

APPENDICES

This section includes other supporting information.

APPENDIX A: GUIDE TO THE ANNUAL REPORT

Customs Annual Report provides details of Customs operations and performance for the financial year ending 30 June 2000.

The Annual Report is aligned to both the Attorney-General's Portfolio Budget Statements 1999-2000 and the Attorney-General's Portfolio Additional Estimates Statements 1999-2000.

Differences from Previous Reports

This report details Customs performance in terms of its five outputs and contribution to the overall outcome. Customs no longer reports on the performance of programs. A map illustrating the move from programs to outcome is at Appendix B on page 141.

Figure 35: Reconciliation Between Past and Current Annual Report Content

Content not previously included	Items no longer included
Review of performance in relation to outputs and contribution to outcomes.	Program performance reporting.
Overview of Customs performance and financial results and outlook for the following year.	Industrial Democracy.
Statement of the main corporate governance principles.	Legislation accompanied by a Regulation Impact Statement.
Assessment of effectiveness in managing and developing staff to achieve Customs objectives.	
Report on environmental performance.	

Cameos

In order to highlight key aspects of Customs operations, a number of cameos have been included in this Report.

Graphs and Figures

Where figures differ from those published in previous Customs Annual Reports, they represent revisions based on the latest available information.

Enquiries

Enquiries about this Report should be directed to the contact officer listed on page 15.

APPENDIX B: TRANSITION FROM PROGRAMS TO OUTCOME

Figure 36: Map from Program/Sub-Programs to Outcome/Outputs



* From 1 July 2000, Output Four will be amended to: *the administration of customs duty and indirect taxes, other border-related revenue collections, and import/export statistics.*

APPENDIX C: CUSTOMS INFORMATION CENTRES

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

Customs Information Centres are at the following Customs locations:

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

Western Australia
Customs House
2 Henry Street
FREMANTLE WA 6160
PO Box 396
FREMANTLE WA 6959
Facsimile: 08 9430 1391

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

Northern Territory
Customs House
21 Lindsay Street
DARWIN NT 0800
GPO Box 210
DARWIN NT 0801
Facsimile: 08 8946 9953

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

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

APPENDIX D: ADMINISTRATIVE APPEALS TRIBUNAL (AAT) & ADMINISTRATIVE DECISIONS (JUDICIAL REVIEW) ACT 1977 (ADJR ACT)

Figure 37: AAT Applications for Review (s.37)

	1997-1998	1998-1999	1999-2000
Tariff Concessions	31	25	13
Diesel Fuel Rebate	45	50	na
Tariff Classification	28	11	10
Refunds	55	13	12
Penalties	20	-	3
FOI	4	2	1
Bounties	3	5	1
Valuation/Preference	3	11	31*
Other	10	9	5
Total	199	126	76

* 26 of these applications relate to one issue currently the subject of Federal Court proceedings.

Figure 38: AAT Requests for Reasons (s.28)

	1997-1998	1998-1999	1999-2000
Tariff Concessions	-	-	-
Tariff Classification	3	1	-
Refunds	1	-	2
Diesel Fuel	2	2	na
Penalties	5	-	-
Bounties	-	-	-
Valuations	-	-	-
Other	1	1	1
Total	12	4	3

Figure 39: AAT Decisions Handed Down

	1997-1998	1998-1999	1999-2000
Customs decisions affirmed	16	14	2
Customs decisions set aside	12	9	3
Diesel Fuel Rebate	9	2	-
Tariff Classification	2	2	1
TCO	-	2	-
Administrative Penalties	-	1	-
Bounties	1	2	-
Refunds	na	na	1
Valuation	na	na	1
Total	28	23	5

Figure 40: Matters Settled or Dismissed Prior to Being Heard by the AAT

	1997-1998	1998-1999	1999-2000
Matters dismissed (s42A)*	56	48	15
Matters settled by consent (s42C)	43	36	48
Tariff Concessions	20	7	22
Tariff Classification	10	2	12
Diesel Fuel Rebate	7	17	na
Refunds	1	3	7
FOI	1	-	1
Excise	1	-	na
Administrative Penalties	-	5	3
Other#	3	2	3
Total	99	84	63

* Refers to matters withdrawn by applicants.

Includes 2 valuation and 1 bounty.

