



**Asia-Pacific
Economic Cooperation**

2011/MAG/WKSP1/011

Best Practices for Confidence Building - Effective Stakeholder Communications and Outreach

Submitted by: Australia



**Self-Certification Pathfinder Phase 2:
Capacity Building Workshop 2
Manila, Philippines
10–11 February 2011**



Session 10 – Best Practices for Confidence Building *Effective Stakeholder Communications and Outreach*



Kerry Coleman
Australian Customs and Border Protection Service
February 2011



Stakeholders

Internal

- The staff of Australian Customs and Border Protection Service



External

- Our clients (e.g., importers, exporters, freight forwarders, customs brokers)
- Other government agencies (e.g., DFAT when they deliver information sessions on FTAs)
- Other Customs administrations (e.g. WCO)





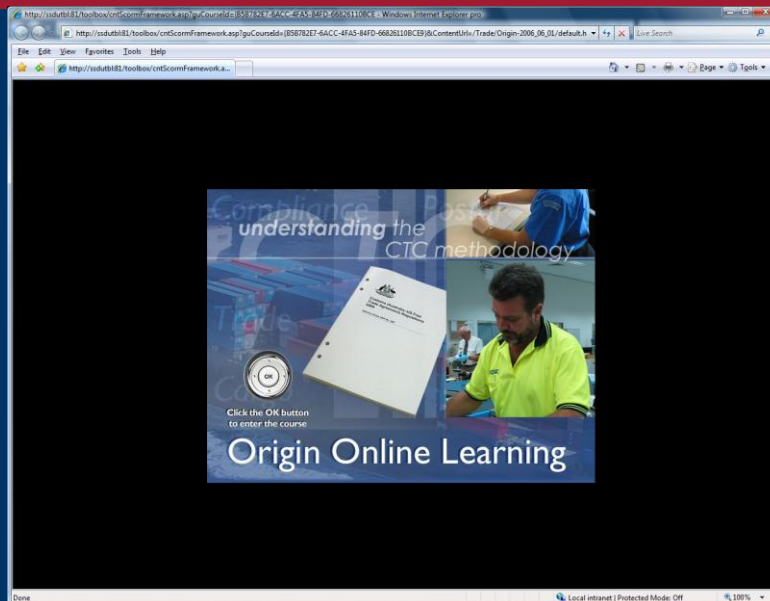
Methods of Communication

Internal

- Australian Customs and Border Protection Intranet
- Practice statements
- Instructions and guidelines
- On-line training
- Face to face training
- Information sessions



On-line learning






Methods of Communication

External

- Australian Customs and Border Protection internet site
- Compliance Update newsletter
- Group email contact addresses e.g. origin@customs.gov.au
- Group phone number for specific enquiries eg. valuation and origin
- Customs Information and Support Centre (CISC)
- Practice statements
- Instructions and guidelines



Methods of Communication cont.

- Australian Customs Notices (ACNs)
- Topic specific fact sheets
- Information sessions (delivered at trade expos, and to university and industry groups)
- Outreach at Customs Brokers and Forwarders Council of Australia (CBFCA) and other peak body meetings
- Trade facilitation forum
- Approved templates for correspondence and reports
- Complaints and Compliments



Customs Internet

Customs home page - Windows Internet Explorer provided by Australian Customs Service
http://www.customs.gov.au/default.asp

Australian Government
Australian Customs and
Border Protection Service

home
- who we are
- contact customs
- cargo support
- paying customs invoices
- travellers
- protecting our borders
- import export
- anti-dumping
- business opportunities
- **media, publications and forms**
- careers and recruitment
- integrity and professional standards
- complaints and compliments
- search

Christmas Island Tragedy Internal Review

Customs and Border Protection today released an Internal Review of the agency's response to the Christmas Island tragedy on 15 December 2010, when a vessel (REV 221) carrying a number of asylum seekers foundered on rocks at Rocky Point, Christmas Island.

Read the Media Release.

