



Australian Government
**Australian Customs and
Border Protection Service**

Client Service Charter and Standards



Client Service Charter

The Client Service Charter outlines our commitment to providing quality service to all of our clients.

Our relationship with clients is governed by our Regulatory philosophy and takes account of Customs and Border Protection compliance continuum.

Our mission

The protection of the safety, security and commercial interests of Australians through border protection designed to support legitimate trade and travel and ensure collection of border revenue and trade statistics.

Our commitment

We aim to provide a high standard of service to all our clients. Our staff are committed to:

- being honest and fair
- being courteous, helpful and flexible
- making information and services accessible to all clients
- avoiding conflict of interest
- applying a high level of professionalism
- regularly monitoring and reporting on performance.



Our expectations of you

So we can provide high quality service, we ask you to:

- be open, honest and co-operative with us
- treat our staff fairly and with courtesy
- let us know if you need an interpreter
- be aware of, and accurately comply with, Customs and Border Protection requirements and regulations
- be aware that all passengers, baggage and cargo are subject to assessment examination by Customs and Border Protection.

When you are travelling:

- enter the Customs area at least one hour before your flight's scheduled departure
- ensure you have accurately completed all the necessary forms before you reach the arrival/departure processing point
- be aware of and comply with Customs and Border Protection, quarantine, wildlife, currency and passenger concession requirements and
- if you have goods to declare, have the goods ready for inspection and declare if uncertain.



When you are importing or exporting cargo:

- complete Customs and Border Protection import and export documents accurately
- acquire all necessary permits and approvals from other agencies and declare them to Customs and Border Protection
- pay the required Customs and Border Protection duty and GST
- declare any potentially dangerous or restricted goods.

You can use the services of a licensed Customs broker and if exporting you can also use a freight forwarder.

More Information

You can find out more by:

- visiting our website www.customs.gov.au
- calling the Customs and Border Protection Information and Support Centre during business hours for the cost of a local call on 1300 363 263
- emailing information@customs.gov.au
- contact the Complaints and Compliments Unit on Freecall – 1800 228 227 or comments@customs.gov.au



Service Standards

Contact with Customs and Border Protection

- 1. If you telephone a Customs and Border Protection office during business hours:** We will respond to your query, or take your details and arrange for the appropriate person to return your call as soon as possible.
- 2. If you email the Customs and Border Support Centre,** for general enquiries on information@customs.gov.au or for industry clients on cargosupport@customs.gov.au: We aim to acknowledge your communication immediately and provide a full response within two working days of receipt of your query. If we cannot fully answer your query in that time, we will notify you within one working day.
- 3. If you write or email an officer:** We aim to acknowledge your communication within five working days and to respond within 15 working days of receipt of your email or written correspondence. If we cannot fully answer your query in that time, we will give you an interim response and advise you as to when a final response can be expected.
- 4. When you deal with us:** Officers will be honest, fair, courteous, helpful and professional.
- 5. If you have English language difficulties:** We will make every effort to provide you with information in your preferred language.
- 6. When you have contact with us:** You will be able to clearly identify our officers by their uniforms or by sighting their official identification. We will give priority to people with specific needs, such as the elderly, infirm, disabled and people with young children.

Arriving and departing travellers

- 7. Passengers arriving or departing on a seagoing vessel:** We aim to ensure that you complete Customs and Border Protection and Immigration formalities as quickly as possible when you arrive at the arrival or departure processing point.
- 8. Travellers arriving on an international flight:** We aim to complete the primary Customs and Border Protection and Immigration procedures within 30 minutes of you joining the inwards passport processing queue.
- 9. Travellers departing on an international flight:** We aim to ensure that you complete Customs and Border Protection and Immigration formalities within ten minutes of joining the outwards passport processing queue.

Personal Search

- 10. If we ask you to undergo a personal search:** This may include a frisk search (undertaken in a private room by request), the partial or full removal of your clothing or an internal search. An internal search will only be undertaken by a qualified medical practitioner at an approved medical facility. A Customs and Border Protection officer will clearly explain the reasons for the search and allow you to allay any concerns. You will be advised of your legal rights and your consent or the lawful instruction of an authorised party, in some cases a magistrate or judge, will be sought prior to any personal search being undertaken.