Figure 41: Appeals from Decisions of the AAT

Federal/Supreme/High Court Judgments	1997-1998	1998-1999	1999-2000
Appeals resolved in favour of Customs	11	7	2
Appeals resolved against Customs	2	2	1
Diesel Fuel	1	1	-
Tariff Classification	1	-	-
Valuations	-	1	1
Total	13	9	3

Figure 42: ADJR Act Applications/Requests for Reasons

	1997-1998	1998-1999	1999-2000
Federal Court applications for review	10	7	7
Request for Statements of Reasons	12	8	3
Total	22	15	10
Matters settled during year	13	6	2
Matters pending	11	2	4

Figure 43: Federal Court Decisions in ADJR Act Matters

	1997-1998	1998-1999	1999-2000
Matters resolved in favour of Customs	8	0	2
Matters resolved against Customs	1	4	3
Total	9	4	5

APPENDIX E: STAFFING INFORMATION

Figure 44: Staff Classification and Region, 30 June 2000*

	NSW	VIC	QLD	WA	SA	TAS	NT	ACT	Total
ACAD Aboriginal Cadet Administrative	-	-	-	-	-	-	-	3	3
CT Customs Trainee	13	38	37	20	12	-	19	-	139
CGT Customs Graduate Trainee	5	4	2	1	-	-	1	4	17
CL1 Customs officer	675	297	324	186	56	10	44	169	1 761
CL2 Senior Customs officer	358	199	145	101	54	13	36	185	1 091
CL3 Customs Supervisor	182	125	68	57	28	7	18	243	728
CL4 Customs Manager	36	21	20	17	7	-	4	177	282
CL5 Customs Director [^]	11	9	4	3	1	2	2	80	112
SES1	2	1	1	1	1	-	-	17	23
SES2	1	1	-	-	-	-	-	4	6
SES3	-	-	-	-	-	-	-	2	2
CEO	-	-	-	-	-	-	-	1	1
Total	1 283	695	601	386	159	32	124	885#	4 165
Males	825	471	380	257	101	25	73	517	2 649
Females	458	224	221	129	58	7	51	368	1 516

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

Includes National Payment and Accounts Centre (NPAC Melbourne) and National Marine Group.

[^] CL5 in NT and TAS include one substantive CL5 and one staff member on HDA.

Figure 45: Staff Numbers by Classification, 30 June 2000

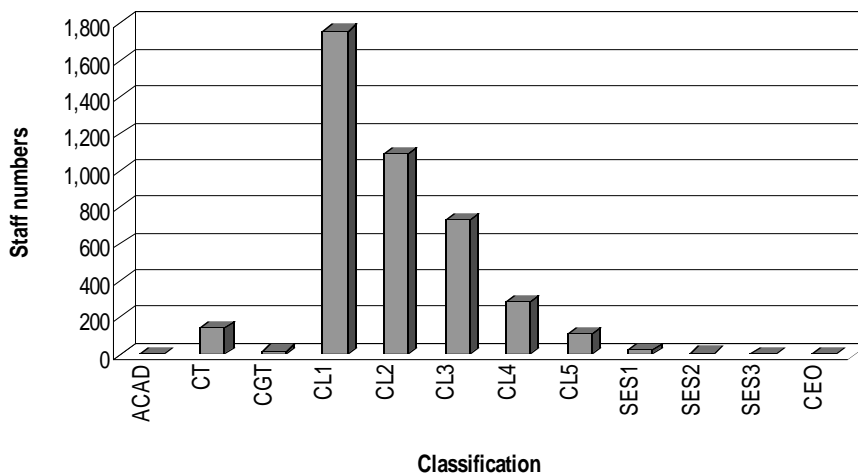


Figure 46: Staff Employment Category and Region, 30 June 2000*

Employment category	NSW	VIC	QLD	WA	SA	TAS	NT	ACT	Total
On-going	1 280	695	599	384	157	32	123	829	4 099
Non on-going	3	-	2	2	2	-	1	56	66
Total	1 283	695	601	386	159	32	124	885	4 165
Full-time	1 170	649	573	360	151	31	123	854	3 911
Part-time	113	46	28	26	8	1	1	31	254
Total	1 283	695	601	386	159	32	124	885	4 165

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

Figure 47: Senior Executive Service Classification and Gender, 30 June 2000*

	SES1	SES2	SES3	Total
Females	9	2	-	11
Males	14	4	2	20
Total	23	6	2	31

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

SES Movements

In the year to 30 June 2000, four SES officers left Customs through retirement and one transferred to another agency. There were two internal promotions and one appointment from another agency.

