



NSW STATE NOTICE NO: 2003/01

NSW structure and interim accommodation arrangements

On 1 October 2002, Customs formally adopted a new structure based upon a realignment of functions in preparation for the introduction of Cargo Management Re-engineering (CMR). Since that date, Customs has undertaken some accommodation changes in order to align new work areas. These accommodation changes and associated staff moves were completed at the end of February.

This State Notice seeks to advise industry of the major changes that have taken place in Customs areas that have direct contact with industry.

CARGO and TRADE FUNCTIONS:

The **Cargo and Trade Branch** comprises four key Sections:

- Client Services**
- Cargo Services**
- Customs Store**
- Customs Information and Support Centre**

Cargo and Trade combines the majority of functions previously provided by the old Import / Export Branch and adds the Vessel \ Aircraft \ Cargo Reporting and Clearance functions and the Customs Information and Support Centre functions.

Client Services Section comprises three work areas:

- Lodgements (including Cashiers)**
- Personal Effects and Private Assessments and**
- Vessel, Aircraft Cargo Reporting and Clearance**

All these areas are based in the Charles Ulm Building, Link Rd Mascot.

Cargo Services Section comprises five key work areas:

- Revenue Assessments**
- Prohibitions and Restrictions**
- Securities**
- Reconciliations and**
- Tariff**

While Tariff remains in our Pitt St Office (level 3) all other areas are based at Link Rd.

Customs Store location remains unchanged.

Customs Information and Support Centre has expanded to take on the centralised responsibility for both national first level cargo systems support and national information centre support. The CI&SC remains based on level 3 of our Pitt St office. A new contact phone number is being introduced for cargo systems support and will be publicised shortly via State Notice. Customs information may still be contacted on 1-300-363-263.

Public counters:

The **Public Lodgements Counter** remains on the ground floor of the Charles Ulm Building at Link Rd Mascot. Hours of business remain 8.30am to 5.00pm. The **Vessel\Aircraft\Cargo Reporting and Clearance Public Counter** remains on level 3, Link Rd Mascot, now adjacent to the **Programmed Examinations Booking Counter**.

Export inquiries:

Export Enquiry Type	Contact Area	Location	Contact Number
General Enquiries	Customs Information Centre	Level 3, Pitt St	1300 363 263
Lodgement Enquiries	Lodgements	Ground Floor, Link Rd	9317 7292
Permit Enquiries	Prohibitions and Restrictions	Ground Floor, Link Rd	9317 7171
Idle ECN / CRN Acquittal Enquiries	Reconciliations	Level 2, Link Rd	9317 7369
Formal AHECC Advice	Tariff	Level 3, Pitt St	9213 2363

Import inquiries:

Import Enquiry Type	Contact Area	Location	Contact Number
General Enquiries	Customs Information Centre	Level 3, Pitt St	1300 363 263
Lodgement Enquiries	Lodgements	Ground Floor, Link Rd	9317 7292
Permit Enquiries	Prohibitions and Restrictions	Ground Floor, Link Rd	9317 7171
Import Entry (Declaration) Acquittal Enquiries	Reconciliations	Level 2, Link Rd	9317 7369
Formal Tariff Advice	Tariff	Level 3, Pitt St	9213 2491
Revenue Assessment (including Refund) Enquiries	Revenue Assessments	Ground Floor, Link Rd	9317 7095
Security and Temporary Imports Enquiries	Securities	Ground Floor, Link Rd	9317 7351

COMPLIANCE ASSURANCE FUNCTIONS:

Compliance Assurance combines the majority of functions previously provided by the old Commercial Compliance Branch and adds the areas of Cargo Services (Examinations), Cargo Compliance and some desk audit functions (red-line assessment) from the Import / Export Branch.

The **Compliance Assurance Branch** comprises five key sections:

Compliance Teams 1 and 2 comprise both audit personnel and elements of the desk audit areas (CP&R, Exports and Import Clearance) responsible for assessment and clearance of specifically profiled entries (declarations). The desk audit personnel are based on level 3, Link Rd whilst the field audit personnel are based on level 3 of our Pitt St office.

Compliance Team 3 comprises all personnel involved in cargo examinations (replacing the old areas of Cargo Services and Export Verifications). Compliance Team 3 is entirely based on level 3, at Link Rd.

Compliance Team 4 comprises all personnel involved in compliance monitoring of all industry sectors responsible for moving, handling, storing and reporting of cargo subject to the control of Customs (replacing the old areas of Cargo Compliance and Licensing). Compliance Team 4 is primarily based on level 3, at Link Rd.

Compliance Team 5 comprises all personnel involved in compliance monitoring of the industry sector responsible for preparing and reporting to Customs, import and export entries (declarations). Compliance Team 5 replaces the old areas of the Service Providers Audit Group and the IEQ component of Import Clearance. Compliance Team 5 is entirely based on level 4, at Link Rd.

Compliance inquiries:

Compliance Enquiry Type	Contact Area	Location	Contact Number
Compliance Monitoring – Imports and Exports	Compliance Team 1	Level 3, Pitt St and Link Rd	9213 2679
Compliance Monitoring – Imports and Exports	Compliance Team 2	Level 3, Pitt St and Link Rd	9213 2991
Compliance Monitoring - Examinations	Compliance Team 3	Level 3, Link Rd	9317 7116
Compliance Monitoring – Handlers, Carriers and Reporters	Compliance Team 4	Level 3, Link Rd	9317 7350
Compliance Monitoring – Service Providers	Compliance Team 5	Level 4, Link Rd	9317 7495

Any inquiries about the above arrangements may be directed to Malcolm Graham, Director CMR on 9213 2002.

DAVID COLLINS
Regional Director
New South Wales
21 March 2003