	<i>Facilitation and Airport Procedures</i>	Board of Airline Representatives of Australia
s. 22(1)(a)(ii)	<i>General Manager Operations</i>	Brisbane Airport
s. 22(1)(a)(ii)	<i>General Manager Commercial</i>	Cairns Airport
s. 22(1)(a)(ii)	<i>Manager Terminals</i>	Cairns Airport
s. 22(1)(a)(ii)	<i>Manager Aeronautical Business</i>	Canberra Airport
s. 22(1)(a)(ii)	<i>General Manager Commercial</i>	Gold Coast Airport
s. 22(1)(a) rvi	<i>General Manager Operations</i>	Gold Coast Airport
s. 22(1)(a)(ii)	<i>Terminal Manager</i>	Melbourne Airport
s. 22(1)(a)(ii)	<i>Operations Manager</i>	Northern Territory Airport
s. 22(1)(a) rvi	<i>Director Operations</i>	Northern Territory Airport
s. 22(1)(a)(ii)	<i>Manager Government, Industry and International Affairs</i>	Qantas
s. 22(1)(a)(ii)	<i>Manager Government Relations</i>	Sydney Airport
s. 22(1)(a)(ii)	<i>Customer and Stakeholder Engagement</i>	Sydney Airport
s. 22(1)(a) rvi	<i>Manager Service Delivery</i>	Sydney Airport
s. 22(1)(a)(ii)	<i>Policy Manager</i>	Tourism and Transport Forum

<b>Industry Guests</b>		
s. 22(1)(a)(ii)	<i>Operations Manager</i>	Hobart Airport
s. 22(1)(a)(ii)	<i>Airport Manager</i>	Karratha Airport
s. 22(1)(a)(ii)	<i>Chief Executive Officer</i>	Newcastle Airport
s. 22(1)(a)(ii)	<i>Executive Manager Operational Delivery</i>	Newcastle Airport
s. 22(1)(a)(ii)	<i>General Manager Airport Planning</i>	Western Sydney Airport Corporation
s. 22(1)(a)(ii)	<i>Airport Planning and Design</i>	Western Sydney Airport Corporation
<b>Secretariat</b>		
s. 22(1)(a)(ii)	<i>Policy Officer and NPFC Secretariat, Ports Policy</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Assistant Director, Ports Policy</i>	Department of Home Affairs
s. 22(1)(a)(ii)	<i>Graduate, Ports Policy</i>	Department of Home Affairs

## 1. Welcome - Introductions

- The Chair (John Gibbon, Acting First Assistant Secretary, Trade and Customs Division, Department of Home Affairs (Home Affairs)) welcomed attendees to the National Passenger Facilitation Committee (NPFC) meeting.
- The Chair briefed members on the structure and functions of the Home Affairs portfolio, following its formation in December 2017. Traveller Branch within Home Affairs continued to lead work on traveller clearance policy and collaborating with industry to modernise traveller processing.

## 2. Acceptance of Previous Meeting Minutes and Terms of Reference

- The Minutes of the 24 October 2017 meeting were endorsed unchanged.
- The NPFC Terms of Reference (ToR) had been amended to reflect the new portfolio, industry members and industry guests. s. 22(1)(a)(ii) from the Australian Airport Association suggested that the ToR be further amended to:
  - reflect that meeting minutes should be drafted and distributed to attendees within 2-3 weeks post meeting;
  - provide clarification from a governance perspective on how the Chair is appointed; and
  - due to rapid evolution of Government policies, increase the frequency of meetings from two to three times a year.

### Update on Action Items

- The below update was provided for pending action items.