Under the *Public Service Act 1999*, six officers were re-assigned duties and therefore moved within the agency.

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

Figure 48: Representation of Equity and Diversity (E&D) Groups of On-going Staff by Salary Levels, 30 June 2000 +

Classification/salary range	Voluntary declaration						Staff providing E&D data
	Women	NESB1*	NESB2#	Total NESB	ATSI~	PWD^	
Number of staff							
ACAD (\$15 769 to \$29 049)	3	-	-	-	2	-	2
CT (\$15 769 to \$29 049)	73	10	24	34	5	1	46
CGT (\$29 049 to \$32 984)	10	-	-	-	-	1	11
CL1(\$24 264 to \$37 254)	727	163	275	438	55	64	1 440
CL2 (\$37 254 to \$43 767)	405	78	107	185	11	49	899
CL3 (\$43 767 to \$52 254)	197	47	65	112	4	31	612
CL4 (\$55 350 to \$62 971)	64	13	24	37	1	8	233
CL5 (\$62 971 to \$78 803)	26	3	3	6	-	3	94
SES (above \$80 000)	11	1	1	2	-	3	25
Total	1 516	315	499	814	78	160	3 362
Equity and diversity groups by percentage							
ACAD (\$15 769 to \$29 049)	100	-	-	-	66.7	-	66.7
CT (\$15 769 to \$29 049)	50.6	5.4	13.7	19.1	0.6	0.7	44.6
CGT (\$29 049 to \$32 984)	58.8	-	-	-	-	5.9	64.7
CL1(\$24 264 to \$37 254)	41.3	9.5	15.7	25.2	2.7	3.6	81.6
CL2 (\$37 254 to \$43 767)	37.1	6.5	8.9	15.4	0.9	4.7	81.9
CL3 (\$43 767 to \$52 254)	26.4	6.3	8.8	15.1	0.6	4.5	84.8
CL4 (\$55 350 to \$62 971)	23.3	4.7	8.7	13.5	0.4	2.6	82.9
CL5 (\$62 971 to \$78 803)	24.1	2.7	2.7	5.4	-	3.6	83.9
SES (above \$80 000)	35.5	3.5	3.5	6.9	-	6.9	75.9
Total	36.4	7.6	12	19.5	1.9	3.8	80.7

+ Include on-going and non on-going staff, staff on leave (including paid/unpaid in-operatives), higher duties and officers on loan from other agencies (where Customs is paying their salary). Numbers are headcount and reflect actual occupancy (derived from Peoplesoft). Percentages are based on total on-going staff.

* Non-English speaking background (first generation).

Non-English speaking background (second generation).

~ Aboriginal or Torres Strait Islander.

^ People with disabilities.

APPENDIX F: OCCUPATIONAL HEALTH AND SAFETY

Customs continues to develop its health and safety infrastructure in accordance with the Occupational Health and Safety [Commonwealth Employment] Act 1991 (OH&S [CE] Act). Customs Occupational Health and Safety manual and associated guidelines are subject to ongoing review. This information is on the Customs Intranet.

Customs also plays a significant role with the Commonwealth Safety Management Forum (formerly known as the National Occupational Health and Safety Forum). This forum addresses rehabilitation, compensation and return to work issues and was formally launched at Customs House in Canberra on 30 May 2000.

Policies relating to health and safety issues regarding Y2K concerns were developed and implemented during 1999. Customs Occupational Health and Safety Agreement with the Community and Public Sector Union was also reviewed and endorsed for national implementation.

The following Guidelines were reviewed through the year:

- screen based equipment
- eye-sight testing
- potential for exposure to fumigants
- communicable diseases
- manual handling
- personal protective clothing and equipment.

The following Guidelines were developed and implemented:

- confined spaces
- handling and storage of firearms
- closed circuit television facilities.

Guidelines currently being developed address:

- staff and client violence
- personal career planning for regional OH&S return to work coordinators
- an evaluation strategy for return to work programs.

Occupational Health and Safety Award

In October 1999, Customs received the ACT Occupational Health and Safety Council Award. The award organisers, ACT Workcover, deemed the Customs OH&S manual to be an initiative leading to tangible improvements in the health and safety awareness of the workforce.

