



## INSTRUCTIONS AND GUIDELINES

### Ship Management

#### Customs and Border Protection Requirements in Relation to Non-Marine Unit Personnel when Embarking, Onboard and Disembarking Marine Unit Vessels

July 2009

This Instruction & Guideline refers to Practice Statement:

**TBA: Customs and Border Protection Marine Unit**

<b>Published date:</b>	20 July 2009
<b>Availability:</b>	Internal and External
<b>Subject:</b>	Customs and Border requirements in relation to Non-Marine Unit personnel and Marine Unit vessels
<b>Purpose:</b>	To inform Non-Marine Unit personnel of the prerequisites for embarking, standard of behaviour required onboard and post-patrol administration in relation to Marine Unit vessels
<b>Owner:</b>	National Director Maritime Operations Support
<b>Category:</b>	Operational Procedures
<b>Contact:</b>	Director Marine Training and Standards

*The electronic version published on the intranet is the current Instruction and Guideline.*

### **Summary of main points**

- Due to the confined nature of shipboard life, tolerance and respect for other people is essential.
- Non-Marine Unit personnel must comply with this Instruction & Guideline and with any reasonable instruction given to them in the course of duty by a Marine Unit officer or member of crew.
- All information (including imagery) collected prior to and throughout the patrol is considered to be of an official nature and, unless otherwise approved for private/ personal use by the Commanding Officer/Enforcement Commander, is not to be disclosed except in the course of official duties (and with Customs and Border Protection authorisation).
- Non-Marine Unit personnel must not speak to the media.

### **This I&G applies to staff in:**

- Customs and Border Protection Marine Unit (Marine Unit)
- Customs and Border Protection (Non-Marine Unit personnel)
- Other agency/organisation (Non-Marine Unit personnel)

### **Introduction**

Non-Marine Unit Customs and Border Protection officers and/or personnel of other agencies/organisations (Non-Marine Unit personnel) may be embarked on Marine Unit vessels for familiarisation purposes or to undertake an agency-specific mission or to provide specialist advice and support for another agency's mission.

Non-Marine Unit personnel embarked on Marine Unit vessels can expect that:

- They will be welcomed onboard;
- They will receive a full safety briefing and familiarisation tour prior to sailing;
- The vessel is seaworthy, in current survey and carrying all required safety equipment;
- The vessel will be operated in a safe and professional manner in accordance with relevant legislation, statutory requirements and departmental policy; and
- They will obtain all assistance possible to complete/achieve their mission.

In turn, it is expected that Non-Marine Unit personnel will comply with this Instruction & Guideline and with any reasonable instruction given to them in the course of duty by a Marine Unit officer or member of crew.

Failure to comply may result in:

- Not being allowed to embark the vessel; or
- Immediate removal from the vessel at the current/next port of call with any out-of-pocket expenses, such as return travel costs, to be borne by the individual or his/her agency/organisation; and
- Refusal to embark the individual for future sea passage on a Marine Unit vessel; and
- For criminal acts, immediate referral to police.

If you have any questions, don't hesitate to ask a Marine Unit officer or member of the crew.

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## Instructions and Guidelines

*PRE-PATROL*

### Medical Questionnaire

The following requirement does NOT apply to:

- Southern deployments onboard the *Oceanic Viking* (all personnel, including non-Marine Unit personnel, are required to have undertaken medical clearances from the Australian Antarctic Division and because a doctor is embarked for all Southern deployments); and
- Contracted ships crew.

The medical training, equipment and facilities available onboard most Marine Unit vessels are limited and vessels often operate in locations remote from normal shore based medical facilities. Therefore, embarked personnel may be at risk if they develop a medical condition that Marine Unit officers are not capable of treating.

While any person may develop a medical condition after embarking a Marine Unit vessel, it is prudent to take measures to minimise the risk of a condition developing. A medical questionnaire enables the Marine Planning section of Border Protection Command (BPC) to gain an understanding of any medical conditions a person may have or has had, in order to determine their suitability for undertaking a patrol. If necessary, professional medical advice may be sought.

The medical questionnaire (Attachment 1) should be **completed at least two weeks prior to joining a vessel** and sent to:

Manager Marine Planning  
Border Protection Command  
2 Constitution Avenue  
CANBERRA ACT 2601  
Fax: (020 6275 6275 or (o2) 6275 6337

Any special dietary requirements such as vegetarian, Coeliac's disease, allergies to any foods, lactose intolerance etc should be specified on the questionnaire.

BPC Marine Planning Section will forward a copy of the medical questionnaire to the vessel and advise the Commanding Officer/Enforcement Commander if the person is fit enough to undertake the patrol.

If the information supplied on a medical questionnaire casts doubt on a person's suitability to undertake a patrol, the person will not be permitted to embark unless he/she obtains a written medical opinion from a general practitioner stating that they are medically fit for the task. The opinion must be provided prior to embarkation.

