

INDEX

6

A

A4 copy paper case, 62, 63
 Aboriginal and Torres Strait Islander staff, 145, 147
 access and equity, 77-8, 80, 147
 accountability and management, 65-84
 Accredited Client Scheme, 20
 Accredited Purchasing Unit, 81
 accrual budgeting, 67
 acquisitions, see purchasing
 acronyms and abbreviations, glossary of, 154-7
 Administrative Appeals Tribunal (AAT), 71, 143-4
 Administrative Decisions (Judicial Review) Act 1977 reviews, 71, 144
 administrative penalties, 143
 Advance Passenger Clearance (APC) system, 48
 Advance Passenger Information (API), 47-8
 Advance Passenger Processing (APP), 47-8
 Advanced Cargo Profiling, 84
 advertising and market research, 14
 agency group, 9
 air cargo, 31, 32, 56
 air passengers, 34, 38, 46-50
 aircraft and aerial surveillance, 22, 23, 40-1, 50, 52
 airlines, 48
 airports, 49

- drug seizures at, 34, 35-6, 45
- Passenger Movement Charge, 57
- passenger processing performance, 46
- Tourist Refund Scheme (TRS) booths, 17

 alcohol excise, 24
 AMI Toyota, 71
 amphetamines, 40
 anti-doping strategy, 41
 anti-dumping and countervailing administration, 28, 29, 61-3
 appeals against Customs decisions, 63, 71, 143-4

- performance against targets, 56, 61

 applications development, 84
 applications performance, 56
 appreciation, letters of, 39
 APS Values and Code of Conduct, 67
 AQIS, 17, 18, 22, 23-4, 49, 78

asset management, 81
 Attorney General's Department, 40
 Auditor-General reports, 53, 71-2
 audits, 53, 62, 66, 71-2
 Australian Bureau of Criminal Intelligence, 41
 Australian Bureau of Statistics, 57
 Australian Customs Vessels, 50, 53
 Australian Defence Forces, 22, 48, 50, 51
 Australian Federal Police (AFP), 22, 35, 36, 38
 Australian Greenhouse Office, 150
 Australian National Audit Office (ANAO) reports, 53, 71-2
 Australian Public Service Values and Code of Conduct, 67
 Australian Quarantine and Inspection Service (AQIS), 17, 18, 22, 23-4, 49, 78
 Australian Sports Commission, 41
 Australian Sports Drug Agency, 41
 Australian Taxation Office, 24
 authority, 9

- see also legislation

 average staffing level, 28
 awards, 148, 158

B

Ballast Water Levy, 57
 banking arrangements, 81
 base level training, 67, 80
 Bay Class vessels, 53
 Bell 412 helicopter, 52
 benchmarking, 55
 black cocaine, 35-6
 Border Protection Legislation Amendment Act 1999, 53-4
 border technology, 44-5
 bounties, 143
 briefings, 70
 Business Partnerships, 20

C

cannabis, 33, 34, 35, 40
 cargo facilitation (Output 1), 28, 29, 31-45

- Olympic temporary imports, 18

 Cargo Management Re-engineering (CMR), 13, 19-21, 84
 carpet backing case, 62, 63

