Best Practices for Confidence Building - Effective Stakeholder Communications and Outreach

Submitted by: Australia
Session 10 – Best Practices for Confidence Building
Effective Stakeholder Communications and Outreach

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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 e.g. 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


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AUSTRALIAN CUSTOMS AND BORDER PROTECTION NOTICE
No. 201952

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 (AAANFTA) will enter into force on 1 January 2011 for Laos and on 1 January 2011 for Cambodia.

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

Under subsection 155(1)(b) of the Customs Act 1901, the Minister for Home Affairs is required to announce by way of notice in the Gazette when the Agreement enters into force for each party to the Agreement other than Australia. This occurred on 1 December 2010 for Laos and Cambodia.

Interest is also invited to complete its internal requirements, and the AAANFTA will enter into force for Cambodia 45 days after the date of notification that it has completed its internal requirements.

If you have any questions about this Notice, please contact the Valuation and Origin Services, Trade Services Branch, by email to valuations@customs.gov.au or by telephone on 6121029 4290.

Anthony Seabrook
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Trade Services Branch
CUSTOMS & BF, HC
6 December 2010

Further Information

Please contact:

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Questions?