Operational circumstances may mean that the two-week timeframe cannot be met. In the case of a person joining a Marine Unit vessel without the questionnaire having been completed, the Commanding Officer/Enforcement Commander is to ensure that the questionnaire is completed and despatched to the Marine Planning Section – and that approval is received - prior to the person embarking.

If a medical questionnaire is received directly onboard (outside of normal business hours) and the form indicates there is no medical disability or condition which may preclude the person embarking the vessel, the questionnaire may be endorsed by the Commanding Officer/Enforcement Commander and embarkation permitted.

Copies of the questionnaire received from BPC, or originals received directly, should be retained onboard and filed as "Medical-in-Confidence". At the conclusion of the

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patrol, the questionnaires should be returned to the Marine Planning Section with other post patrol documentation.

### Deed of Indemnity

The following requirement does NOT apply to:

- Commonwealth employees;
- Contracted crew.

A deed of indemnity (Attachment 2) is to be completed by all non-Commonwealth employees (including those undertaking a Southern Ocean patrol) prior to the commencement of any patrol. The BPC Marine Planning Section will issue and receive deeds of indemnity and will notify the Commanding Officer/Enforcement Commander of receipt via the patrol brief. The Marine Planning Section will retain all deeds of indemnity.

Where a deed of indemnity has not been received prior to the patrol, the Commanding Officer/Enforcement Commander is to ask the person to sign the deed prior to embarkation. The deed should be faxed to the Marine Planning Section and the original should accompany other post patrol documentation that is forwarded to the Marine Planning Section at the completion of each patrol.

A non-Commonwealth employee should not be embarked unless an indemnity form is completed. If a person declines to complete a deed, the Manager Marine Planning should be notified immediately. The Manager may authorise embarkation if it is determined by AMSOC that the person is required to achieve vital operational outcomes. If the Manager (or his/her senior officer) cannot be contacted (e.g. because it is outside normal business hours), contact the Australian Maritime Security Operations Centre (AMSOC). The person is not to be embarked and the patrol is to be delayed until a decision is received from the Manager or Director AMSOC. (AMSOC's view is that in all but very exceptional circumstances, the person would be left behind at the wharf.)

### Flights and Accommodation

Dependent on the time of vessel departure, you should ordinarily plan to arrive in port the night prior to your actual departure for the patrol.

You should also book pre and post patrol hotel accommodation as normal practice is for personnel to move aboard on the day of sailing and move off on return. Berthing aboard the night before or after a patrol requires special permission from the Master (Commanding Officer on Bay Class vessels, the MOS Branch for contract vessels).

You should book flexible flights i.e. flights that can be changed if necessary as the disembarkation date you were provided with cannot be guaranteed and you may arrive in port earlier or later than planned depending on conditions and operational requirements. Sometimes the vessel is called away to do other tasks which could also result in you being disembarked in a port other than that originally planned.

You will have access to a satellite phone on the vessel if you need to change your flights and accommodation. A few days ahead of your trip, the departure time and location can be confirmed by telephoning Marine Operations Planning to confirm these details on (02) 6275 8187 or A/H on 0418 625 898.

## Clothing

Space onboard is limited, so please keep personal belongings to a minimum.

- Uniform or smart casual clothing (there are clothes washing facilities onboard, but water is limited);
- Solar protection (hat and sunglasses – sunscreen is provided);
- Wet-weather gear;
- Shoes (no high heels, leather soled shoes or thongs);
- Toiletries.
- Operational equipment to complete mission (UHF radios etc. are carried onboard - check beforehand).
- Recreational reading material, music (CDs/ iPod) and movies (DVD) - no pornography;
- A camera and/or video camera (for use at the discretion of the Commanding Officer/Enforcement Commander after consideration of security/operational imperatives).

Note: All Customs and Border Protection vessels are dry and therefore no alcohol is permitted on board.

## Sea Sickness

Seasickness, also called motion sickness, can affect even experienced sailors. The symptoms of motion sickness include dizziness, sweating, a general feeling of discomfort and not feeling well, nausea, and vomiting. Symptoms can strike suddenly and progress from simply not feeling well to a cold sweat, to dizziness, and then vomiting.

The condition often disappears without medical treatment within a few days as you get your "sea legs".

Motion sickness can be treated with over-the-counter and prescription drug products, including behind the ear skin patches. These may cause drowsiness, so ask the doctor or pharmacist for advice.

Note: Medication must be taken hours before you sail and not at the onset of symptoms.

If you suffer sea sickness, it may help to:

- Go up on deck and focus on the horizon;
- Drink plenty of water and drink it often;
- Stand if you feel queasy: Stand up, if you can, and look out over the horizon (despite what you might think, sitting or lying down actually may make you feel worse);
- Don't smoke and avoid others who smoke; and
- Avoid others who have become nauseous with motion sickness (seeing and smelling others who have motion sickness may cause you to become sick).