- cash management, 81
 - Centres of Expertise, 24, 40-1
 - Certified Agreement, 75
 - Charter of Public Service in a Culturally Diverse Society, 80
 - cheese and curd quota, 27, 58
 - classification structures (Customs), 75
 - clients, accountability to, 78-80
 - closed circuit television surveillance, 45
 - coastal and offshore surveillance
(Coastwatch (Output 3), 21-2, 28, 29, 50-4, 64
 - community participation programs, 39-40
 - Service Legal Agreement with DIMA, 23
 - Coastwatch Analysis Unit, 23
 - cocaine seizures, 33, 34, 35-6, 45, 53
 - Code of Conduct, 67
 - COMCARE, 149
 - Commercial Education Program, 75, 80
 - Commonwealth Director of Public Prosecutions, 22
 - Commonwealth Energy Policy, 150
 - Commonwealth of Australia Constitution, 9
 - Commonwealth Ombudsman, 54, 73
 - Commonwealth Safety Management Forum, 148
 - community participation programs, 39-40
 - community protection referrals, 37-8
 - competitive tendering and contracting, 82-3
 - complaints, 67, 73, 78
 - Complaints and Compliments Handling System, 78
 - compliments, 39, 78
 - compliance, 27, 59-61
 - see also investigations
 - concessions, 27, 56, 58-9, 143, 144
 - Constitution, 9
 - consultants, 14
 - consultative mechanisms, 12-13
 - contact officer for further information, 15
 - contract management, 82-3
 - see also purchasing
 - corporate governance, 66-8
 - corporate planning, 66
 - corporate services, market testing of, 82
 - court appeals, see Federal Court appeals
 - cross-cultural awareness, 49, 80
 - cultural diversity, 49, 77-8, 80, 147
 - currency, undeclared excess, 38, 39
 - Customs Accredited Purchasing Unit, 81
 - Customs Administration Act 1985, 9, 41
 - Customs Advisory Service (CAS), 80
 - Customs Certified Agreement, 75
 - Customs Connect Facility (CCF), 20
 - Customs Corporate Data Management Strategy, 21
 - Customs Energy Management Plan, 150
 - Customs Hearing Conservation Program, 149
 - Customs Information Centres (CICs), 55, 80, 142
 - Customs Legislative Amendment (Criminal Sanctions and Other Measures) Act 2000, 42
 - Customs National Consultative Committee, 13
 - Customs Occupational Health and Safety Agreement, 148
 - Customs (Prohibited Imports) Regulations, 41
 - Customs Service Charters, 79
 - Customs Vision, 9
 - Customs Watch, 39-40
 - Customs Workforce Planning Project, 74-5
- ## D
- Dash 8 aircraft, 22, 23
 - data management, 21, 57
 - Defence Signals Directorate, 20
 - Department of Defence, 22, 40
 - Department of Finance and Administration (DOFA), 26, 138
 - Department of Foreign Affairs and Trade, 40
 - Department of Immigration and Multicultural Affairs (DIMA), 18, 22, 23
 - Department of Industry Science and Resources, 49
 - detector dogs, 45
 - DHEA, 37
 - digital signatures, 20
 - Director of Public Prosecutions, 22
 - District and Geographic (D&G) allowances, 77
 - diversity, 49, 77-8, 80, 147
 - documents, 15, 70
 - dogs, 45
 - drawbacks, 27, 56, 79
 - drugs, 33-8, 39, 40-2, 44
 - detection by vessels, 53

detector dogs, 45
 Torres Strait region, 52
 dumping and countervailing administration
 (Output 5), 28, 29, 61-3
 duty forgone, 58

E

East Timor, 30, 40
 economies in transition legislation, 63
 ecstasy seizures, 33, 34, 35, 36
 EDS Australia, 83-4
 education and training, 14, 40, 41
 see also staff training and
 development
 electronic commerce, 20
 Electronic Travel Authority System (ETAS),
 47
 Energy Management Plan, 150
 environmental performance, 150
 equity and diversity, 49, 77-8, 80, 147
 erythropoietin (EPO), 41
 establishment of Customs, 9
 ethical standards, 67-8
 evasion of duty, 60-1
 excise, 24
 Exercise Crocodile 99, 48-9
 export entries, 32, 33, 56, 57
 export Permit Issuing Agencies (PIAs), 42
 external scrutiny, 68-73

F

Federal Court appeals, 63, 71, 144
 performance against targets, 61
 feedback, see complaints; compliments
 figures and tables, list of, 152-3
 finance, 26-9, 85-138
 see also Output Pricing Review
 Financial Management branch, 81
 financial statements, 85-137
 Foreign Fishing Vessels, 50
 fraud investigations, 60-1
 freedom of information, 68-70, 143, 144
 Fremantle Class Patrol Boats, 50
 Frontline, 39
 full-time staff, 146

G

goods, movement of, see cargo facilitation

Goods and Services Tax (GST), 16
 Graduate Trainee Program, 74, 145
 'green energy' initiative, 150

H

Heads of Commonwealth Operational Law
 Enforcement Agencies (HOCOLEA), 13
 health and safety (staff), 148-9
 Health Services Australia, 149
 Hearing Conservation Program, 149
 hearing impaired clients, 80
 helicopters, 52
 heroin, 33-4, 35, 36
 hormones, 36, 37, 41
 human resources, see staff

