

100 years of service 1901-2001

Appendixes

Appendix A – Supplementary information

Supplementary Information

The following documents provide further information on the activities and management of Customs:

Corporate Plan

Corporate Priorities Statement

Client Service Charter

Customs Figures (quarterly statistical bulletin)

Manifest (Australian Customs Service Journal)

Customs News (staff newspaper)

Something to Declare (news publication primarily designed for media)

These documents, together with brochures and fact sheets detailing the activities of Customs, are available on request. Contact details for requests for further information are listed below.

Further information on the availability of documents held by Customs is available under Freedom of information on page 108.

Customs Internet site/Customs Information Centres

Additional information is available on the Customs Internet site at www.customs.gov.au
This Report is also available on the website at
www.customs.gov.au/media/annual2001/index.htm

Inquiries can also be directed to the closest Customs Information Centre. Appendix B on page 175 lists the contact details for each information centre.

Requests for further information should be directed to:

Leon Bedington
Director
Corporate Communication
Australian Customs Service
5 Constitution Avenue
Canberra ACT 2600
email: communication@customs.gov.au

Appendix B – Customs Information Centres

Customs Information Centres can be contacted by telephone on **1300 363 263** (with the exception of the Canberra information centre, which can be contacted on the number given below). Alternatively, inquiries can be directed to the email address information@customs.gov.au

Customs Information Centres are at:

New South Wales

3rd Floor, Tower
Sydney Central Building
477 Pitt Street
GPO Box 8
SYDNEY NSW 2000
Facsimile: 02 9213 4043

Victoria

Ground Floor
Customs House
414 La Trobe Street
GPO Box 2809AA
MELBOURNE VIC 3001
Facsimile: 03 9244 8017

Australian Capital Territory

Customs House
5 Constitution Avenue
CANBERRA CITY ACT 2601
Telephone: 02 6275 6666
Facsimile: 02 6275 6005

Western Australia

Customs House
2 Henry Street
PO Box 396
FREMANTLE WA 6959
Facsimile: 08 9430 1391

Queensland

Level 2
Terrica Place
140 Creek Street
GPO Box 1464
BRISBANE QLD 4001
Facsimile: 07 3835 3493

Tasmania

1st Floor
MBF Building
25 Argyle Street
GPO Box 148B
HOBART TAS 7001
Facsimile: 03 6230 1262

South Australia

Customs House
220 Commercial Road
PO Box 50
PORT ADELAIDE SA 5015
Facsimile: 08 8447 9208

Northern Territory

Customs House
21 Lindsay Street
GPO Box 210
DARWIN NT 0801
Facsimile: 08 8946 9953

Appendix C – Administrative Appeals Tribunal (AAT) and *Administrative Decisions (Judicial Review) Act 1977* (ADJR ACT)

Figure 32: AAT applications for review (s.37)

	1998-99	1999-2000	2000-01
Tariff Concessions	25	13	11
Diesel Fuel Rebate	50	na	na
Tariff Classification	11	10	11
Refunds	13	12	1
Penalties	-	3	1
FOI	2	1	1
Bounties	5	1	-
Valuation/Preference	11	31	71*
Other	9	5	8
Total	126	76	104

* 58 of these applications relate to one issue.

Figure 33: AAT requests for reasons (s.28)

	1998-99	1999-2000	2000-01
Tariff Concessions	-	-	-
Tariff Classification	1	-	-
Refunds	-	2	-
Diesel Fuel	2	na	na
Penalties	-	-	-
Bounties	-	-	-
Valuations	-	-	1
Other	1	1	1
Total	4	3	2

Figure 34: AAT decisions handed down

	1998-99	1999-2000	2000-01
Customs decisions affirmed	14	2	10
Customs decisions set aside	9	3	-
Diesel Fuel Rebate	2	na	na
Tariff Classification	2	1	-
TCO	2	-	-
Administrative Penalties	1	-	-
Bounties	2	-	-
Refunds	na	1	-
Valuation	na	1	-
Total	23	5	10

Figure 35: Matters settled or dismissed before being heard by the AAT

	1998-99	1999-2000	2000-01
Matters dismissed (s42A)*	48	15	21
Matters settled by consent (s42C)	36	48	14
Tariff Concessions	7	22	5
Tariff Classification	2	12	3
Diesel Fuel Rebate	17	na	na
Refunds	3	7	4
FOI	-	1	-
Excise	-	na	na
Administrative Penalties	5	3	-
Other	2	3	2**
Total	84	63	35

* Includes matters withdrawn by applicants.