### Authority of the Master

The Master (Captain) has paramount authority over all persons embarked on a vessel. The master's legal authority at sea is supreme and extends to all members of the crew; Customs and Border Protection officers; officers of other agencies; and any other persons on board, including politicians and the media. The master carries full responsibility for the safety of the vessel and all personnel and is vested with the authority to take any action necessary to preserve and maintain the safety and integrity of the vessel and its personnel.

On Bay Class vessels, the Master is the Commanding Officer (a Customs and Border Protection Officer).

On contract vessels, the Master is the Captain (a contractor). The Enforcement Commander (a Customs and Border Protection Officer) is responsible for assigning law enforcement duties to Marine Unit officers and to Non-Marine Unit personnel. The Enforcement Commander is also responsible for ensuring that all Customs and Border Protection officers obey the rules for shipboard behaviour.

On both Bay Class vessels and contract vessels, the most senior representative of another agency or organisation is responsible for ensuring that their staff/colleagues obey the rules for shipboard behaviour.

### Orientation Session

At the start of each patrol, the Commanding Officer/Enforcement Commander will delegate an officer to conduct a familiarisation tour, including watching a safety video. Later, the Commanding Officer/Enforcement Commander will ordinarily address Non-Marine Unit personnel on his/her expectations for the patrol/task and reiterate on board arrangements. It is also useful if the most senior representative of the other agency/organisation gives a talk to Marine Unit officers to inform them of the goals of the mission and to describe any particular requirements or issues/concerns that may arise in connection with the intended operation. The same session may well serve these purposes.

### Personal Defence Equipment

Personal Defence Equipment (PDE) is defined as firearms, ammunition, oleoresin capicum (OC) spray, batons, handcuffs (and similar restraints) and ballistic clothing.

Upon embarkation, all PDE belonging to Non-Marine Unit personnel will be securely stowed in allocated secure area (e.g. vessel armoury, gun safe) until operations or practice drills warrant its issue by the nominated 'Authorised Arms Issuing Officer'. All PDE must be returned to the allocated area after cleaning/maintenance following completion of the operation/drill. Further details will be provided in onboard briefing.

**At NO time are batons, handcuffs, OC spray, firearms or ammunition to be left unattended.**

Non-Marine Unit personnel (other than certificated and authorised persons) are specifically prohibited from accessing PDE (this includes holding, carrying or touching, including posing with for photographs).

### Schedule Changes

It is not always possible to meet and maintain preordained schedules due to bad weather, loss of equipment, vessel breakdowns, or the need to respond to known or suspected breaches of Australian law.

Customs and Border Protection absorbs all costs associated with making its vessels available to other agencies (but it does not contribute to the salaries of agency personnel and allowances nor provide transport between home and vessel). The policy behind not recovering costs is that while conducting tasks for other agencies, Marine Unit vessels are maintaining a presence along the coastline and are therefore available to respond to known or suspected breaches of Australian law. A law enforcement response action will take priority over other taskings and may occur at any time while at sea. Should this occur, Non-Marine Unit personnel will ordinarily be disembarked at the closest port.

### Emergency and Muster Drills

Upon embarkation, Non-Marine Unit personnel will be briefed and shown a video regarding safety. Non-Marine Unit personnel should familiarise themselves with their muster station, and learn where their lifejackets are stowed and how to wear them properly.

Marine Unit vessels conduct drills (e.g. emergency muster, steering failure, man overboard, and fire drills) on a regular basis to satisfy statutory requirements and to maintain crew proficiency. The familiarisation tour and safety video will cover requirements and expectations of Non-Marine Unit personnel during such drills.

### Sexual Harassment

Social conditions at sea are very different from those on land. Privacy is greatly reduced and the usual shore-based distinctions between 'at home' and 'in the workplace' may blur. Nevertheless sexual harassment is prohibited in relation to both on duty and off duty behaviour aboard Marine Unit vessels.

Any person who believes they are being sexually harassed should seek resolution through discussions with the individual directly concerned. If this does not immediately resolve the matter, or if there is reluctance to deal directly with the person involved, the problem should then be brought to the attention of the Commanding Officer/Enforcement Commander at the earliest stage possible. The Commanding Officer/Enforcement Commander will investigate and take appropriate steps to resolve and remedy the situation.

### Alcohol

Personnel should show restraint and manage the intake of alcohol in the 24 hours preceding embarkation.

The carriage or consumption of alcohol onboard a Marine Unit vessel is prohibited. All personnel must make themselves familiar with the Instruction & Guideline regarding the consumption of alcohol during deployments.

### Illegal Drugs

The possession or use of any illegal drug onboard a Marine Unit vessel is prohibited.