I

'ice', 45
 illegal entrants, 21-2, 23, 39-40, 51, 53-4
 illegal entry vessels, 50
 illegal fishing and fishing vessels, 50, 54
 illicit drugs, see drugs
 import duty, evasion of, 60-1
 import entries, 32, 33, 55, 56, 59
 import valuation advice, 55, 57-8, 143, 144
 Indigenous staff, 145, 147
 induction of new staff, 67, 80
 industry data, integrity of, 57, 59
 Industry Reference Group, 13
 industry schemes, 27, 58-9, 143, 144
 information technology, 76, 83-4
 Coastwatch, 52
 Customs Information Centres
 (CICs), 80
 electronic commerce, 20
 passenger facilitation, 49-50
 integrity, 67
 intellectual property seizures, 18, 39
 intelligence, 22-3, 44, 84
 Intelligence Branch, 44
 inter-agency cooperation, 22-4
 Internal Affairs Unit, 67-8
 Internal Audit, 66
 international activity, 14, 43, 45, 48-9
 East Timor, 30, 40
 international air passengers, 34, 38, 46-50
 international airport signage, 49

International Convention on the Simplification and Harmonisation of Customs Procedures, 43, 72
international mail articles, 42
international trade facilitation, 43
Internet, 15, 80
Internet based transactions, 20
intervention rates, 31
Intranet, 76
investigations, 55, 56, 60
 Internal Affairs Unit, 67-8
 occupational health and safety, 149
ionscan particle trace detector, 44

J

Joint Committee of Public Accounts and Audit, 53
Joint Standing Committee on Treaties, 72
judicial decisions, see Federal court appeals

K

key priorities, 16-24
Kia Australia, 71
Kyoto Convention, 43, 72

L

legislation, 9, 72-3
 border protection, 53-4
 economies in transition, 63
 prohibited imports, 41-2
 revenue compliance, 59
levies, 57
linguistic diversity, 77-8, 80, 147
location of Customs offices, 12
 Customs Information Centres, 142

M

management and accountability, 65-84
Marine Navigation Levy, 57
marine surveillance, 40-1, 50, 53
market research, 14
market testing, 82
Memoranda of Understanding, 22, 48
migrants, illegal, 21-2, 23, 39-40, 51, 53-4
Minister responsible, 9

ministerial representations, 70
Minister's Advisory Council on Customs (MACC), 12
misconduct of Customs employees, 67

N

narcotics, see drugs
National Consultative Committee, 13
National Examinations and Seizures System (NESS), 84
National Greenhouse Strategy, 150
National Illicit Drug Strategy, 52
National Intelligence System, 44, 84
National Marine Unit, 50, 51, 53
National Occupational Health and Safety Forum, 148
National Passenger Processing Committee, 13
New South Wales Police Service, 41
National Surveillance Centre, 21, 23, 64
New Tax System, 16, 75
non-English speaking backgrounds, people from, 77-8, 80, 147
non on-going staff, 146

O

occupational health and safety, 41, 148
Office for Government On-line, 20
office locations, 12
Office of National Assessments, 23
offshore surveillance, see coastal and offshore surveillance
Olympic Games, 17-18, 48
Olympic Intelligence Centre, 41
Olympics Cargo Response Unit (OCRU), 18
Ombudsman, 73
on-going staff, 146
On-line Information System, 80
organisational structure, see structure
outcome and outputs, 10, 26-64, 141
output based accrual budgeting, 67
Output Pricing Review, 26-9, 82, 138
 cargo facilitation (Output 1), 31, 32
 passenger facilitation (Output 2), 46-7
 revenue collections (Output 4), 55
outsourcing, 82-3
overseas posts, 14

P

PACE, 49-50
 Paralympic Games, 17-18
 parliamentary committee inquiries and reports, 53, 72-3
 Parliamentary Questions, 70
 part-time staff, 146
 Passenger Analysis Clearance and Evaluation (PACE) system, 49-50
 passenger facilitation (Output 2), 13, 28, 29, 46-50
 Passenger Movement Charge, 57
 Peachey, Jenny, 158
 penalties, 38, 42, 60, 61, 143
 Performance Assessment and Feedback, 76
 performance enhancing drugs (PEDs), 36-7, 38, 39, 41
 performance report, 25-64
 Permit Issuing Agencies (PIAs), 42
 petroleum products excise, 24
 planning, 66
 Policy By-law Scheme, 58
 polyvinyl chloride case, 62
 portfolio membership, 22
 PricewaterhouseCoopers, 62
 Prime Minister's Task Force on Coastal Surveillance, 21-2
 priorities, 16-24, 26
 privacy matters, 73
 Productivity Commission, 59
 Programs, 141
 prohibited imports and exports, 33-8, 41-2
 see also drugs
 prosecutions, 37-8, 60-1
 Protection of the Sea Levy, 57
 Public Service Medal, 158
 purchasing, 81, 82-3
 aircraft, 22
 Bay Class vessels, 53