Employee Relations, National Occupational Health and Safety Coordinator, Bob Simms, said:

'Getting these manuals widely circulated and providing easy reading of otherwise complex information has definitely been effective. The rate of injury frequency and severity in Customs work areas is decreasing.'

Health Services Australia provides health surveillance programs under a Service Agreement with Customs.

These services include:

- eye-sight testing
- asbestos exposure screening
- fitness for tasking
- medical monitoring for staff having a potential for exposure to fumigants.

Services provided under the Customs Hearing Conservation Program included:

- hearing protection equipment
- audiometry
- noise mapping and dosimetry
- training and awareness
- hygiene equipment and materials.

COMCARE Premium

Customs COMCARE premium for 1999-2000 was set at 1.25 per cent.

Health and Safety Representatives

Within the terms of the OH&S [CE] Act, health and safety representatives and deputies were appointed and received appropriate training. Regional health and safety committees report quarterly to the National Occupational Health and Safety Committee.

Notifications under Section 68 - OH&S [CE] Act

There were 23 notifications under section 68 of the OH&S [CE] Act.

Directions under Section 45 - OH&S [CE] Act

No directions were given.

Notifications under Sections 30/46/47 - OH&S [CE] Act

No notifications were made.

OH&S Investigations Conducted

COMCARE Australia conducted seven planned investigations across all mainland states and territories. Customs addresses the issues and recommendations arising from these investigations. No reactive investigations were conducted during the period.

APPENDIX G: ENVIRONMENTAL PERFORMANCE

Customs recently agreed to a collaboration project with the Australian Greenhouse Office (AGO) to develop an energy issues paper that will form the basis of a Customs Energy Management Plan. It is anticipated that this will extend to the identification of appropriate opportunities to reduce energy consumption. The reduction could be achieved by measures ranging from basic internal 'housekeeping' through to identifying and evaluating energy procurement procedures in the context of the deregulated national energy market. The benefits realised should see an effective contribution to the reduction of greenhouse gas emissions. It should also comply with and meet the targets of the Commonwealth Energy Policy.

Additionally, Customs agreed to participate in a 'green energy' initiative to directly support the Commonwealth Energy Policy and the National Greenhouse Strategy. Customs agreed to pay a premium for the purchase of 'green energy' for the next 12 months. This was achieved through the savings as a result of the AGO's Energy and Environment Services Team negotiated electricity agreement for Commonwealth properties and tenancies held by agencies in the ACT. This product involves a portion of energy purchased by Customs being delivered from renewable resources, such as wind, biomass, solar or new hydro. By investing in 'green energy' Customs will meet its commitments under the National Greenhouse Strategy, bring long term sustainable gains to the Commonwealth and also contribute to the service wide adoption of these reforms through leadership by example.

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APPENDIX J: GLOSSARY OF ACRONYMS AND ABBREVIATIONS

AAT	Administrative Appeals Tribunal
ABN	Australian Business Number
ABS	Australian Bureau of Statistics
ACAD	Aboriginal Cadet Administrative
ACP	Advanced Cargo Profiling
ACV	Australian Customs Vessel
ADJR Act	<i>Administrative Decisions (Judicial Review) Act 1977</i>
AFP	Australian Federal Police
AGO	Australian Greenhouse Office
ANAO	Australian National Audit Office
APC	Advance Passenger Clearance
APEC	Asia Pacific Economic Cooperation
API	Advance Passenger Information
APP	Advance Passenger Processing
APS	Australian Public Service
APU	Accredited Purchasing Unit
AQIS	Australian Quarantine and Inspection Service
ASC	Australian Sports Commission
ASDA	Australian Sports Drug Agency
ATO	Australian Taxation Office
ATSI	Aboriginal or Torres Strait Islander
AUSTRAC	Australian Transaction Reports and Analysis Centre
CAS	Customs Advisory Service
CCF	Customs Connect Facility
CCHS	Complains and Compliments Handling System
CCTV	Closed Circuit Television
CEO	Chief Executive Officer
CEP	Commercial Education Program
CGT	Customs Graduate Trainee
CIC	Customs Information Centre
CL	Customs Level
CLEICC	Commonwealth Law Enforcement Intelligence Consultative Committee
CMR	Cargo Management Re-engineering
CNCC	Customs National Consultative Committee
COMPILE	Customs On-line Method of Preparing from Invoices Lodgeable Entries
COEs	Centres of Expertise
CRIS	Coastwatch Reporting and Information System
CT	Customs Trainee
CTC	Competitive Tendering and Contracting
CTRT	Customs Tax Reform Team