Item	Action	Status
20161213-03	Co-investment policy. This issue is currently with government and the action item will remain open until guidance from government is received.	The status of this Action Item was discussed under Agenda Item 5, alongside Seamless Traveller. <b>Item closed.</b>

Item	Action	Status
20170404-01	Updated flight diversion plan. Aviation and Maritime Security is to make changes to the plan based on a recent safety zones at airports regulation change.	Emailed to relevant stakeholders on 14 December 2017 (note: not all NPFC members). <b>Item closed.</b>
20171024-01	Form a working group to look at the issues identified by the AAA on where further improvements in the traveller continuum that can be made.	The status of this Action Item was discussed under Agenda Item 5, alongside Seamless Traveller. <b>Item closed.</b>
20171024-02	A copy of the DIBP biometrics standards is to be distributed to members for consideration by mid November 2017 with members to comment on whether the standards meet their needs.	Emailed to committee members on 05/12/2017. <b>Item closed.</b>
20171024-03	The Australian Airport Association (AAA) and the Board of Airline Representatives of Australia (BARA) will lead a working group to focus on improvements to baggage facilitation.	s. 22(1)(a)(ii) and Sharen Annand advised that a lot of improvement to baggage have been made since the last NPFC meeting. Consultations are underway to progress a resolution in relation to baggage tracking. This agenda item was closed and it will be revisited at a later date. <b>Item closed.</b>
20171024-04	Home Affairs to look into the TRS issues raised by s. 22(1)(a)(ii)	Home Affairs provided the requested information to Dean Long (Australian Federation of Travel Agents) on 21 February 2018. Committee members requested for the information to be circulated more widely. <b>Item closed.</b>
20171024-05	Home Affairs to provide airports with a written response on whether it can provide the six months of missing data and improve on the inconsistency in the data.	This data has been progressively distributed to airports since the beginning of 2018. The most recent data was sent on 18 May 2018. Airport corporations were recently provided with the outcomes of the Federal Airport Corporation (FAC) Report Review. Should airports still have missing data requests, they were invited to send requests to s. 47E(d) <b>Item closed.</b>
20171024-06	Home Affairs to provide airlines and airports with the privacy notice.	Airports and airlines were provided with the privacy notice in November 2017. Home Affairs continues to work with airports and airlines to display the Privacy Statement at check-in counters. The notice is available for download from the Department's website. <b>Item closed.</b>
20171024-07	Form a working group to assess the incremental changes required to improve traveller facilitation (including quick returns identified from the Canberra Airport Trial in the next three months) and look at the framework for resource allocation to ensure it is nationally consistent.	The Seamless Traveller project has been identified as the solution to this Action Item. Local arrangements will continue to be fine-tuned until the new Seamless Traveller platform is rolled out. <b>Item closed.</b>
20171024-08	National perspective/policy on the purchase of food and beverage by (ABF, airline and airport) staff when airside.	s. 22(1)(a)(ii) provided an update as part of Agenda item 8 of the meeting. <b>Item closed.</b>

Action Item #	Description
20180607-01	The NPFC Secretariat to review and update the NPFC ToR to implement the suggestions raised by AAA
20180607-02	Home Affairs to circulate the information on the Tourist Refund Scheme provided to the Australian Federation of Travel Agents on 21 February 2018 to all NPFC members.