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### Medication

Medications are permitted onboard Marine Unit vessels, provided the medication does not adversely affect a person's ability to perform his/her duty in a safe and productive manner.

The Commanding Officer/Master should be advised of any medications carried and the condition they treat. This includes Ventolin type medications for asthma and self-administered insulin for diabetes.

### Smoking

Smoking is only permitted in designated smoking areas (noting no smoking is permitted within the vessels), as safety and operations permit e.g. smoking is prohibited when refuelling the vessel, its tenders or another vessel alongside. Designated smoking areas are:

Bay class:	On the deck aft of the detainee lounge
Oceanic Viking:	Upper deck on the starboard side, aft of door to the cafeteria
Triton:	In the pod wings
Ashmore Guardian:	On rear deck

Smokers should ensure that they dispose of all cigarette butts in an environmentally responsible manner, which means that cigarette butts are not to be thrown overboard when smoking on the deck of vessels.

### Housekeeping

The vessel is cleaned by the crew. However, Non-Marine Unit personnel are expected to:

- Make their bunks up daily;
- Keep all areas clean and tidy;
- Wash and iron their own clothes
- Mop up and dry any liquid spills immediately; and
- Keep walkways clear of obstruction.

Washing machine(s), laundry soap and dryer(s) are available. They are used on a first come-first served basis. Always check that water is available for washing machine use. Personnel should do full loads of laundry so as to conserve fresh water (if necessary, share with someone else). On Bay Class vessels, when using either the washer or dryer, users should ensure there is no one asleep in Cabin 1 (forward starboard cabin) as operating noise resonates throughout this cabin. Clothes are not to be left in the dryer and the filter must be cleaned of fluff before and after use. An iron is available – ensure it is cool before stowing.

The vessel's sanitary system cannot handle cigarette butts, sanitary napkins, etc. Please dispose of such items properly.

### Rubbish

It is prohibited to throw any rubbish over the side of the vessel. The International Convention for the Prevention of Pollution from Ships (MARPOL 73/78) provides for the Australian Maritime Safety Authority (AMSA) to impose fines and penalties of up to \$1.1 million for the ship owner and \$220,000 for the Master.

### Linen

Towels, sheets, doona covers and pillowslips are provided. When embarked for more than a week, Non-Marine Unit personnel should ask the 2IC (Bay Class vessels) or crew catering staff (contract vessels) for a change of bed linen.

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## Showering

Fresh water is a precious commodity and must not be wasted. 'Navy' showers (i.e. rinse-soap-rinse, turning the water off between times) should be practiced. Excessive use of fresh water may result in rationing.

## Dining

Any special dietary requirements such as vegetarian, gluten free, allergies to any foods, lactose intolerance etc should be specified on the medical questionnaire 2 weeks prior to embarkation to assist menu preparation.

On Bay Class vessels, all crew prepare meals on a rotational basis. Lunch and dinner are catered, while breakfast is on a self-serve basis. While the crew cook, assistance with washing up is appreciated. Food for each patrol (victuals) is purchased by nominated crewmembers prior to departure. Every effort is made to restock fresh fruit and vegetables throughout the course of a patrol. There are times however when this is not possible. Bread is baked when operational activity permits. Non-Marine Unit personnel may help themselves at any time to soft drinks, hot drinks, snacks and fruit. No food is to be kept in berths/cabins i.e. outside the Mess.

On contract vessels, the Mess is cafeteria style. People are expected to get their own food and eating utensils from the serving line, scrape their dirty dashes and stack them neatly when they are through. People are expected to leave the cafeteria promptly after meals to permit cleanup and/or second sitting. Persons on watch or relieving the watch have priority in the serving line. Seating arrangements are informal, with crew, Marine Unit officers and Non-Marine Unit personnel sharing tables. A few seats are designated for the Captain and certain other ship's officers.

Meals times are subject to operational requirements, but ordinarily meal hours are:

- Breakfast 0700 - 0800
- Lunch 1130-1230
- Dinner 1800 - 1900

Meal times must be respected. Dress in the Mess room is to be clean causal/uniform at all times.

## Noise

Most/all of the crew are on watches whilst at sea, so to enable them to get sufficient sleep, please keep noise to a minimum.

## Restricted Areas

After the embarkation familiarisation tour, there is no reason for Non-Marine Unit personnel to enter:

- A cargo hold (The exception to this is if space has been allocated for gym equipment and exercise);
- The engine room and other machinery spaces, unless a visit is arranged with the Chief Engineer; and
- The Bridge, unless invited by the Officer of the Watch.

While in a restricted area, DO NOT TOUCH any of the equipment or controls.

If your request to enter an area is refused or you are asked to leave, please accept without argument or comment. Marine Unit officers and crew need to be able to concentrate on their duties.