DFAT	Department of Foreign Affairs and Trade
DIMA	Department of Immigration and Multicultural Affairs
DISR	Department of Industry, Science and Resources
DOFA	Department of Finance and Administration
EDI	Electronic Data Interchange
E&D	Equity and Diversity
EDIFICE	EDI for Input of Customs Entries
EDSA	EDS Australia (IT Service Provider)
EPO	Erythropoietin
ETA	Electronic Travel Authority
ETAS	Electronic Travel Authority System
EXIT	Export Integration System
FFV	Foreign Fishing Vessel
FOI	Freedom of Information
GST	Goods and Services Tax
HDA	Higher Duties Allowance
HOCOLEA	Heads of Commonwealth Operational Law Enforcement Agencies
HR	Human Resources
IAU	Internal Affairs Unit
ICON	Intra-government Communications Network
INTERFET	International Forces East Timor
Ionscan	Particle Trace Detector
IRG	Industry Reference Group
IT	Information Technology
JACG	Joint Asian Crime Group
JCPAA	Joint Committee of Public Accounts and Audit
JSIG	Joint Strategic Intelligence Group
LCT	Luxury Car Tax
MAB	Management Advisory Board
MACC	Minister's Advisory Council on Customs
MOU	Memorandum of Understanding
NCA	National Crime Authority
NESB1	Non-English Speaking Background (first generation)
NESB2	Non-English Speaking Background (second generation)
NESS	National Examinations and Seizures System

NIDS	National Illicit Drugs Strategy
NIS	National Intelligence System
NPAC	National Pay and Accounts Centre
NPPC	National Passenger Processing Committee
NSC	National Surveillance Centre
OCRU	Olympics Cargo Response Unit
OH&S	Occupational Health and Safety
PACE	Passenger Analysis Clearance and Evaluation System
PAF	Performance Assessment and Feedback
PASS	Passenger Automatic Selection System
PBS	Portfolio Budget Statements
PEDs	Performance Enhancing Drugs
Peoplesoft	Human Resources Information System
PIA	Permit Issuing Agency
PMC	Passenger Movement Charge
PMTF	Prime Minister's Task Force
PVC	Polyvinylchloride
PWC	PricewaterhouseCoopers
QIN	Quarantine Infringement Notice
RCC	Recognition of Current Competence
SEF	Statement of Essential Facts
SES	Senior Executive Service
SIEVs	Suspect Illegal Entrant Vessels
SME	Small to Medium Enterprise
SOCOG	Sydney Organising Committee for the Olympic Games
SUNCs	Suspect Unlawful Non-Citizens
TAPIN	Tariff and Precedent Information Network
TCO	Tariff Concession Order
TGA	Therapeutic Goods Administration
TMRO	Trade Measures Review Officer
TRIPS	Travel Immigration Processing System
TRS	Tourist Refund Scheme
UN	United Nations
UNTAET	United Nations Transitional Administration East Timor
US	United States of America
WET	Wine Equalisation Tax
WCO	World Customs Organisation
WST	Wholesales Sales Tax

WTO World Trade Organisation

Y2K Year 2000

CAMEO - PUBLIC SERVICE MEDAL TO JENNY PEACHEY

Work done to improve the Commonwealth's financial management practices resulted in current Office of Business Systems National Director Jenny Peachey receiving a Public Service Medal on Australia Day 2000.

Jenny is just the third Customs officer to be awarded the Public Service Medal for outstanding public service in the Australia Day honours list. She was particularly recognised for her contribution to improving Commonwealth financial management practices.

Seconded to the Management Advisory Board (MAB) in 1997, she led a team of five senior Commonwealth public servants to produce a report, *Beyond Bean Counting – Effective Financial Management in the APS – 1998 and Beyond*, issued in December 1997.

Customs Deputy Chief Executive Officer John Drury said: 'The results which came from her management of the project are now starting to be felt within the Australian Public Service at large and there is little doubt that her leadership provided the particular quality which has led to the results being so worthwhile.'

Previous recipients were John Vandeloo in 1998 for his work on a breeding and rearing program for drug detector dogs and Paul Murphy in 1990 for his significant contribution to the Public Service and Customs.