### 3. New Policy Framework for the Provision of Border Services at International Ports

- s. 22(1)(a)(ii) (Assistant Director of International Air Transport, Department of Infrastructure, Regional Development and Cities (DIRDC)), and s. 22(1)(a)(ii) (Director of Ports Policy, Home Affairs) outlined the new policy framework for the provision of border services at international ports (new and redeveloping).
- There has been growing demand for border services to be provided at ports, due to growth in international travel and the number of ports seeking to establish international services. The Australian Government sought to establish a more open and efficient process for considering proposals put forward by port operators, supported by a comprehensive national interest assessment. Costs incurred for the establishment of a border services capability would be recovered by the Government from port operators. Ongoing operational funding would continue to be provided by the Government.
- DIRDC is responsible for coordinating advice to the Government on proposals. Should the Government support a proposal, border agencies (Home Affairs and the Department of Agriculture and Water Resources (DAWR)) would work with the port operator to establish border clearance capabilities within the port. Committee members were invited to contact DIRDC with any questions on the new framework, including how it might apply to particular proposals (via email s. 47E(d)).
- s. 22(1)(a)(ii) noted border agencies would continue to work with port operators on terminal designs prior to a Government decision. Once approved by Government, a contract between the Government and the port operator would be settled for the establishment of border services. The timelines to establish border services could take up to 14 months once Government approval had been received, so port operators were encouraged to engage early with DIRDC and border agencies on any proposals.
- Industry voiced concerns that the definition of redeveloping ports was unclear, in particular what types of redevelopments would require border agencies to recover costs. s. 22(1)(a)(ii) advised that under the new framework, costs would only be recovered where border agencies incur costs as part of changes at an airport, triggering the approval process under the new policy framework. s. 22(1)(a)(ii) highlighted the importance for port operators to approach DIRDC early to discuss their proposals.
- s. 22(1)(a)(ii) from Brisbane Airport noted it is a growing airport and raised concerns regarding the risks the new framework posed on resources available to undertake border clearance services. s. 22(1)(a)(ii) advised that general growth in an airport was managed through the Department's workload growth model, but that port operators should engage early with border agencies to determine whether significant changes at an existing airport would have resourcing implications.
- s. 22(1)(a)(ii) from Gold Coast Airport raised concerns relating to airports that were already at the final stages of the design process and the impact the new policy framework would have on the delivery of border services. s. 22(1)(a)(ii) committed to discuss this issue further with Gold Coast Airport. He noted that under the previous framework, where port operators initiated the relocation of border services, they were responsible for the cost of relocating border services infrastructure and equipment.
- s. 22(1)(a)(ii) from Northern Territory Airport stated that smaller airports were potentially disadvantaged by the process. Significant lead times to establish border services could affect the ability of smaller airports to quickly attract and secure international services, leading to missed opportunities.
- s. 22(1)(a)(ii) from Karratha Airport stated that regional airports may be unable to attract carriers due to the added costs under the new framework, making international services unviable for regional airports.
- s. 22(1)(a)(ii), Cairns Airport and s. 22(1)(a)(ii) Adelaide Airport asked about border agencies' staff resourcing model and how decisions on allocating resources are taken. s. 22(1)(a)(ii), Australian

Border Force (ABF) noted the ABF worked within set budgets in each region. The ABF would continue to work with port operators to ensure border clearance services at airports are appropriately resourced. Dean Merriliees, (Assistant Secretary of National Seaports Program, DAWR) noted that under the new policy framework, Government would continue to fund the resourcing of border clearance functions.

- s. 22(1)(a)(ii) Australian Airports Association (AAA) noted the benefits of the new national interest test but expressed concerns about the funding arrangements. He asked how funding was allocated to border agencies and whether the new funding arrangement would impact the Passenger Movement Charge (PMC). s. 22(1)(a)(ii) advised that Home Affairs was funded by the Government through appropriation. s. 22(1)(a)(ii) expressed concerns that the cost of SmartGates and other items would eventually be passed on to passengers and that the cost of growth would be pushed onto industry. s. 22(1)(a)(ii) undertook to provide more feedback to Home Affairs.
- s. 22(1)(a)(ii) noted that Home Affairs was happy to discuss the new framework with each port operator individually.

#### 4. Industry Presentation – Perth T3

- s. 22(1)(a)(ii) (Manager of Government, Industry and International Affairs, Qantas) provided a presentation outlining the Perth Airport Terminal 3 and 4 (T3/4) Infrastructure Project. s. 22(1)(a) outlined the complexities of developing and implementing a dual domestic/international terminal, and the key learning outcomes that arose from the project planning and progression.
- s. 22(1)(a)(ii) reflected that the Qantas T3/4 was a critical trigger for border agencies to rethink how border agencies worked with industry on new and redeveloping airports. The collaboration between Qantas and border agencies, whilst challenging, had demonstrated that the recently announced policy framework for new and emerging ports worked to the benefit for all parties involved.