** Includes 1 valuation and 1 bounty.

Figure 36: Appeals from decisions of the AAT

Federal Court Judgments	1998-99	1999-2000	2000-01
Appeals resolved in favour of Customs	7	2	2
Appeals resolved against Customs	2	1	-
Diesel Fuel	1	-	na
Tariff Classification	-	-	-
Valuations	1	1	-
Total	9	3	2

Figure 37: ADJR Act applications/requests for reasons

	1998-99	1999-2000	2000-01
Federal Court applications for review	7	7	1
Request for Statements of Reasons	8	3	2
Total	15	10	3
Matters settled during year	6	2	1
Matters pending	2	4	1

Figure 38: Federal Court decisions in ADJR Act matters

	1998-99	1999-2000	2000-01
Matters resolved in favour of Customs	-	2	4
Matters resolved against Customs	4	3	-
Total	4	5	4

Appendix D: Statistics on staff

Staff classification, location and salary range

Figure 39: Staff classification and location at 30 June 2001*

Classification	ACT [#]	NSW	Vic	Qld	SA	WA	Tas	NT	Total
Aboriginal Cadet	3	-	-	-	-	-	-	-	3
Customs Trainee	-	97	49	33	-	-	-	16	195
Customs Graduate Trainee	7	5	6	3	-	4	-	-	25
Customs Level 1	164	571	322	344	62	218	13	38	1 732
Customs Level 2	199	369	219	155	55	109	11	31	1 148
Customs Level 3	266	185	134	76	28	68	8	15	780
Customs Level 4	194	37	28	19	7	17	-	4	306
Customs Level 5 [^]	88	11	8	4	2	3	1	1	118
Senior Executive Service	23	3	2	1	1	1	-	-	31
Total	944	1 278	768	635	155	420	33	105	4 338
Males	550	810	506	394	97	272	22	58	2 709
Females	394	468	262	241	58	148	11	47	1 629

* Includes staff employed under the *Public Service Act 1999*, on-going and non-ongoing staff, staff on leave, higher duties and staff on loan from other agencies. Numbers are headcount and reflect actual occupancy (derived from the Customs Human Resource Information System).

Includes National Pay and Accounts Centre (NPAC Melbourne) and National Marine Unit staff.

^ CL5 in SA represents one substantive position, with one staff member on temporary higher duties.

Figure 40: Staff classification, Australian Public Service equivalent level and salary range at 30 June 2001*

Customs classification	APS Level	Salary Range (\$)
Aboriginal Cadet	APS 1	16 164 - 29 775
Customs Trainee	APS 1	16 164 - 29 775
Customs Graduate Trainee	APS 2	29 775 - 33 808
Customs Level 1 Customs Officer	APS 2-3	25 239 - 38 185
Customs Level 2 Senior Customs Officer	APS 4-5	38 185 - 44 861
Customs Level 3 Customs Supervisor	APS 5-6	44 861 - 53 560
Customs Level 4 Customs Manager	EL 1	56 734 - 64 545
Customs Level 5 Customs Director	EL 2	64 545 - 83 025
Senior Executive Service	SES	80 300 - 142 200