### Moving Around the Vessel

Movement around the vessel can be dangerous due to wet and slippery decks and the rolling and pitching of the vessel. Personnel should:

- Never run in passages or on deck;
- Hold handrails provided, especially in rough weather;
- Never face outwards when using ladders;
- Practice 3 points of contact (e.g. 2 feet and 1 hand) on ladders;
- Never walk, stand or sit on the bulwarks (rail around vessel);
- Always wear adequate footwear - no bare feet at anytime outside berth/shower.
- Inform the Bridge when going on deck – and when returning.

### Other Safety Matters

Safety is of utmost importance. Please wear sunscreen and hat when working on deck. Wear adequate foot protection at all times. Marine Unit officers or crew will point out any unsafe practices – heed their advice/orders.

Stand clear of all lines (wires and ropes) which are under stress. Do not handle any moving lines.

Pick up, clean up and securely stow all your gear after each use.

Keep all doors and hatches secure at all times. Either latch it open with the hook supplied or close it tight. Never allow doors or hatches to swing freely with the roll of the vessel. All doorways have a sill, so be aware of the trip hazard. When opening and closing doors, be courteous to sleeping shipmates and do not let the door slam shut.

### Illness at Sea

There is no doctor onboard Marine Unit vessels (other than the *Oceanic Viking* when operating in the Southern Ocean). While all vessels maintain a small supply of medicines and Marine Unit officers have first aid training, the ability to handle medical emergencies is limited. Consequently, the best course of action is to prevent emergencies by thinking safety all the time i.e. watch for dangerous situations – fix them or bring them to the attention of someone who can.

If any Non-Marine Unit personnel is observed to be ill, or informs any member of the crew that they are ill, the Commanding Officer/ Enforcement Commander is to be informed immediately. Once a person is reported as ill, a regular check of their condition will be taken. This check will be undertaken at least every two hours and continue during the silent hours. If necessary, the person will be woken and a check made that they are drinking sufficient water or fluids. Any concerns as to the person's condition, especially any observed or reported degradation, will be conveyed to the Commanding Officer/Enforcement Commander.

## Man Overboard

The first person to realise that someone has gone overboard is to immediately shout 'MAN OVERBOARD' and if possible, indicate on which side e.g. MAN OVERBOARD, PORT SIDE.

The first person is not to take their eyes off the person in the water, even if others have him/her in sight.

The person in the water is to immediately inflate their life jacket and not panic. The life jacket is designed to float a person at a 45 degree angle with their head above water. Do not thrash around as it attracts marine animals. Remain still and await rescue. Use your light and whistle if necessary.

A tender will be launched immediately to pick up the person in the water.

## Abandon Ship

Only the Master can give the actual order to abandon ship. Should this occur, proceed directly to the muster point where a crewman will direct you to your life raft and issue a lifejacket

## Clothing

Uniforms (if issued by an agency) are required to be worn at all times while on duty. At the discretion of the Commanding Officer/Enforcement Commander, when off watch and not performing any official duty, Non-Marine Unit personnel may wear non-uniform clothing.

If no uniform is issued, smart / sensible civilian clothing should be worn.

Appropriate footwear (no thongs or sandals) is to be worn at all times. Solar protection (i.e. hats/caps and sunscreen) should be worn when working outdoors.

## Recreational Swimming

On occasion, recreational swimming from the vessel may be permitted by the Master (Commanding Officer on Bay Class vessels or Captain on contract vessels) after consideration of factors such as prevailing weather conditions and the operational situation. All personnel are to adhere to the safety precautions implemented.

## Photography

Marine Unit vessels are often involved in operations that are politically sensitive and may therefore attract a high degree of media interest. It is inappropriate for unauthorised photographs to be accessed by media outlets.

It is also inappropriate that law enforcement techniques or matters subject to ongoing investigation and/or that may be the subject of legal proceedings be recorded and published.

Consequently, the use of private cameras (including but not limited to telephone or video cameras) by Non-Marine Unit personnel is to be at the discretion of the Commanding Officer/Enforcement Commander.

Personnel should seek guidance and approval from the Commanding Officer/Enforcement Commander before taking any photography for private/ personal or official purposes.

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All information collected (including imagery) throughout the duration of a patrol is to be considered of an official nature unless otherwise approved for private/ personal use by the Commanding Officer/Enforcement Commander.

### Souvenir collection

Responsibilities of the Marine Unit include, but are not limited to, surveillance, response and deterrence activities in relation to illegal activity in protected areas and the illegal exploitation of natural resources.

Regardless of whether or not a Marine Unit vessel is operating in a Nature Reserve or elsewhere, Non-Marine Unit personnel are not to collect souvenirs such as flora, fauna, shells, wood or coral without approval from the Department of Environment, Heritage, Water and the Arts (DEHWA).

### Communication

There is an Internet connection provided onboard Bay Class and contract vessels. It is to be used for official purposes only. A debit note will be raised against any person who incurs charges that are non-work related. (Note: As at July 2009, the cost of downloading a movie file, for example, is approximately \$1 400.00.) A debit note may also be raised against the agency/organisation if the material download is work-related, but was not directly related to operational requirements.