#### 5. Traveller Modernisation Initiatives

- s. 22(1)(a)(ii) (Director, Traveller Cargo and Trade Systems Section, Home Affairs) and Melissa Bennett (Acting Assistant Secretary, Traveller Branch, Home Affairs) updated NPFC members on traveller modernisation initiatives.
- The SmartGate rollout to Canberra Airport was expected in June 2018. The tentative timeframe for other port operators to receive the new technology would depend on the SmartGate pilot at Canberra Airport. Perth T3/4 and Brisbane had been confirmed as the next two locations.
- An update on the digital Incoming Passenger Card (IPC) application trial was provided. The initial IPC trials were limited to 149 participants, of which 55 percent had understood how to use the application without any assistance. The fastest traveller to complete the digital IPC took 1 minute and 30 seconds and the slowest took 17 minutes. The results demonstrated the efficiency that could be achieved through the utilisation of technology to improve processes. Additional trials were planned.
- s. 22(1)(a)(ii) noted the Department would work closely with airports to ensure the smooth rollout of SmartGates.

Action Item #	Description
20180607-03	Home Affairs to confirm stock levels of the Outgoing Passenger Card at Sydney Airport for business continuity planning purposes.

## 6. Australian Government Updates

### Department of Agriculture and Water Resources

- Dean Merriliees presented on DAWR's strategy for managing biosecurity risks at airports. He noted first point of entry standards, passengers carrying airline food into Australian airports, and the disinsection treatments of aircrafts as issues.
- In 2017, s. 47E(d) infringement notices were issued to international travellers who had failed to declare high risk items, with majority of other travellers having been issued warnings. DAWR's New Zealand counterpart agency did not issue warnings – only fines - and that DAWR could consider following this precedent.
- Funding was allocated within the 2018-19 Budget to trial new screening technologies using real time tomography. The new technology would be tested within the next 12 months through trials conducted at Melbourne Airport and with New Zealand. DAWR aimed to work more closely with New Zealand, including by undertaking trials on the use of early arrival data to adjust targeting of incoming mail from New Zealand and to harmonise approaches to certain common pests.

### Department of Health

- Rhonda Owen (Assistant Secretary of Health Emergency Management, Department of Health) presented on Human Biosecurity at Australia's Border and highlighted Australia's international obligations related to biosecurity under the International Health Regulations.
- Benefits of the work undertaken by border agencies to digitise the traveller experience were highlighted and considerations would be made in the future by the Department of Health in utilising a similar approach for Yellow Fever screening of passengers.

## 7. Aviation Security

- s. 22(1)(a)(ii) (Director, Screening in Aviation Security Section, Home Affairs) provided a brief update on the aviation security environment. The review conducted in the aviation security environment leading to the introduction of new measures, including the upgrade of security screening equipment, would require immediate change at airports. It was noted that the Government was providing \$50 million in support to regional airports for the purchase of the new screening equipment. Information sessions would be held to provide further information.
- In response to a question, s. 22(1)(a)(ii) advised that passive security clearance was currently not used as they did not meet current screening requirements. The opportunity for passive screening could be 10 to 20 years away.

## 8. Policy Update

### Advanced Passenger Processing (APP) Review

- s. 22(1)(a)(ii) (Director, Traveller Policy Section, Home Affairs) informed members of the intention to move to a 100 percent compliance rate by 1 March 2019. A consultation workshop will be held in September 2018 to discuss the changes. The existing 99.8 percent reporting threshold will continue to apply until the changes are implemented.
- s. 22(1)(a)(ii) also advised that the Departure SmartGates would be re-configured to only accept passengers who have checked-in, with timing of August/September 2018.
- A Home Affairs review of the APP legislation, policy, processes and systems to identify opportunities for improvement of the reporting system would be undertaken by Home Affairs. As part of the review, Home Affairs will contact airlines to seek information and feedback on the APP system and the future direction of airlines.

### Office of the Australian Information Commissioner (OAIC) privacy recommendations

- Home Affairs will continue implementing the recommendations made by the OAIC to ensure compliance with Australian privacy laws, including the requirement that privacy notices were displayed at airline check-in counters. Electronic signage in the departure hall may also meet these obligations.

- A trial of a Secure File Transfer Platform will occur with Virgin Airlines to test a new process for more secure information sharing. Additional airlines will be contacted before the system is rolled out.