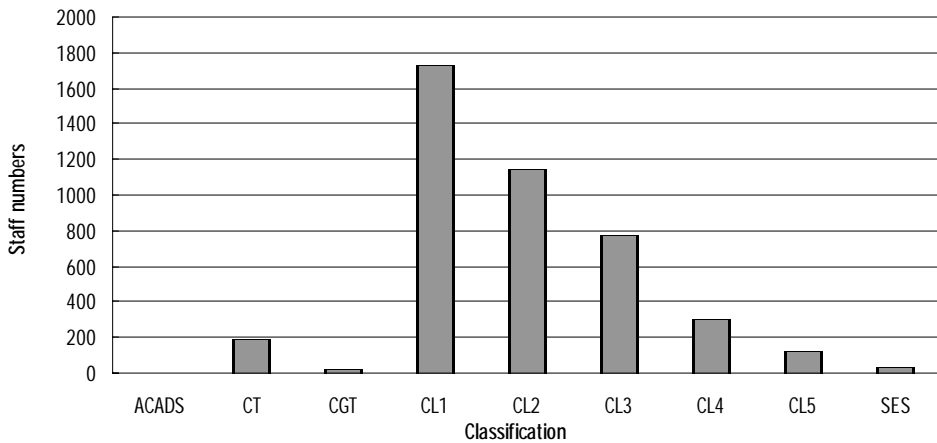
* Salary range includes minimum and maximum salaries available under either the Customs Certified Agreement 1999 or through an individual Australian Workplace Agreement.

Figure 41: Staff employment category by location at 30 June 2001*

Employment category	ACT	NSW	Vic	Qld	SA	WA	Tas	NT	Total
On-going	884	1 275	768	629	153	417	32	104	4 262
Non on-going	60	3	-	6	2	3	1	1	76
Total	944	1 278	768	635	155	420	33	105	4 338
Full-time	910	1 102	695	596	146	369	32	102	3 952
Part-time	34	176	73	39	9	51	1	3	386
Total	944	1 278	768	635	155	420	33	105	4 338

* Includes staff employed under the *Public Service Act 1999*, on-going and non-ongoing staff, staff on leave, higher duties and staff on loan from other agencies. Numbers are headcount and reflect actual occupancy (derived from the Customs Human Resource Information System).

Figure 42: Staff numbers by classification at 30 June 2001*



* Includes staff employed under the *Public Service Act 1999*, on-going and non-ongoing staff, staff on leave, higher duties and staff on loan from other agencies. Numbers are headcount and reflect actual occupancy (derived from the Customs Human Resource Information System).

Figure 43: Representation of equity and diversity groups by staff classification at 30 June 2001*

Classification	Voluntary declaration									
	Female		Born overseas ^		Indigenous		PWD#		Provided data**	
	Number	%	Number	%	Number	%	Number	%	Number	%
ACADS	3	100.0	-	-	-	-	-	-	2	66.7
CT	80	41.0	29	14.9	-	-	-	-	160	82.1
CGT	14	56.0	8	32.0	-	-	-	-	25	100.0
CL1	744	43.0	121	7.0	23	1.3	54	3.1	497	28.7
CL2	438	38.1	78	6.8	9	0.8	38	3.3	341	29.7
CL3	227	29.1	49	6.3	2	0.3	29	3.7	273	35.0
CL4	77	25.2	22	7.2	-	-	9	2.9	108	35.3
CL5	35	29.4	5	4.2	-	-	3	2.5	31	26.1
SES	11	37.5	2	6.3	-	-	2	6.3	13	40.6
Total	1 629	37.6	314	7.2	34	0.8	135	3.1	1 450	33.4

* Includes staff employed under the *Public Service Act 1999*, on-going and non-going staff, staff on leave, higher duties and staff on loan from other agencies. Numbers are headcount and reflect actual occupancy (derived from the Customs Human Resource Information System).

^ Number of staff born outside Australia.

People with disabilities.

** Staff providing voluntary equity and diversity information. Percentage based on total staff.

Figure 44: Senior Executive Service classification and gender at 30 June 2001*

	SES1 (\$80 300 - \$96 000)	SES2 (\$96 100 - \$117 900)	SES3 (\$112 300 - \$142 200)	Total
Females	8	3	-	11
Males	13	5	2	20
Total	21	8	2	31

* The money shown for each band represents salary levels. Executive remuneration, shown in the financial statements on page 150, shows total remuneration, including superannuation and other non-salary benefits. Staff shown above represent on-going SES staff at 30 June 2001. It does not include staff that are not employed by Customs and does not include the CEO, who is a specified statutory office holder.

SES movements

In the year to 30 June 2001 one SES officer left Customs through retirement and one SES officer resigned. There was one internal promotion to the SES, one engagement to the SES and one SES transferred from another agency to Customs. Under the *Public Service Act 1999*, 13 officers were re-assigned duties, consistent with the Customs career movement policy.

