



## INSTRUCTIONS AND GUIDELINES

**FILE NO: N08/02023**

Title : Air Cargo - Procedures for Inspecting  
Mail Order Consignments at Special  
Reporters Premises

Date : July 2008

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THIS INSTRUCTION AND GUIDELINE REFERS TO:

**PRACTICE STATEMENT NO:**

PS2008/08 Inspection and Examination of Air Cargo – Imports

PS2008/30 Inspection and Examination of Air Cargo - Exports

**PUBLISHED DATE: 26 SEPTEMBER 2008**

**AVAILABILITY: INTERNAL AND EXTERNAL**

**SUBJECT:** Procedures for Inspecting Mail Order Consignments at Special Reporters Premises

**PURPOSE:** To provide guidance to staff on procedures to be followed when mass screening and examining Mail Order consignments at Special Reporters premises.

**OWNER:** NATIONAL MANAGER CARGO OPERATIONS NORTH

**CATEGORY:** OPERATIONAL

**CONTACT:** DIRECTOR AIR CARGO IMPROVEMENT

**SUMMARY OF MAIN POINTS**

This Instruction and Guideline has been developed to provide guidance to staff on procedures to be followed when mass screening and examining Mail Order consignments at Special Reporters Premises.

It also details general procedures relating to Occupational Health and Safety (OH&S) considerations, COMCARE reporting, Customs Incident Reporting Centre (CIRC) and Employee Assistance Providers (EAP).

It is important to read the complete Instruction and Guideline before proceeding.

**INTRODUCTION**

Mail Order relates to commercial establishments located outside Australia that sell goods solely in response to orders placed with it by customers, either via mail or electronic (internet) means.

With the implementation of the Integrated Cargo System (ICS), mail order remains the only type of air cargo consignment that does not require reporting to the lowest (ultimate consignee) level to Customs.

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As a result, Customs conducts manifest verifications and regular random physical examination of mail order consignments at Special Reporters premises to ensure correct reporting and protection of the community.

**INSTRUCTIONS AND GUIDELINES**

**OH&S Considerations**

Workplace safety is the responsibility of every Customs Officer.

Customs Officers are to wear OH&S issue personal protection equipment (e.g. steel cap boots, high visibility vests, etc) at all times.

Prior to commencing any examination, Customs Officers must assess the working environment and circumstances of each individual tasking to identify factors which may impact on officer’s personal safety.

Officers should not rely solely on Customs and associated documentation/declarations when determining the contents of a consignment.

Physical deconstruction should not proceed until a full visual assessment of the whole consignment has been completed and where necessary safety issues have been mitigated.

Officers are to handle cargo according to safe lifting guidelines (*OH&S Hazard Instruction & Guideline – Manual Handling*) and where applicable, use team lifting or mechanical devices to prevent injury.

In the event that a hazard is identified, appropriate action (depending on the nature of the hazard) is to be actioned in accordance with the relevant Instructions & Guidelines

**Comcare**

All injuries or incidents are to be reported in Human Resource Information System (HRIS), to a supervisor and to Comcare via the ‘*Notification and Report of an Incident*’ form. The Regional OH&S Coordinator should also be informed.

Note that there are legal reporting timeframes when reporting to Comcare about instances of death, serious personal injury, incapacity or a dangerous occurrence.

Notifiable workplace incidents are to be reported to Comcare via facsimile on telephone **1300 305 916**. Timeframes as follows:

- Death -within 2 hours
- Serious Personal Injury -within 24 hours
- Incapacity greater than 30 days -within 24 hours of becoming aware of duration

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Dangerous Occurrence

-within 24 hours

All hazards are to be reported according to the OH&S Hazard Reporting Process. Specifically, hazards are reported to an immediate supervisor and to the Regional OH&S Coordinator on the *Hazard Report Form* where the hazard cannot be immediately eliminated, or further action is required.

**N.B. Failure to comply with the above timeframes is a breach of section 68 of the *Occupational Health and Safety Act 1991* and regulation 37A of the *Occupational Health and Safety (Safety Arrangements) Regulation 1991*.**

### **Customs Incident Reporting Centre (CIRC)**

Any incidents that arise during an examination that have the capacity to interrupt or affect Customs business, including security incidents, must be reported to the Customs Incident Reporting Centre (CIRC) on telephone **1800 303 387**.