#### Tourist Refund Scheme (TRS)

- Amendments to the Goods and Services Tax (GST) Regulations in relation to the TRS came into effect on 1 December 2017. The amendments gave rise to two changes designed to ensure flights were not delayed by claimants and to minimise congestion at TRS facilities. The changes introduced a cut-off time for lodging TRS claims within 30 minutes of the passengers scheduled departing flight, or 60 minutes prior to their scheduled ship departure, and a widening of the scope and circumstances in which 'drop box' facilities can be deployed to facilitate TRS claims being assessed.
- A management initiated review of the TRS was undertaken in late 2017. The review made a number of recommendations to enhance integrity controls and improve process efficiency through minor internal reform. Home Affairs developed an action plan to give effect to the recommendations, and continued to work towards improving the claim, processing and review aspects of the TRS.
- s. 22(1)(a)(ii) AAA noted there were still problems with resourcing TRS at airports.

#### Airport Passenger Facilitation Report (APF) – formerly Federal Airport Corporation (FAC) reports

- s. 22(1)(a)(ii) thanked those who provided feedback as part of the review process. Home Affairs recently provided airport corporations with the outcomes of the review. As part of this, in order to more accurately reflect the provision of airport passenger data, Home Affairs has renamed the FAC reports to "Airport Passenger Facilitation (APF)" reports.
- In the review process, several Airport Corporations identified a series of missing data sets. Home Affairs had sent this data to Airport Corporations, but due to ongoing technical infrastructure upgrades, a delay was noted for some reports. Home Affairs invited airports to contact them if they still believed they had missing data.

Action Item #	Description
20180607-04	Adelaide Airport to provide feedback on the Airport Passenger Facilitation Report (APF) for Traveller Policy, Home Affairs review.
20180607-05	AAA to provide feedback on the Airport Passenger Facilitation Report (APF) for Traveller Policy, Home Affairs review.

#### 9. Operational Update

- s. 22(1)(a)(ii) (Acting Commander of Regional Command ACT/HQ, Australian Border Force (ABF)) provided an update on ABF operations. As part of the Machinery of Government changes, the ABF had become a dedicated law enforcement agency under the Home Affairs portfolio and it continued to provide border protection and customs services at airports. Priorities for the ABF remained unchanged, including counterterrorism, illicit drugs, visa programs and the disruption of organised crime groups at airports.

#### 10. Other Business and Questions

- s. 22(1)(a)(ii) (Board of Airline Representatives of Australia) enquired on the progress of mobile boarding passes. Melissa Bennett noted that trials were being undertaken with several airlines at Brisbane Airport and noted issues with the PACE system due to outdated technology and software. Home Affairs would undertake discussions with airports on the issues identified and would provide an update on this matter at the next NPFC meeting.
- Industry members inquired when the last review of the express pathway had been undertaken particularly given the traveller improvements being implemented. Home Affairs noted this was run by airlines and undertook to consult and provide an answer to this question at the next NPFC meeting.
- Industry members sought all presentation slides of the NPFC meeting to be circulated.

- s. 22(1)(a)(ii) (Executive General Manager, Adelaide Airport) raised the current issues regarding 90/120 opening hours for their early Singapore Airlines flight. He requested an investigation by the ABF into the feasibility of opening Adelaide Airport 120 minutes before the first flight to improve passenger facilitation.
- s. 22(1)(a)(ii) outlined that ASIC card holders were only meant to be airside if their duties demanded it. This means that ASIC card holders should not venture airside for the purposes of purchasing lunch, if their role did not require them to be airside. ABF officers had the ability to question and infringe those who were abusing the access privileges afforded by the card.

Action Item #	Description
20180607-06	Home Affairs to provide an update on Mobile Passes at the next NPFC meeting.
20180607-07	Home Affairs to provide feedback on the status of the Express Path program at the next NPFC meeting.
20180607-08	ABF to investigate and discuss with Adelaide Airport the feasibility of 90/120 for their Singapore Airlines flight.
20180607-09	Copies of Government presentations from the NPFC meeting to be circulated to all attendees.
20180607-10	Home Affairs to provide the tentative SmartGate rollout schedule to all airports.

#### 11. Next Meeting and Close

- Committee members noted that the NPFC meetings would occur in October 2018, February 2019 and June 2019. A meeting date for October 2018 would be circulated to members for consideration.
- The Chair thanked members for their participation and subsequently closed the meeting.