The phone onboard is operational tool. It is available for limited personal use. All calls must be kept to a minimum duration and logged. ***Non-Marine Unit personnel will be invoiced for all personal calls.***

Non-Marine Unit personnel may use their own mobile phones (being aware of range).

Irrespective of whether the communication equipment is Marine Unit equipment (telephone, email) or personal equipment, all information collected (including imagery) throughout the duration of a patrol is considered to be of an official nature unless otherwise approved for private/ personal use by the Commanding Officer/Enforcement Commander. As such, personnel must maintain appropriate confidentiality and except in the course of official duties (and with Customs and Border Protection authorisation) not give or disclose, directly or indirectly, any information about vessel location, operations, etc.

### Media

Where Customs and Border Protection and another agency/organisation are involved in a joint operation, the agency having primary responsibility will initiate the issue and release information to the media after clearance with the other party. All releases must adequately reflect the contribution made by each agency.

Agencies will consult to ensure that all law enforcement actions have been completed before releasing information to the media.

Non-Marine Unit personnel must not speak to the media. If asked for comment, personnel should state that they are unable to comment and suggest that the enquiry be directed to their agency's media liaison officer/section.

*POST-PATROL*

Post patrol questionnaires assist Customs and Border Protection in assessing:

- Performance levels of vessels and officers;
- Better understand other agencies' needs and expectations'
- Identify areas that need improvement; and
- Provides data for organisational activity reporting.

The Commanding Officer/Enforcement Commander will provide each agency/organisation representative with a post patrol questionnaire at the end of a patrol (or after completion of a tasking if personnel intend to disembark the vessel early).

Completion of the questionnaire is voluntary and your name, agency name or contact phone number(s) are optional. Confidentiality is assured and questionnaire information will not be provided back to Marine Unit crew without your written agreement.

Ordinarily, questionnaires are completed on board and forwarded to Central Office with post patrol paperwork. Alternatively, the questionnaire may be completed as soon as practical after the patrol and posted /faxed to:

Director Marine Workforce  
Maritime Operations Support Branch  
5 Constitution Avenue  
CANBERRA ACT 2601

Fax (02) 6275 6337

For the purposes of organisational activity reporting, questionnaire ratings and comments will be recorded in the Customs Complaints and Compliments database. (Data entry will be performed by Central Office Marine Unit officers).

Responses may also be used in determining the mid-cycle and end-of-cycle performance and assessment feedback (PAF) ratings for Commanding Officers and Enforcement Commanders.

## **Related Policies and References**

### **Practice Statements:**

- Customs and Border Protection Marine Unit

### **Other Instructions & Guidelines**

- Drugs, Medication, Alcohol, Tobacco and Marine Unit Vessels

### **Key Roles and Responsibilities**

- Commanding Officers/Enforcement Commanders are to ensure that Non-Marine Unit personnel are aware of, and comply with, this Instruction & Guideline.

### **Consultation**

#### **Internal**

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

- Border Protection Command
- Australian Maritime Security Operations Centre

#### **External**

- Nil

### **Approval**

<b>Approved on</b>	<i>16 July 2009</i>	<i>Original Signed</i>
<b>By</b>	Nigel Perry Acting National Director Maritime Operations Support Division	



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**MEDICAL SCREENING OF PERSONNEL EMBARKED ON CUSTOMS AND  
BORDER PROTECTION VESSELS**

It is understood that you will be embarking a Customs and Border Protection Vessel. The vessel may be deployed remote from the usual shore-side medical facilities. The medical equipment and facilities available on board these vessels are limited. In order to minimise the risk of a medical condition developing which officers are not capable of treating, you are requested to complete the attached medical questionnaire and return it to the Manager Marine Planning at the following address.

Border Protection Command  
2 Constitution Avenue  
Canberra ACT 2601

Fax: (02) 6275 6275 or (02 6275 6337)

If the questionnaire indicates there is no disability which prevents you from embarking the vessel, a copy will be forwarded to the Commanding Officer or Enforcement Commander of the relevant vessel and held on board as "Medical-In-Confidence".

Where the information casts doubt on your medical fitness to undertake the voyage, you will be required to provide a medical opinion in writing from a General Practitioner to confirm medical fitness to embark on a vessel.



