

SENATE LEGAL AND CONSTITUTIONAL LEGISLATION COMMITTEE
AUSTRALIAN CUSTOMS SERVICE

Question No. 216

Senator Ludwig asked the following question at the hearing on 24 May 2005:

What have Customs undertaken to gauge the industry reaction to the ICS Releases so far?

The answer to the honourable senator's question is as follows:

Customs has a number of mechanisms to gauge industry reaction to the Integrated Cargo System (ICS) releases, including:

- Regular meetings with industry, such as:
 - the Software Developers forum
 - Container Terminal Operators (CTO) forum
 - Customs National Consultative Committee (CNCC)
- The Minister's periodic Round Table meeting with industry representatives
- Weekly industry newsletter
- Customs Help Desks
- Providing presentations at businesses and at industry forums
- Customs and joint Customs/industry ICS training courses
- Ongoing in-depth consultation with individual clients
- Customs complaints and compliments system.