Baggage and Cargo Examination

- 11. When your baggage is examined:** Baggage at international air and seaports may be x-rayed and/or examined. In doing so, we will treat you in a professional and courteous manner and handle your belongings with care. A Customs and Border Protection officer will usually help you to re-pack your bags following the examination.
- 12. Border Security – Cargo:** We examine a significant proportion of air and sea cargo and aim to complete these examinations as soon as possible. We will release cargo as soon as possible after the examination is completed.
- 13. If we need to arrange with you to examine your cargo:** We aim to schedule a physical examination with you or your representative – for air cargo within one working day or for sea cargo within two working days of you contacting us to arrange for the examination to be conducted. When we cannot schedule an examination within these times we will agree to a mutually suitable time.

If the goods require special treatment, such as chemical analysis or safety testing, examination may take longer to schedule. We will tell you if there are delays.

Compliance monitoring activity

- 14. If your business is subject to compliance monitoring activity:** We aim to contact you at least 48 hours before undertaking compliance monitoring activities at your premises. Our monitoring officers are qualified personnel who will seek your consent in writing prior to entering your premises. Alternatively, monitoring officers may exercise monitoring powers under a warrant issued by a Magistrate.

Charges

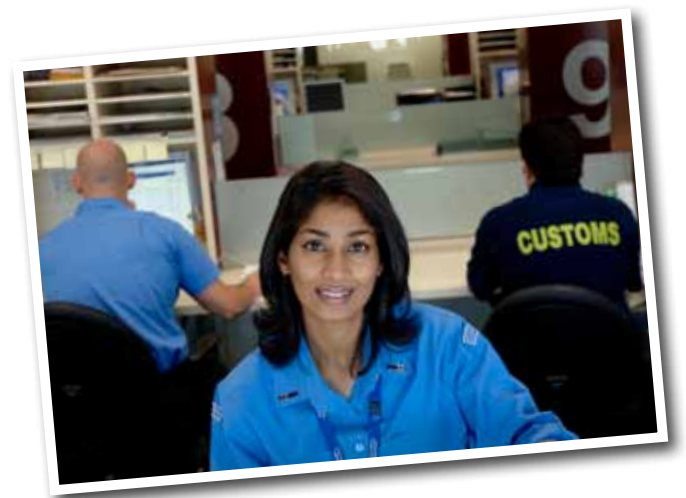
- 15. If there are charges associated with any services that Customs and Border Protection provide:** We will publish the nature and amount of any charges.

Goods and Services Tax and Wine Equalisation Tax

- 16. If you claim a refund of the Goods and Services Tax and/or Wine Equalisation Tax under the Tourist Refund Scheme:** We aim to process credit card and Australian bank account refunds within five business days and post cheque refunds within 15 business days.

Tariff Concession Orders

- 17. Tariff Concession Orders (TCO):** We are committed to providing a prompt, efficient and courteous service to ensure your TCO application, objection, revocation or review is processed within legislative timeframes. Trained and knowledgeable Customs and Border Protection officers are available to provide advice on TCO matters.



Tariff / Valuation / Rules of Origin

- 18. If you ask for a Tariff Advice or a Valuation Advice, or enquire about Rules of Origin:** We aim to respond within 30 calendar days of receipt of complete information. Where you ask for a Tariff Advice, Valuation Advice or Origin Advice, you should complete an Application for Tariff Advice or an Application for Valuation Advice or an Application for Origin Advice.
- 19. If you ask Customs and Border Protection to review a Tariff decision:** We aim to finalise the review within 60 calendar days of receipt of a submission containing full details of your arguments against the decision. If we cannot finalise the review within this time, we will write to you and let you know the reason for the delay and advise a revised finalisation time.
- 20. If you ask Customs and Border Protection to review a Valuation Decision or Origin Decision:** We aim to finalise the review within 30 calendar days of receipt of a submission containing full details of your arguments against the decision. If we cannot finalise the review within this time, we will write to you and let you know the reason for the delay and advise a revised finalisation time.

