



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

R E P O R T

COMPLAINTS AND COMPLIMENTS NATIONAL QUARTERLY REPORT

January - March 2010

CORPORATE CONNECT

MELBOURNE

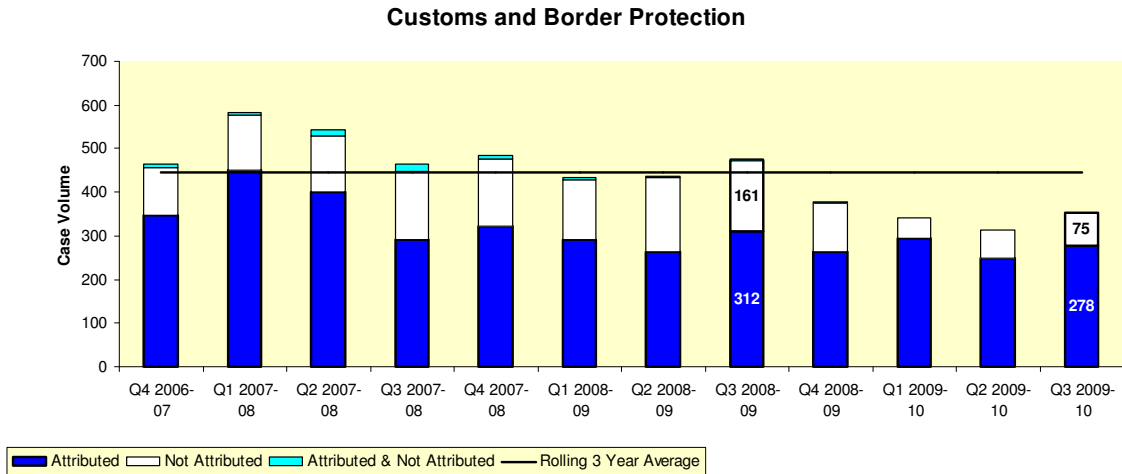
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EXECUTIVE SUMMARY

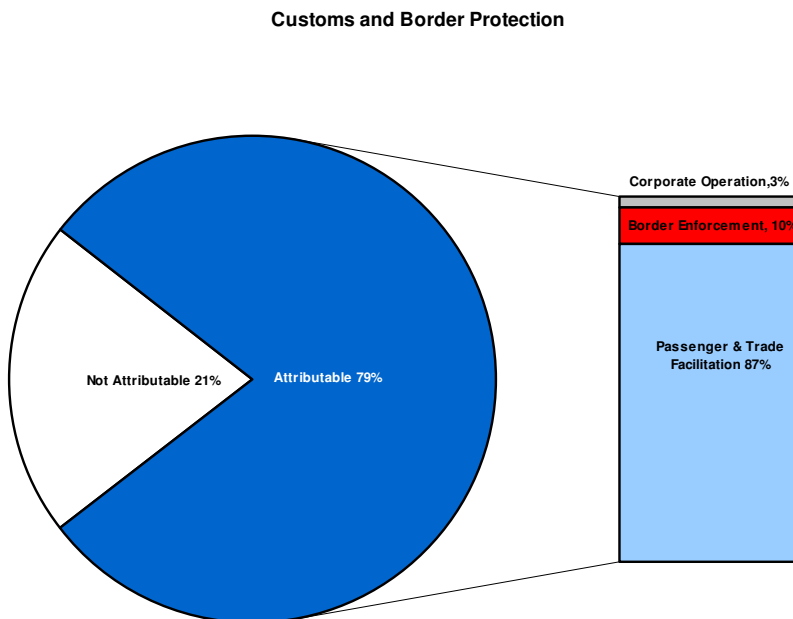
All Complaints

There were 353 unique complaint cases logged and investigated during the quarter. This represents a **26%** decrease over the same period last year (475 unique cases) and a **20%** decrease against the 3 year rolling average (439 unique cases).