### **Employee Assistance Provider (EAP)**

If required, the Customs Employee Assistance Provider (EAP), OSA Group, is available to work with staff involved in a critical incident. Trained counsellors can be deployed to a workplace within 2 hours. The OSA Group's contact number is **1300 361 008**, 24 hours - 7 days.

## **Procedures**

### **Documentation to be supplied –**

- When contact is made with the Special Reporter, request a Hub Report - a comprehensive list of all flights, cans and times product is due into the depot. This report will provide information regarding the ideal attendance time for the shift, as the final column of the Hub Report indicates the time the cargo will arrive at the depot.
- Inspection of mail order is reliant on a manifest being supplied by the depot. The manifest contains the mail order details of all consignments and documents the serial number of each unit load device (ULD) involved in the shipment. This documentation can be checked against the ULD cans present to verify individual lines are from a registered mail order supplier.
- Inspection of individual consignments should be conducted regularly to maintain border protection.

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**Process**

1. Prior to leaving Customs House, contact the Special Reporter to confirm there are consignments available for inspection.
2. Access the Integrated Cargo System (ICS) and obtain copies of the relevant air waybills.
3. On arrival at the depot, liaise with the supervisor and request a copy of all manifests for arriving mail order product. A line-by-line check of the manifest is required to ensure all mail order product to be inspected is from a registered mail order supplier. Any discrepancies are to be noted for referral to Compliance Branch.
4. On completion of the manifest check, a physical verification of all container numbers against the supplied Hub Report is to be conducted. Any discrepancies are to be noted for referral to Compliance Branch.
5. Actual random inspection of mail order product is at the Team Leaders discretion. Product should be inspected to verify its compliance with the manifest and to determine if prohibited items are contained in the consignments.
6. After the selected cargo has been inspected, sign off the Special Reporters register to verify which mail order consignments have been inspected.
7. Where a breach of Customs or associated legislation is detected, action is to be taken in accordance with the relevant Instruction and Guideline.

**NB:**

Mail Order is only reported to the Sub Master Airway bill level.

**RELATED POLICIES AND REFERENCES****PRACTICE STATEMENTS**

*Detained Goods Management*

*Customs OHS Policy – OHS Risk Management – HSMA 2*

*OHS Policy Guideline – Personal Protective Equipment (PPE)*

*OHS Policy Guideline – First Aid;*

**OTHER INSTRUCTIONS AND GUIDELINES**

- *Customs OHS Hazard Instructions and Guidelines*

*Hazardous substances*

*Chemical hazards*

*Firearms*

*Manual Handling*

*Chief Executive Instruction*

- Number 4.12 refers to the use of Mobile Telephones

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- Number 5.5 refers to the use of Commonwealth Vehicles

*Occupational Health and Safety Act 1991*

- Section 68 states the reporting timeframes for notifiable workplace incidents

*Occupational Health and Safety (Safety Standards) Regulations 1994*

- Regulation 37A relates to notifiable workplace incidents

*Customs Act 1901*

- Section 30 refers to Customs control of goods
- Section 33 refers to persons not to move goods subject to the control of Customs
- Section 50, 51 and 51A relate to prohibited imports including certain controlled substances
- Section 112 and 112A relate to prohibited exports including certain controlled substances
- Section 186 relates to the general powers of examination of goods subject to Customs control
- Section 186A relates to the power of officers to take copies of documents examined under s.186
- Section 229 relates to forfeited goods
- Section 233BAA refers to Tier 1 goods
- Section 233BAB refers to Tier 2 goods
- Subdivision C – The registration, rights and obligations of special reporters
- Section 67EA - EM

*Customs Regulations 1926*

- Regulation 179AA and Schedule 1AA relate to Tier 1 and Tier 2 goods

*Customs (Prohibited Imports) Regulations 1956*

*Customs (Prohibited Exports) Regulations 1958*

OHS Hazard Instruction & Guideline - Viewing Objectionable Material

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**CONSULTATION**

**INTERNAL**

The following internal stakeholders have been consulted in the development of these Instructions and Guidelines.

CARGO BRANCH

COMPLIANCE BRANCH - CARGO CONTROL AIR

**EXTERNAL**

**Approval**

Approved on 19 September 2008 by:

Approving Officer

Jaclyne Fisher  
National Director Cargo

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