Cheese and Curd Quota

- 21. If you apply to transfer your Cheese and Curd Quota:** We aim to complete transfer of the quota within four working days of receipt of a completed Transfer of Base Quota Allocation.

Dumping and Countervailing

- 22. Dumping and countervailing cases:** We aim to complete dumping and/or countervailing cases within the timeframe set by the legislation or authorised by the Minister.
- 23. If you lodge a draft application:** We will consider whether a draft application is properly documented and aim to provide a Pre-Lodgement Documentation Check Response within ten working days.

Imports

- 24. If you lodge a documentary Postal Full Import Declaration (FID):** We aim to process that FID within five working days after we receive a complete and accurate declaration, subject to any regulatory impediments.
- 25. If you lodge a Documentary Import Declaration:** We aim to process that documentary import declaration by close of business the next working day after we receive a complete and accurate declaration, subject to any regulatory impediments.
- 26. If you lodge an Unaccompanied Personal Effects (UPE) Statement:** We aim to process that UPE statement by close of business on the third working day after we receive a complete and accurate statement, subject to any regulatory impediments.



Exports

- 27. If you lodge an export submanifest:** We aim to transmit a notice giving a submanifest number ('CRN') within 20 minutes of receipt of a valid submanifest, provided there are no regulatory impediments.
- 28. If you lodge a Cargo Terminal Operator receipt notice:** We aim to provide a status for the cargo within 15 minutes of receipt of the notice.
- 29. If you lodge a depot receipt notice for prescribed warehouse goods:** We aim to provide a consolidation status for the goods within 15 minutes of receipt of the notice.
- 30. If you apply for permission to move, alter or interfere with goods for export:** We aim to make a decision on your completed application to move, alter or interfere with goods for export within one working day of receipt of the application.
- 31. If you lodge an export declaration electronically:** We aim to transmit clearance within ten minutes of receipt of a complete and accurate declaration, provided there are no regulatory impediments.
- 32. If you lodge a documentary export declaration:** We aim to provide an export entry advice by the close of business of the next business day after we receive a complete and accurate declaration, subject to any regulatory impediments. For goods intended to be exported in passenger's baggage we aim to provide authority to deal for export goods within one hour of the receipt of a complete and accurate export declaration, and the declaration is given to a Customs and Border Protection officer at an international airport by the traveller on the day of departure, subject to any regulatory impediments.
- 33. If you lodge a Warehouse Release Notice:** We aim to provide a status for the cargo within 15 minutes of receipt of the notice.

Client Registration

- 34. If you register a new client by document:** We aim to register the client using the client's Australian Business Number or Customs and Border Protection Client ID by the close of business of the next business day after we receive a complete client registration form.

System Availability

- 35. Availability of electronic systems for all cargo reporting and lodgement of import entries:** We aim to provide access to electronic cargo systems 24-hours a day, excluding scheduled maintenance periods.
- 36. If there is a failure by any relevant Customs and Border Protection user or network system:** We will advise users of a system failure and the expected resolution times as soon as practicable. We will maintain contingency arrangements for processing urgent consignments.

Claim for Refund

- 37. If you lodge a refund application:** We aim to process your refund application within 30 calendar days of receipt of all necessary information. You will have 30 calendar days to provide the information requested, during which processing of the application is placed on hold. At the end of this period, we will make a decision to approve or reject the claim.

Duty Drawback

- 38. If you lodge a claim for drawback:** We aim to process your drawback claim within 30 calendar days of receipt of all necessary information. You will have 30 calendar days to provide the information requested, during which processing of the application is placed on hold. At the end of this period, we will make a decision to approve or reject the claim.

"If you need Customs and Border Protection information in a language other than English, call the Telephone Interpreter Service on 131 450. Ask them to call Customs and Border Protection for you, on 1300 363 263. Customs and Border Protection will pay for the cost of the interpreter."

"إذا كنت ترغب في الحصول على معلومات عن الجمارك وحماية الحدود بأي لغة أخرى غير الإنجليزية، اتصل بخدمة مترجم الهاتف على 131 450. اطلب منهم الاتصال بإدارة الجمارك وحماية الحدود من أجلك على 1300 363 263. سوف تقوم الجمارك وحماية الحدود بدفع تكلفة المترجم."