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

**Medical-in-Confidence When Completed**

MEDICAL AND PERSONAL DETAILS

**Vessel Name:** \_\_\_\_\_ **Patrol Dates:** \_\_\_\_\_

Surname: \_\_\_\_\_ Given Names: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Home: (\_\_\_\_) \_\_\_\_\_ Work: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

Agency Name: \_\_\_\_\_

Agency Address: \_\_\_\_\_

e-mail address: \_\_\_\_\_

Birth Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Sex: M / F

1. Do you suffer or have you suffered from any of the following conditions?

- Diabetes mellitus (either using tablet or insulin control) Yes/No
- Epilepsy (especially on tablet control) Yes/No
- Peptic Ulceration (Stomach or Duodenal Ulcer) Yes/No
- Severe Motion Sickness Yes/No
- Asthma Yes/No
- Heart Condition of any type Yes/No
- Any other condition requiring any medication Yes/No

Please give brief details, including any medications used, if you have answered YES to any of the above questions.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2. Females only - Are you at any stage of pregnancy? Yes/No

3. Do you suffer from any physical condition which might impair your ability to move safely about a vessel or tender at sea or impair your ability to safety undertake your agency tasking(s) ? (If YES please detail briefly below) Yes/No

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Medical-in-Confidence When Completed**

**Medical-in-Confidence When Completed**

4. Do you have any symptoms or medical complaints which are giving you cause for concern, or for which you are currently under the care of a medical practitioner? (If YES please detail briefly below) Yes/No

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5. Are you aware of any other circumstances which may adversely influence your health and general well being whilst at sea? (If YES please detail briefly below) Yes/No

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**In Case of Emergency, Please Contact:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Business Phone: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

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*(Official Use Only)*

Endorsed for Embarkation: YES / NO

Medical Opinion required: YES/NO

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_



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**Customs Vessels – Embarked Non-Marine Unit Personnel  
Deed Of Indemnity**

**DATE**

This Deed is dated .....

**PARTIES**

This Deed is between:

the Commonwealth of Australia ('the Commonwealth'), represented by the  
Australian Customs Service ('Customs')

and

.....('the Indemnifier')

**RECITALS**

- A. I have requested Customs to allow me, for my own purposes, to go onboard a Customs vessel.
- B. Customs has agreed to my request, subject to me executing this Deed of Indemnity.
- C. The operations which the vessel will undertake, and the purpose for which I will be onboard, are described in Attachment A.

## **OPERATIVE PART**

### **1. Interpretation**

In this Deed:

“Personnel”, in relation to a party to this Deed, includes the officers, employees, agents, staff or professional advisers engaged by that party.

"Commonwealth Confidential Information" means information that:

- (a) is by its nature confidential;
- (b) is designated by the Commonwealth as confidential;
- (c) I know or ought to know is confidential; or
- (d) is comprised in or relates to Commonwealth Material;

but does not include information which:

- (e) is or becomes public knowledge other than by breach of the terms of this Deed or any other confidentiality obligations;
- (f) has been independently developed or acquired by me, as established by written evidence; or
- (g) is information or material authorised or required by law to be disclosed.

“Commonwealth Material” means any material provided by the Commonwealth to the Indemnifier including, but not limited to, documents, equipment, information and data stored by any means.

### **2. Third Party Indemnity**

2.1. I indemnify the Commonwealth, including its Personnel, from and against any:

- (a) cost or liability incurred by the Commonwealth;
- (b) loss of or damage to property of the Commonwealth; or
- (c) loss or expense incurred by the Commonwealth in dealing with any claim against it, including legal costs and expenses on a solicitor/own client basis and the cost of time spent, resources used or disbursements paid by the Commonwealth;

arising from:

- (d) an act or omission involving fault on my part in connection with the operations described in Attachment A; or
- (e) any failure by me to comply with this Deed.

2.2. The right of the Commonwealth to be indemnified under this clause 2 is in addition to, and not exclusive of, any other right, power or remedy provided by law, but the Commonwealth is not entitled to be compensated in excess of the amount of the relevant cost, liability, loss, damage or expense.

### **3. Confidentiality**

3.1. I acknowledge that I may become aware of Commonwealth Confidential Information.

3.2. I agree that I will take all reasonable steps to ensure that Commonwealth Confidential Information is kept confidential.

3.3. I will not disclose or make public any Commonwealth Confidential Information without the prior written approval of the Commonwealth.

3.4. I acknowledge that I am aware of the effect of section 79 of the *Crimes Act 1914* dealing with official secrets.

**4. Waiver**

4.1. A failure or delay by the Commonwealth to exercise any right of indemnity it holds under this Deed does not operate as a waiver of that right.

4.2. A single or partial exercise by the Commonwealth of any right of indemnity it holds under this Deed does not prevent the Commonwealth from exercising the right again or to the extent it has not fully exercised the right.

**5. Applicable Law**

5.1. This Deed will be governed in accordance with the law in the Australian Capital Territory.

SIGNED for and on behalf of )  
THE INDEMNIFIER )  
 )  
 )  
Name:..... )  
 )  
 )  
Address:..... )  
..... )  
..... )  
..... )  
..... )  
 )

.....  
(Signature)

in the presence of .....  
(Signature of witness)  
  
.....  
(Print witness name)

[Include below a brief description of the operations, including the duration of the voyage, and the Indemnifier's reason(s) for requesting Customs assistance and for being onboard.]