Remuneration for senior executive officers is determined by the CEO and is based on individual skills and responsibilities.

Appendix E – Commonwealth Disability Strategy performance indicators and measures

Figure 45: Commonwealth Disability Strategy – Regulator role

Indicator	Measure	Performance
Publicly available information on regulations and quasi-regulations is available in accessible formats for people with disabilities.	<p>Percentage of publicly available information on regulations and quasi-regulations requested and provided in:</p> <ul style="list-style-type: none"> • accessible electronic formats • accessible formats other than electronic. <p>Average time taken to provide accessible material in:</p> <ul style="list-style-type: none"> • electronic format • formats other than electronic. 	<ul style="list-style-type: none"> • All client-related information is available in hard copy and on the Customs Internet site. The Internet site includes several forms in portable documents format (PDF) that are intended to be printed as they cannot be submitted online. • The needs of people with disabilities are taken into account in systems development. For instance, a new Internet site is being developed that complies with the standards for Government online services. • Customs Information Centres provide printed information (posted within one day of request) and verbal telephone advice (given immediately). Electronic information is always available on the Customs Internet site. • Written information is presented in inclusive and positive language and plain English is always used. • Internationally accepted directional signs are used at airports. • Alternative formats such as braille or large print can be supplied if needed, but are not produced as standard practice. TTY facilities are also available when required. • Assistance is available for people with disabilities who have difficulty completing forms. • Investigating officers dealing with people with disabilities use alternative methods of communication to ensure that information is fully understood. • Before the 2000 Paralympic Games, Customs staff at airports were trained in assisting people with disabilities. This is now part of the training for all new entry-level staff and focuses on understanding impairments, disability, language choices, stereotyping and interview processes. • Customs is a member of the National Facilitation Committee and is involved in discussions on access to air transport for people with disabilities. This is primarily a Department of Transport and Regional Services responsibility, as it involves airport infrastructure issues such as aerobridge grades, walkway lighting and providing handrails.
Publicly available regulatory compliance reporting is available in accessible formats for people with disabilities.	As above.	<ul style="list-style-type: none"> • Annual reports are available in hardcopy and on the Customs Internet site. They can also be provided in other formats such as braille or large print if required.

Figure 46: Commonwealth Disability Strategy – Provider role

Indicator	Measure	Performance
Providers have established mechanisms for quality improvement and assurance.	Evidence of quality improvement and assurance systems in place.	<ul style="list-style-type: none"> • Customs is accredited by the Australian Quality Council. • The Customs Quality Management Program includes corporate planning, a complaints and compliments handling system, a client service charter, a quality newsletter and results of surveys and external assessments. • Quality improvement teams are used to investigate possible improvements in processes.
Providers have an established service charter that specifies the roles of the provider and consumer and service standards that address accessibility for people with disabilities.	Established service charter that adequately reflects the needs of people with disabilities in operation.	<ul style="list-style-type: none"> • The client service charter commits Customs to giving priority to people with specific needs, such as the elderly, infirm or people with disabilities. • Customs facilitates the movement of people with mobility limitations by allowing them to use 'crew' processing lanes and providing 'head of queue' status.
Complaints/grievance mechanisms, including access to external mechanisms, in place to address issues and concerns about performance.	Established complaints/grievance, including access to external mechanisms in operation.	<ul style="list-style-type: none"> • There is no specific complaints mechanism for people with disabilities. However, a general complaints and compliments system is established and available to all clients. • People can contact a Customs Information Centre 24 hours a day, using a 1300 phone number. TTY facilities are available for this service.

Figure 47: Commonwealth Disability Strategy – Employer role

Indicator	Measure	Performance
Employment policies, procedures and practices comply with the <i>Disability Discrimination Act 1992</i> .	Number of employment policies, procedures and practices that meet the requirements of the <i>Disability Discrimination Act 1992</i> .	<ul style="list-style-type: none"> • All employment policies and procedures meet the requirements of the <i>Disability Discrimination Act 1992</i>. • Numerous employment human resource management policies and guides, supporting the merit principle and principles of reasonable adjustment in employment opportunities, were introduced during 2000.
Recruitment information for potential job applicants is available in accessible formats on request.	<p>Percentage of recruitment information requested and provided in:</p> <ul style="list-style-type: none"> • accessible electronic formats • accessible formats other than electronic. <p>Average time taken to provide accessible material in:</p> <ul style="list-style-type: none"> • electronic format • formats other than electronic. 	<ul style="list-style-type: none"> • All recruitment information is available in hardcopy and electronically on the Customs Internet site. • All advertised positions are allocated a contact officer who can assist with oral enquiries. TTY facilities are also available. • Where required, provisions are made during selection exercises to assist people with special needs.