Attributable complaint cases accounted for 278¹ of the 353 cases logged and investigated. This represents a **11%** decrease over the figure recorded for the same period last year (314 attributed cases) and represents a **13%** decrease over the rolling three year average (319 attributed cases).

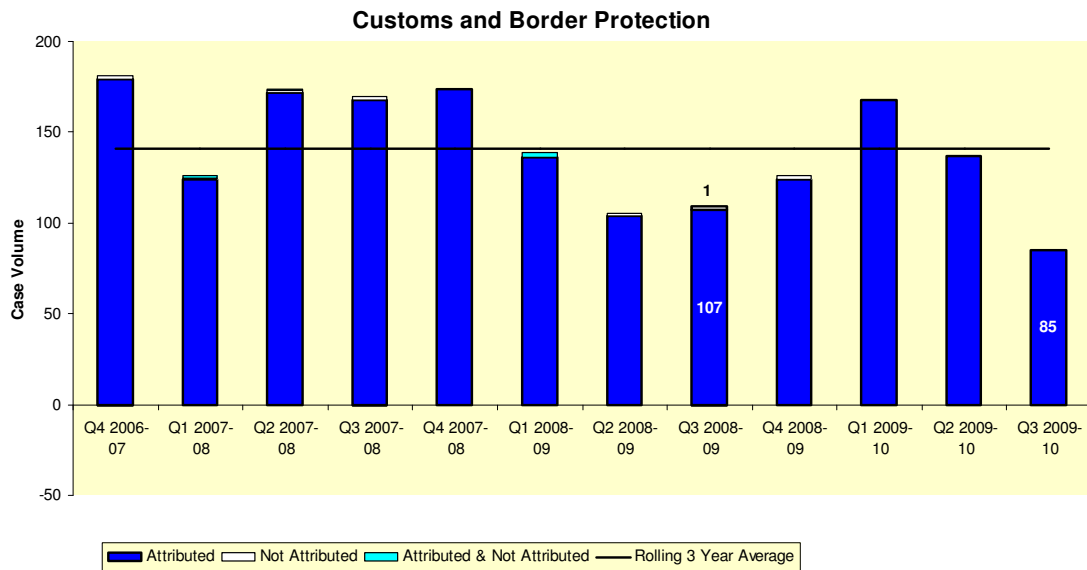
In line with our core activities, where we interact with the community and industry, the majority of complaints cases occur within Passenger & Trade Facilitation program.



¹ There were 2 complaints received by Customs and Border Protection relating to the organisation as a whole and could not be attributed to a particular program

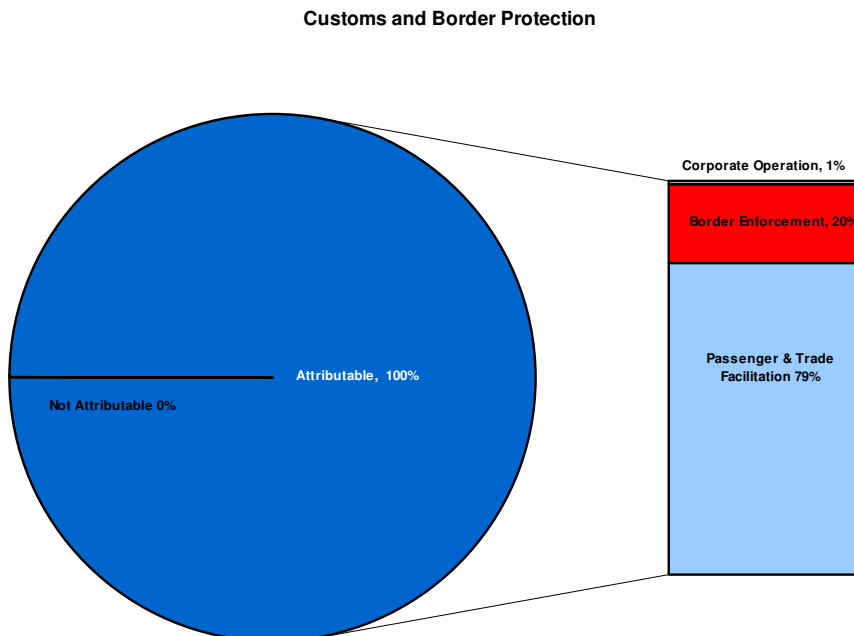
All Compliments

There were 85 compliment cases logged and acknowledged during the quarter. This represents a **21%** decrease over the same period last year (108 unique cases) and a **40%** decrease against the 3 year rolling average (141 unique cases).