Quick links
Guide for travellers
Importing goods by post
Customs online payment facility
Quick guide to Customs
Guide to prohibited and restricted imports
Asbestos Advisory - Imported Decorative Stone Products
Media room
ICS updates
Customs interactive
Frontline
OR adjustments - operative from 1 February 2011
DCTV advisory service
Tariff concessions gazette
Become a Customs and Border Protection support carer
ASEAN-Australia-New Zealand FTA
New Exiles Equivalent Guide Arrangements
BUDGET 2010-11

Contact Customs | Privacy Information | Copyright Australian Customs Service | Disclaimer | Accessibility

Local intranet | Protected Mode Off | 100%



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Practice Statement



AUSTRALIAN CUSTOMS AND BORDER PROTECTION SERVICE PRACTICE STATEMENT

FILE NO: 2008/011956

PRACTICE STATEMENT NO:
PUBLISHED DATE: 4 MARCH 2009
AVAILABILITY: Internal and External

SUBJECT: Free Trade Agreement Rules of Origin
PURPOSE: This practice statement sets out Customs policy in relation to preferential rules of origin for Australia's Free Trade Agreements.

APPROVING OFFICER: National Director Trade
CATEGORY: Operational Procedures
CONTACT: Valuation and Origin - (02) 6275 6556

SUMMARY OF MAIN POINTS

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

- Free Trade Agreement Rules of Origin
- Origin Advice Rulings

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

STATEMENT

INTRODUCTION
Australia has entered into a number of Free Trade Agreements (FTAs) with other countries. These agreements provide for preferential rates of duty (often free) for goods traded between these countries and Australia.

Every trade agreement or preference scheme sets out particular rules that determine what goods are eligible for free or preferential entry. The Department of Foreign Affairs and Trade; the Department of Innovation, Industry, Science and Research; and the Department of Agriculture, Fisheries and Forestry have the responsibility to formulate policies in relation to these provisions in the FTAs.



IMPORT DECLARATIONS

Imported goods may arrive in Australia in various ways. You may bring goods with you from overseas or you may import the goods by:

- air cargo
- sea cargo
- international mail (post).

You have imported goods into Australia if:

- you purchase, order or otherwise arrange for goods to be brought (or sent) to Australia from overseas
- someone sends goods to you from overseas (even if the goods were sent unassociated)
- you bring commercial goods with you from overseas.

An Import Declaration is a statement made to the Australian Customs and Border Protection Service (Customs and Border Protection) providing information about imported goods.

Import Declarations are used to clear goods with a value exceeding A\$1000 from Customs control. The information in a declaration is used to assess the goods for duty, Goods and Services Tax (GST) and other taxes and charges.

Customs and Border Protection also use Import Declarations to determine if any of the following apply:

- GST exemptions
- tariff concessions
- Free Trade Agreements (FTAs)
- other concessions or schemes
- if permits or approvals are required.

There may be a reduction in duty and/or GST if a concession or exemption applies.

IMPORTING GOODS

If imported goods are valued above A\$1000 and arrive by mail, air or sea cargo, in most cases, you will be required to make an Import Declaration.

Customs and Border Protection requires Import Declarations to be lodged by the importer.

To lodge an Import Declaration, you may:

- use the services of a licensed Customs broker who will complete the Customs and Border Protection requirements for you based on the information you provide
- complete an Import Declaration and present it at a Customs and Border Protection counter
- communicate with Customs and Border Protection electronically via the Integrated Cargo System (ICS). A digital certificate is required.

Further information on communicating electronically with Customs and Border Protection is available at: www.cbrpimport.gov.au/ics/import/650.asp

If you present an Import Declaration at a Customs and Border Protection counter you will need to bring with you the following:

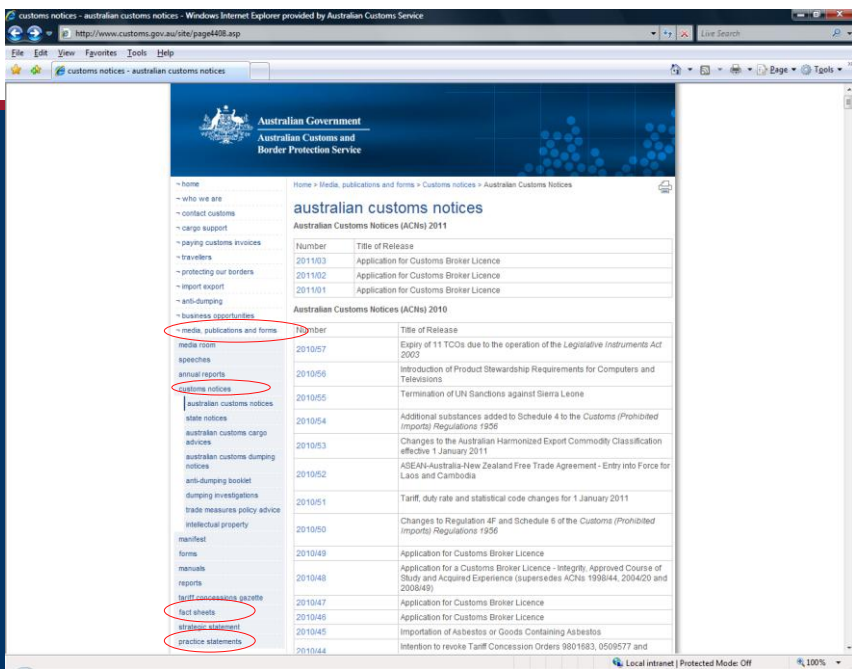
- Bill of Lading/Air Waybill
- commercial documents (invoices)
- Proof of identity
- permits or approvals (for the goods)
- other relevant documents.