Figure 47: Commonwealth Disability Strategy – Employer role cont..

Indicator	Measure	Performance
Agency recruiters and managers apply the principle of 'reasonable adjustment'.	Percentage of recruiters and managers provided with information on 'reasonable adjustment'.	<ul style="list-style-type: none"> Information on reasonable adjustment is available for managers and other staff on the Customs Intranet. Information will be included in packages distributed by the recruitment services provider.
Training and development programs consider the needs of staff with disabilities.	Percentage of training and development programs that consider the needs of staff.	<ul style="list-style-type: none"> All training and development programs consider the needs of staff with disabilities. Training facilities are accessible to staff with disabilities. A variety of training formats are provided and examinations can be completed orally or in writing.
Training and development programs include information on disability issues as they relate to the content of the program.	Percentage of training and development programs that include information on disability issues as they relate to the program.	<ul style="list-style-type: none"> All training programs include material relating to people with disabilities. The <i>Customs Development Program</i> provides general diversity training, as well as specific training on disability issues. In 2000 additional training was provided to airport-based staff. These sessions highlighted practical and appropriate ways to provide assistance to people with disabilities. A comprehensive set of materials was prepared and distributed to airport-based staff to assist in their understanding of disability issues.
Complaints/grievance, mechanisms, including access to external mechanisms, in place to address issues and concerns raised by staff.	Established complaints/grievance mechanisms, including access to external mechanisms in operation.	<ul style="list-style-type: none"> All staff can access internal dispute resolution/review processes. Staff involved in these processes have access to assistance and information that considers disability issues. Staff can also access external mechanisms including review by the Merit Protection Commissioner and lodging claims under anti-discrimination legislation to the Human Rights and Equal Opportunity Commissioner. General information on workplace issues for people with disabilities is collected through biennial staff surveys. The performance assessment and feedback system is mandatory for all staff and encourages feedback on performance and development issues.

Appendix F – Commonwealth legislation under which Customs has powers

This list is not exhaustive and does not include delegated legislation, such as regulations.

Primary legislation that Customs has powers under

- *Customs Act 1901*
- *Customs Tariff Act 1995*
- *Customs Tariff (Anti-Dumping) Act 1975*
- *Trademarks Act 1995*
- *Copyright Act 1995*
- *Commerce (Trade Descriptions) Act 1905*

Other legislation that Customs exercises powers under

- *Narcotic Drugs Act 1967*
- *Psychotropic Substances Act 1976*
- *Migration Act 1958*
- *Fisheries Management Act 1991*
- *Australian Postal Corporation Act 1989*
- *National Health Act 1953*
- *Quarantine Act 1908*
- *Financial Transactions Reporting Act 1998*
- *Crimes Act 1914*

Administrative Acts that Customs complies with

- *Customs Administration Act 1985*
- *Privacy Act 1988*
- *Public Service Act 1999*
- *Financial Management and Accountability Act 1997*
- *Freedom of Information Act 1982*
- *Administrative Decisions (Judicial Review) Act 1977*
- *Occupational Health and Safety (Commonwealth Employment) Act 1991*

Other legislation which Customs collects charges and revenue under

- *Customs Depot Licensing Charges Act 1997*
- *Customs (Tariff Concessions System Validations) Act 1989*
- *Customs Undertakings (Penalties) Act 1981*
- *Customs Securities (Penalties) Act 1981*
- *Customs Tariff (Rate Alteration) Act 1988*
- *Import Processing Charges Act 1997*
- *Passenger Movement Charge Act 1978*
- *Passenger Movement Charge Collection Act 1978*

