



AUSTRALIAN CUSTOMS SERVICE PRACTICE STATEMENT

FILE NO: 2008/007525-01

PRACTICE STATEMENT NO: PS2008/36

PUBLISHED DATE: 28 JULY 2008

AVAILABILITY: Internal and external

SUBJECT: Air Traveller Management and Preparation

PURPOSE: This Practice Statement sets out the policy relating to preparation and management of arriving and departing travellers at international airports.

APPROVING OFFICER: National Director Passengers

CATEGORY: Operational Procedures (OP)

CONTACT: Director Passenger Policy 02 6275 8026

SUMMARY OF MAIN POINTS

Customs Practice Statements are endorsed Customs policy and must be followed by all Customs employees. This Practice Statement outlines:

- The policies relating to the management of arriving and departing travellers undertaking Customs clearance procedures.

The electronic version published on the intranet is the current Practice Statement.

STATEMENT

Introduction Statement:

Air traveller management and preparation is undertaken by Customs at international airports to assist in the smooth transition of travellers through clearance procedures and the achievement of facilitation standards.

Context and Scope

BCS CLASSIFICATION: TVFC Policy

FILE NUMBER: 2008/007525-01

This practice statement encompasses all activities undertaken by Customs in the management of arriving and departing passengers and crew presenting for Customs clearance at international airports.

Policy Statement

Customs presence in airports and seaports derives from our community protection role. Whether on our own behalf or on behalf of other agencies, we are there to support the legitimate travel, the interventions needed to detect the illegal movement of people and the goods they bring across the border, and the collection of associated revenue.

Customs operations form part of the travel experience for the millions of travellers entering and leaving Australia every year. For many international travellers, their first impressions of Australia are created by their experience at Customs entry control points. This experience should be as welcoming and non-confronting as possible for legitimate travellers.

Effective and efficient management of waiting passengers and crew is important to provide an acceptable traveller experience and to promote an orderly and functional environment for passengers and staff. Passenger and crew preparation, including the correct documentation to present at the entry and outwards control points, contributes to an efficient and smooth process flow.

Procedural Statement

Effective traveller management is achieved through passenger and crew awareness of the process requirements described below. This is accomplished through the use of advertising, announcements and signage, and the active involvement of Marshals in the management of queues.

All passengers and crew arriving and departing Australia are required to present to Customs for clearance. Customs marshals play an important role in the facilitation of the movement of travellers across the border.

The time spent queuing for primary clearance in airports is closely monitored in an effort to minimise the impact of the process on traveller flow. Customs is required to report to Government against a national standard of 95% of passengers and crew being processed within 30 minutes of joining the queue for inwards primary immigration clearance. Customs has an internal standard of 95% of passengers and crew being processed for outwards immigration clearance within 10 minutes of joining the queue. Marshals play an important role in meeting these standards and performance measures.

Marshals maintain an awareness of the flow and balance between the types of travellers as well as the peaks and troughs between flights. Primary Line Marshals are the first point of contact for travellers, and are responsible for helping passengers and crew prepare for processing when they reach the Primary Line Officer. They also keep control of queues ensuring continual traveller flow.

Marshals also assist passengers and crew to join the correct queue and quickly adjust queuing arrangements when required.

There are four different marshalling roles:

- Inwards primary line marshal
- Outwards primary line marshal
- Secondary Examination marshal
- SmartGate marshal

Signs are an important element of wayfinding and information for passengers as they pass through an airport and are used by Customs to convey of the following types of information

Wayfinding – Wayfinding signs are those that provide directional information to help passengers and crew navigate through the airport, or to direct them to a particular location.

Traveller Management – Traveller Management signs are those that provide key information for passengers and crew to assist them move through regulatory and operational processes.

Compliance - Compliance signs are those that describe rules and regulations that passengers and crew must adhere to whilst in a particular location or undergoing particular processes at the airport.

RELATED INSTRUCTIONS AND GUIDELINES

Inwards Processing

Outwards Processing

Queuing

Signage

Primary Line Marshal

Secondary Examination Marshal

Domestic and Transit Passengers

Air Crew Processing

SmartGate Primary Management

Request for Facilitation (GOGs, Dignitaries, Diplomats, and Military)

Special Processing Arrangements (GOGs, Dignitaries, Diplomats and APEC)

RELATED POLICIES AND REFERENCES

A Memorandum of Understanding (MOU) between Customs and DIAC for the ‘Provision of Passenger Clearance Services’ exists to facilitate the delivery and management of immigration clearance processing. The MOU sets out the roles and responsibilities of both agencies in relation to immigration clearance and describes the level of support DIAC will provide to Customs in carrying out this function. The MOU sets out the standard to which Customs is required to carry out the immigration clearance function with particular emphasis on identity verification and travel document authentication.

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Customs and AQIS have an MOU in place for processing of passengers at International Airports. The MOU sets out the roles and responsibilities of both agencies within the restricted areas. Some of areas covered in the MOU are marshalling, signage, use of x-rays and other activities undertaken within the restricted areas.

Australia is a signatory to the Convention on International Civil Aviation, also known as the Chicago Convention. The Convention was established by the International Civil Aviation Organisation (ICAO), a specialist agency of the United Nations charged with coordinating and regulating international air travel. The Convention establishes rules of airspace, airplane registration and safety, and details the rights of the signatories in relation to air travel. Annex 9 was developed to standardise the processing and facilitation of passengers through international barriers, and to reduce and standardise documentation requirements of Customs administrations in relation to international aircraft movements.

KEY ROLES AND RESPONSIBILITIES

Customs policy responsibility rests with the Passenger Policy Section of the Passenger Operations Branch, Passengers Division.

The Director Passenger Policy is responsible for the preparation and dissemination of policy and practices in relation to the function. Airport Operations North and South are responsible for ensuring the efficient and effective delivery of the function in the eight international airports while Enforcement Operations Branch is responsible for delivery of the primary clearance function at minor airports.

Immigration policy responsibility rests with the Airports Policy Section of the Border Entry Branch of DIAC.

CONSULTATION

Industry Consultation

Not required

External Consultation

DIAC
AQIS
AUSTRAC

Internal Consultation

The following internal stakeholders have been consulted in the development of this Practice Statement:

Passenger Operations
Airport Operations (North)
Airport Operations (South)
Strategic Development (Passengers)

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Enforcement Operations

Approval

Approved on 24 July 2008 by:

Jan Dorrington
National Director Passengers

ENDORSED

Endorsed on 25 July 2008 by:

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A/g DCEO Passengers and Trade Facilitation