Q

Qantas Airlines, 48
 quarantine, 38, 57

R

radio communications network, Torres Strait, 44
 recoveries of money, 59

recruitment of staff, 17, 74
 referrals, 37-8, 39, 46
 refunds, 56, 59, 143, 144
 to tourists, 16-17
 resources, 28
 see also finance; staff
 responsible Minister, 9
 revenue collections (Output 4), 27, 28, 29, 54-61
 revenue compliance, 27, 59-61
 review of decisions, see appeals against Customs decisions
 risk management, 44, 62, 66-7
 Royal Australian Air Force P3 Orion, 50
 Royal Australian Navy Fremantle Class Patrol Boats, 50

S

satisfaction, see complaints; compliments
 scrutiny, 66, 68-73
 sea cargo, 31, 32
 seaports, 32, 45
 Passenger Movement Charge, 57
 Tourism Refund Scheme booths, 17
 security, 68
 seizures, 18, 33-7, 39, 40, 45, 53
 Senate committees, 72
 Senior Executive Officer (SES) staff, 77, 145, 146, 147
 senior managers, 10
 Service Agreement, 149
 service charters, 79
 shift work, at airports, 49
 shipping, 32, 54
 apprehended, 50, 51
 drug seizures, 35
 levies collected, 57
 search crew training, 40
 surveillance vessels, 41, 50, 53
 see also seaports
 signage, at airports, 49
 social justice and equity, 77-8, 80, 147
 sport, drugs in, 41
 staff, 28, 145-7
 opinion survey, 76
 recruitment, 17, 74
 staff management, 67-8, 74-80, 148-9
 airport shift arrangements, 49
 staff training and development, 75, 80

- contract and project management, 83
- new employees, 67, 80
- search crew training, 40
- tourism awareness video, 49
- Statement of Essential Facts, 62-3
- steroids, 36, 37, 40
- structure and organisation, 10-12
 - asset management responsibilities, 81
 - Coastwatch, 21-2, 23
 - Olympics Cargo Response Unit, 18
 - staff classification, 75
- Sub-Programs, 141
- surveillance, 45
 - see also coastal and offshore
- surveillance
- Surveillance Australia Pty Ltd, 22
- Suspect Illegal Entry Vessels (SIEVs), 50, 51
- Suspect Unlawful Non-Citizens, 51
- Sydney Organisation Committee for the Olympic Games, 18
- Sydney 2000 Games (Indicia and Images) Protection Act 1996, seizures under, 18
- Sydney 2000 Olympic and Paralympic Games, 17-18, 48

T

- tables and figures, list of, 152-3
- tariff advice, 55
- Tariff and Precedence Information Network (TAPIN), 56, 84
- Tariff Classification, 143, 144
- Tariff Concessions (TCOs), 27, 56, 58-9, 143, 144
- tax reform, 16, 75
- technology, 42, 44-5
 - see also information technology
- TEXCO, 58
- textile, clothing and footwear (TCF) industries, 58
- Therapeutic Goods Administration, 41
- timeliness
 - drawbacks, 79
 - dumping and countervailing cases and reviews, 61, 62-3
 - freedom of information requests, 69
 - passenger facilitation, 46, 47
 - valuation advice, 57-8
- TMRO appeals, 63
- tobacco excise, 24

- Torres Strait, 44, 52
- Torres Strait Islander and Aboriginal staff, 145, 147
- Tough on Drugs in Sport Strategy, 41
- Tough on Drugs Strategy, 40-1, 44
- tourism awareness video, 49
- Tourist Refund Office, 17
- Tourist Refund Scheme (TRS), 16-17
- trade facilitation, 43
- Trade Measures Review Officer appeals, 63
- trainees, 80, 145
- training, 14, 40, 41
- tribunal decisions, 71, 143-4

U

- United Nations, 30, 40
- United States Defence Force, 48-9

V

- Valuation Advice Service, 55, 57-8, 143, 144
- vessels, see shipping
- vision statement, 9
- Visitor Information Campaign, 80

W

- waterfront closed circuit television surveillance, 45
- website, 15
- wildlife finds/referrals, 38, 40
- Wine Equalisation Tax (WET), 16
- Wool Levy, 57
- workers compensation premium, 149
- Workforce Planning Project, 74-5
- workplace diversity, 77-8, 147
- workplace reform, 49, 77
- workplace relations, 49, 75, 148
- workplace safety, 148-9
- World Customs Organisation, 14, 20, 43

X

- x-ray equipment, 44

Y

- Year 2000 Compliance, 50, 83