"如果您需要澳大利亚海关与边防局的非英文版信息，您可拨131 450 给电话口译处，请他们拨电话 1300 363 263 与海关与边防局联系，口译费将由海关与边防局支付。"

« Si vous désirez obtenir des informations sur le service de douane et de protection des frontières dans une langue autre que l'anglais, veuillez appeler notre service d'Interprète Téléphonique sur le 131 450. Demandez qu'on vous mette en contact avec le service de douane et de protection des frontières sur le 1300 363 263. Le service de douane et de protection des frontières paiera les frais d'interprète. »

„Wenn Sie Informationen in Zusammenhang mit Zoll- und Grenzschutz in einer anderen Sprache als Englisch brauchen, dann rufen Sie bitte den telefonischen Dolmetscherdienst an: 131 450. Ersuchen Sie diesen Service, für Sie den Zoll- und Grenzschutz anzurufen, Nummer: 1300 363 263. Die Dolmetschergebühren übernimmt der Zoll- und Grenzschutz“.

"Εάν χρειάζεστε πληροφορίες για την υπηρεσία «Τελωνείο και Προστασία Συνόρων». σε γλώσσα εκτός από τα αγγλικά, καλέστε την Υπηρεσία Τηλεφωνικών Διερμηνέων στο 131 450. Ζητήστε τους να τηλεφωνήσουν στην υπηρεσία «Τελωνείο και Προστασία Συνόρων» στο 1300 363 263. Η υπηρεσία «Τελωνείο και Προστασία Συνόρων» θα πληρώσει το κόστος του διερμηνέα."

「英語以外の言葉で税関国境警備局の相談が必要とされる場合には、電話番号131 450、電話番販サービスにご連絡いただき、あなたの代理として税関国境警備局(CBP)、1300 363 263に連絡して欲しいとお伝えください。通関の料金は税関国境警備局が負担いたします。」

"Jika anda memerlukan maklumat Kastam dan Perlindungan Sempadan dalam bahasa selain Bahasa Inggeris, telefon Khidmat Pentafsir Telefon di nombor 131 450. Minta mereka hubungi Kastam dan Perlindungan Sempadan untuk anda, di nombor 1300 363 263. Kastam dan Perlindungan Sempadan akan membayar kos pentafsir tersebut."

"Nếu quý vị cần thông tin Hải quan và Bảo vệ Biên giới bằng một thứ tiếng khác tiếng Anh, hãy gọi cho Dịch vụ Thông dịch viên Điện thoại ở số 131 450. Hãy bảo họ gọi tới Hải quan và Bảo vệ Biên giới giúp quý vị ở số 1300 363 263. Hải quan và Bảo vệ Biên giới sẽ chịu chi phí thông dịch viên."

Intellectual Property Rights

39. If you contact us because you believe that your intellectual property rights are being infringed by imports: We aim to inform you within five working days of your options under relevant legislation (e.g. the Trade Marks Act 1995, or the Copyright Act 1968) and the arrangements that can apply to protect your intellectual property rights against infringement by imports.

40. If you apply for a Notice of Objection in respect of imported goods infringing your trade mark or copyright: We aim to process your application within 15 working days of receiving all necessary documentation and securities.

Warehouse Licensing

41. If you apply for a warehouse licence or a licence for an approved place to store customable goods: For a new application, we aim to make a decision on your completed application within 60 calendar days of receipt. For licence renewals, we aim to make a decision on renewal notices within 14 calendar days of the date the government approves the relevant licence fees and we aim to make a decision on applications for renewal within 14 calendar days of receiving the completed application and the appropriate fee.

42. If you ask for weekly settlement permission: We aim to make a decision within seven calendar days of receipt of your request.

Depot Licensing

43. If you apply for a depot licence: For a new application, we aim to make a decision on your completed application within 60 calendar days of receipt. For depot renewals, we aim to make a decision on renewal notices within 14 calendar days of the date the government approves the relevant licence fees and we aim to make a decision on applications for renewal within 14 calendar days of receiving the completed application and the appropriate fee.