.....  
.....  
.....  
.....  
.....  
.....



**Customs and Border Protection Marine Unit  
 Post Patrol Questionnaire**

The Customs and Border Protection Marine Unit (Marine Unit) is committed to providing a quality service to all Non-Marine Unit personnel onboard Australian Customs and Border Protection Vessels and Contract Vessels. The Marine Unit is responsible for managing the level of service provided and your response to this questionnaire is an essential element in the evaluation process.

This questionnaire is designed to identify agencies' expectations of service provided by the Marine Unit and the level of performance of mariners, marine enforcement officers and vessels. We would appreciate your time in completing this questionnaire. Your opinions are very important in the development of an efficient and effective interaction between the Marine Unit and agencies.

All answers will be treated in strictest confidence and no information will be provided back to the Marine Fleet that enables them to associate specific comments with individual Non-Marine Unit personnel unless agreement is indicated below.

**Vessel Name:** \_\_\_\_\_ **Patrol Number:** \_\_\_\_\_

**Name of Commanding Officer/Enforcement Commander:**

\_\_\_\_\_

**Overall duration of tasking (days):** \_\_\_\_\_

**Dates you spent on board:** \_\_\_\_\_ to: \_\_\_\_\_

**Nature of your Agency** (please circle appropriate category):

Law Enforcement      Scientific Research      Media      Customs  
 Other \_\_\_\_\_

**Type of Agency** (please circle appropriate category):

State Govt      Commonwealth Govt      Private Industry      Other:  
 \_\_\_\_\_

You may provide the following details on an **optional** basis:

Your Name: \_\_\_\_\_

Agency Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_

**I give permission for this information to be provided to the Commanding Officer/Enforcement Commander listed above** Yes / No (please circle)

The following questions concern your expectations and perceptions of the level of service provided by the Marine Unit. Each question contains a statement about one aspect of the Marine Unit's service. Please rate how important you consider this aspect by using the response boxes in the second column. Regarding your experiences with this tasking, circle the appropriate response in the third column, whether you **strongly agree (SA)**, **agree (A)**, **neither agree nor disagree (N)**, **disagree (D)** or **strongly disagree (SD)** with the statement. If the statement is **not applicable** to your experience or you **do not know**, then do not select any of the responses.

Statement	Importance	Experience this Patrol				
Marine Unit officers welcomed me when I first joined the vessel for the patrol.	Very Important Important Not Important	SA	A	N	D	SD
I was provided with a safety briefing prior to the vessel sailing.	Very Important Important Not Important	SA	A	N	D	SD
Safety was considered as a priority onboard the vessel during the patrol.	Very Important Important Not Important	SA	A	N	D	SD
Marine Unit officers maintained an appropriate level of dress and appearance during the patrol.	Very Important Important Not Important	SA	A	N	D	SD
Marine Unit officers were very professional in the conduct of their duties during the patrol.	Very Important Important Not Important	SA	A	N	D	SD
The vessel was presented in a good condition for the patrol.	Very Important Important Not Important	SA	A	N	D	SD
The food onboard the vessel was of a high standard.	Very Important Important Not Important	SA	A	N	D	SD

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**FILE NUMBER: 2009/015026**

<b>Statement</b>	<b>Importance</b>	<b>Experience this Patrol</b>				
The accommodation provided during the patrol was of a high standard.	Very Important Important Not Important	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>
The Commanding Officer/ Enforcement Commander discussed my agency's taskings prior to sailing	Very Important Important Not Important	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>
During the patrol the Commanding Officer/Enforcement Commander provided clear and concise briefings/de-briefings regarding my agency's taskings	Very Important Important Not Important	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>
During the patrol I was kept informed and communicated to regularly by the Commanding Officer/Enforcement Commander.	Very Important Important Not Important	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>
All of my agency's taskings were completed, subject to weather, mechanical problems or other unforeseen problems.	Very Important Important Not Important	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>
Marine Unit Officers maintained a supportive attitude to my agency's taskings during the patrol	Very Important Important Not Important	<b>SA</b>	<b>A</b>	<b>N</b>	<b>D</b>	<b>SD</b>

**Overall, how would you rate the value of service provided to your agency by the Marine Unit during the period of this patrol on a scale of 1 to 10? (1 = Poor 10 = Excellent)**

**1      2      3      4      5      6      7      8      9      10**

Do you have any comments to further explain your answers to the above questions, or to assist the Marine Unit in enhancing the level of service provided;

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Please return the completed questionnaire to:

Director Marine Workforce Section  
Maritime Operations Support Branch  
2 Constitution Avenue  
CANBERRA ACT 2601  
Fax 02 6275 6337

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**FILE NUMBER: 2009/015026**