



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

File 2009/034714

Review of the Tariff Advice System 2009/2010

The 2009/10 Customs and Border Protection Annual Plan commits Trade and Compliance Division to examining working arrangements and business processes for the Tariff Advice System.

The Tariff Advice System will be reviewed to ensure that it delivers a service that meets the needs of Customs and Border Protection, industry and other relevant stakeholders.

In making its assessments, the review team will specifically consider whether:

- Practices around the provision of tariff advice are still appropriate;
- The delivery of tariff advice is contemporary and aligns with Government policy;
- The delivery of tariff advice is efficient, consistent and transparent; and
- Whether Tariff Advices should be made publicly available.

We value your input. We would urge you to assist us in our efforts to evaluate the Tariff Advice System by completing the attached form and emailing your responses to tariffservicesreview@customs.gov.au by Friday 27 November 2009. The information you provide will form an important part of the review and help us identify specific areas for improvement.

If you have any questions about the review, or the form, please do not hesitate to contact either myself on (03) 9244 8441 or Gael Grooby on (02) 6275 6434 or to send your questions by emailing tariffservicesreview@customs.gov.au.

Thank you for making the time to give us your input.

Yours sincerely,

Tony Merrick

Chair of Tariff Advice System Review Team

05 November 2009

Review of the Tariff Advice System

Name:	
Company/Organisation	
Email contact details:	
Mailing Address:	
Telephone #	

1. Please advise if you or your organisation is interested in participating in the review of the Tariff Advice System.

YES / NO

If you are interested in participating in the review of the Tariff Advice System I would ask that you also complete the rest of this form.

2. Our staff/members usually seek the following forms of tariff advice:

Informal Tariff Advice opinions	YES/NO
Formal Tariff Advice decisions	YES/NO
Both Informal Tariff Advice opinions and Formal Tariff Advice decisions	YES/NO
Formal Reviews of Tariff Advices	YES/NO

3. How frequently do your staff/members hold face-to-face meetings with Tariff officers on average in a month?

0 / 1 – 4 TIMES / 5 – 9 TIMES / 10 – 14 TIMES / 15 – 19 TIMES / MORE THAN 20 TIMES

Comments:

4. How frequently do Tariff officers attend meetings at your / your client's premises on a monthly basis?

0 / 1 – 4 TIMES / 5 – 9 TIMES / 10 – 14 TIMES / 15 – 19 TIMES / MORE THAN 20 TIMES

Comments:

5 Please advise the level of satisfaction that you currently have in relation to the following service times.

(a) How would you describe your level of satisfaction with decision times for Tariff Advices?

Please note: Customs and Border Protection endeavours to complete Tariff Advice decisions within 30 days.

Very dissatisfied / Dissatisfied / Satisfied / Very satisfied

Comments:

(b) How would you describe your level of satisfaction with decision times for reviews of Tariff Advices?

Please note: Customs and Border Protection endeavours to complete reviews of Tariff Advice decisions within 60 days. However, this may take longer in peak periods or if information given on the goods is insufficient.

Very dissatisfied/Dissatisfied/Satisfied/Very satisfied

Comments:

6. Please advise the level of satisfaction that you currently have in relation to your dealings with the following sections:

(a) Tariff Advice Sections

Unsatisfactory / Satisfactory

Comments:

(b) Tariff Review Section

Unsatisfactory / Satisfactory

Comments:

7. Please advise if you receive any other tariff advice service that is not specified above.

Please provide comments on how the Tariff Advice System might be improved.

Comments:

Please return the completed form by email to tariffservicesreview@customs.gov.au by COB Friday 27 November 2009.

If you have any questions about the form or the review please do not hesitate to contact me.

Tony Merrick
Chair of Tariff Advice System Review Team
05 November 2009