After you make an Import Declaration you must keep all relevant documentation for five years.

The following Import Declaration forms are available from Customs and Border Protection counters or online at: www.customs.gov.au/site/page4088.asp

- Form 8274 – Import Declaration (Post) for goods that arrive in Australia by post
- Form 8820 – Import Declaration (NIG) for goods that arrive in Australia by air cargo, sea cargo, post or commercial goods carried by you.

Fact sheet for importers



The screenshot shows the website interface with a navigation menu on the left. The following items in the menu are circled in red:

- media, publications and forms
- customs notices
- fact sheets
- practice statements

The main content area displays a table of notices:

Number	Title of Release
201103	Application for Customs Broker Licence
201102	Application for Customs Broker Licence
201101	Application for Customs Broker Licence

Below this is another table for 2010 notices:

Number	Title of Release
201057	Expiry of 11 TCOs due to the operation of the Legislative Instruments Act 2003
201056	Introduction of Product Stewardship Requirements for Computers and Televisions
201055	Termination of UN Sanctions against Sierra Leone
201054	Additional substances added to Schedule 4 to the Customs (Prohibited Imports) Regulations 1956
201053	Changes to the Australian Harmonized Export Commodity Classification effective 1 January 2011
201052	ASEAN-Australia New Zealand Free Trade Agreement - Entry into Force for Laos and Cambodia
201051	Tariff, duty rate and statistical code changes for 1 January 2011
201050	Changes to Regulation 4F and Schedule 6 of the Customs (Prohibited Imports) Regulations 1956
201049	Application for Customs Broker Licence
201048	Application for a Customs Broker Licence - Integrity, Approved Course of Study and Acquired Experience (supersedes ACNs 1998/44, 2004/20 and 2008/48)
201047	Application for Customs Broker Licence
201046	Application for Customs Broker Licence
201045	Importation of Asbestos or Goods Containing Asbestos
201044	Intention to revoke Tariff Concession Orders 9801683, 0509577 and



Australian Government
Australian Customs and
Border Protection Service

**AUSTRALIAN CUSTOMS AND BORDER PROTECTION NOTICE
NO. 2010/52**

**ASEAN-Australia-New Zealand Free Trade Agreement
Entry into Force for Laos and Cambodia**

The Agreement Establishing the ASEAN-Australia-New Zealand Free Trade Area (AANZFTA) will enter into force on 1 January 2011 for Laos and on 4 January 2011 for Cambodia.

The AANZFTA has already entered into force for Australia, New Zealand, Brunei, Malaysia, Burma, Philippines, Singapore, Thailand and Vietnam.

Under subsection 153ZKB(7) of the *Customs Act 1901*, the Minister for Home Affairs is required to announce by Gazette Notice the day on which the Agreement enters into force for each Party to the Agreement (other than Australia). This occurred on 8 December 2010 for Laos and Cambodia.

Indonesia is working to complete its internal requirements. AANZFTA will enter into force for Indonesia 60 days after the date of notification that it has completed its internal requirements.

If you have any queries about this Notice, please contact the Valuation & Origin Section, Trade Services Branch, by email to origin@customs.gov.au or by telephone on (02) 6276 6556.

Anthony Seebach
National Manager
Trade Services Branch
CANBERRA ACT
8 December 2010

ACN



Australian Government
Australian Customs and
Border Protection Service

Further Information

Please contact:

- Ms Kim Marshall, Director, Compliance Approach & Framework
kim.marshall@customs.gov.au
- Ms Stephanie Lee, Director, Valuation and Origin
stephanie.lee@customs.gov.au
- Internet: www.customs.gov.au



Questions?