Appendix G – Glossary and acronyms

AAT	Administrative Appeals Tribunal
ACV	Australian Customs vessel
ADJR Act	<i>Administrative Decisions (Judicial Review) Act 1977</i>
AFP	Australian Federal Police
Air cargo automation	EDI-based system for processing of air waybills
Air waybill	A document that evidences the contract between shipper and carrier for carriage of air cargo
ANAO	Australian National Audit Office
APC	Advance Passenger Clearance (an earlier version of APP)
APEC	Asia Pacific Economic Cooperation
APP	Advance Passenger Processing
APS	Australian Public Service
AQIS	Australian Quarantine and Inspection Service
ATO	Australian Taxation Office
AUSTRAC	Australian Transaction Reports and Analysis Centre
CEO	Chief Executive Officer
CGT	Customs Graduate Trainee
CIC	Customs Information Centre
CL	Customs Level (with reference to staff classifications)
CMR	Cargo management re-engineering
CNCC	Customs National Consultative Committee
COMPILE	Customs On-line Method of Preparing Invoices from Lodgeable Entries – the Customs business application for Customs and Excise entry preparation and processing
CT	Customs Trainee
CTC	Competitive tendering and contracting
CWCSS	Coastwatch Command Support System
DHEA	Dehydroepiandrosterone, also known as prasterone, a performance-enhancing drug
DIMA	Department of Immigration and Multicultural Affairs
Duty forgone	Import duty that would have been collected if a concessional scheme had not been used and duty had been paid at the general tariff rate
ECN	Export Clearance Number
EDI	Electronic Data Interchange – an automated paperless system that permits transmission of information such as invoices and purchase orders over a computer network
EDIFICE	Electronic Data Interchange for Input of Customs Entries – the Customs business application for electronic funds transfer of import and excise duties payable
Entry Control Point	A designated point at an air or sea port, where international passengers are subject to Customs and immigration formalities or

EDSA	procedures, before legal entry into Australia EDS Australia (IT service provider)
EXIT	Export Integration system – the Customs information system for processing export entries and manifests
Find	A ‘find’ relates to the detection of a situation where a Government regulation has been breached. This includes prohibited goods importation, revenue fraud, and commercial copyright breach
FFV	Foreign fishing vessel
FOI	Freedom of information
FOI Act	<i>Freedom of Information Act 1982</i>
GST	Goods and Services Tax
HOCOLEA	Heads of Commonwealth Operational Law Enforcement Agencies
HR	Human resources
Immigration referrals	Where an international passenger is referred to an immigration officer for secondary examination in relation to a travel document, visa, or other immigration matter
Ionscan	Particle trace detector
IT	Information technology
JCPAA	Joint Committee of Public Accounts and Audit
JSIG	Joint Strategic Intelligence Group
LCT	Luxury Car Tax
MDMA	3,4-methylenedioxymethamphetamine – also know as ecstasy
NCA	National Crime Authority
NIDS	<i>National Illicit Drug Strategy</i>
NIS	National Intelligence System
NPAC	National Pay and Accounts Centre
NPPC	National Passenger Processing Committee
OH&S	Occupational health and safety
PACE	Passenger Analysis Clearance and Evaluation System
PAES	Portfolio Additional Estimates Statements
PAF	Performance Assessment and Feedback
PBS	Portfolio Budget Statements
PEDs	Performance-enhancing drugs
PIA	Permit-issuing agency
PMC	Passenger movement charge – a charge placed on individuals leaving Australia

Sea cargo automation	EDI-based system for processing of sea cargo manifests
SES	Senior executive service
SIEV	Suspect illegal entrant vessel
SME	Small to medium enterprise
SOCO	Sydney Organising Committee for the Olympic Games
SUNC	Suspect unlawful non-citizen
TAPIN	Tariff and Precedents Information Network – this system holds all details about the Customs import tariff, and also records details of all requests for Tariff Advice Notices
TCO	Tariff Concession Order
TEXCO	Tariff Export Concession Scheme – this scheme allows importation without payment of duty or sales tax when the goods are intended for export
TRIPS	Travel Immigration Processing System
TRS	Tourist Refund Scheme
UNTAET	United Nations Transitional Administration in East Timor
US	United States of America
WCO	World Customs Organization
WET	Wine Equalisation Tax
WTO	World Trade Organization

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