Attributable compliment cases account for all of the 85² cases logged and investigated. This represents a **20%** decrease over the same period last year (106 attributed cases) and a **39%** decrease over the rolling three year average (140 attributed cases).

In line with our core activities, where we interact with the community and industry, the majority of compliments cases occur within Passenger & Trade Facilitation Program.



² There were 4 compliments received by Customs and Border Protection relating to the organisation as a whole and could not be attributed to a particular program.

Statistics³

Complaint Ratios		
Description	Ratio	Variation on ratio from same period last year
Complaint to Compliment	3.27 : 1	10%
Complaints to Air Movements	1 : 49680	21%
Complaints to TEU inspected 1. ALL 2. CEF only	1. TEU (ALL) 1: 480 2. TEU (CEF Only) 1: 810	1. -21% 2. -75%
Complaints to Postal Articles inspected	1 : 573944	0%
Complaints to Air Cargo Articles inspected	1 : 64726	-8%
Customs Information and Support Centre (CI&SC) complaints to contacts	1 : 15897	29%

Key Issues⁴

Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Officer was rude	52	38	-27%
Hold not removed	1	37	3600%
Goods were damaged	11	24	118%
Refund not yet received	4	19	375%
Always Held	13	15	15%

Compliment			
Issue	Q3 2008-09	Q3 2009-10	Variance
Officer/s was helpful	20	25	25%
Officer/s was professional	40	18	-55%
Appreciated assistance	36	17	-53%
Officer/s was friendly	9	10	11%
Officer/s was efficient	3	4	33%

³ All Statistics based on Attributed cases only

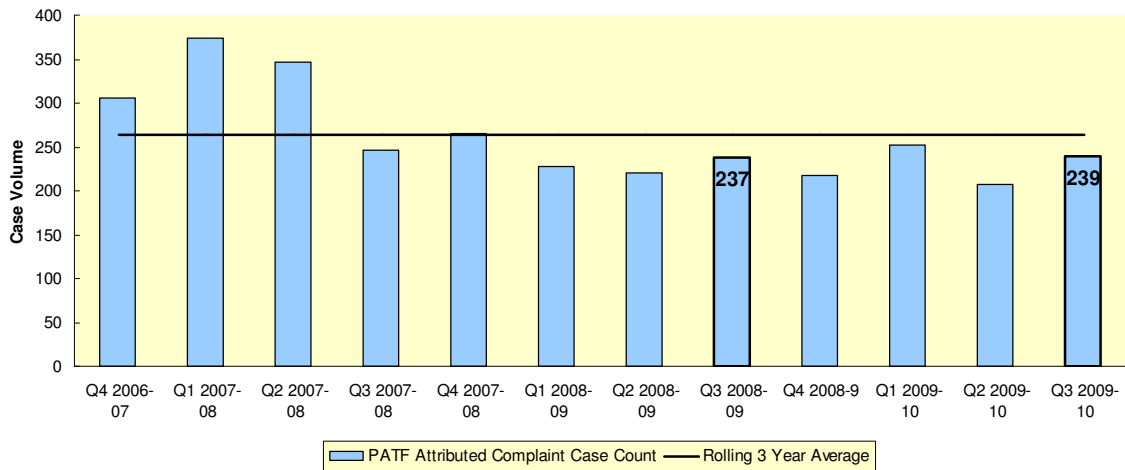
⁴ May include multiple issues for single Complaint and Compliment Cases

Passenger & Trade Facilitation

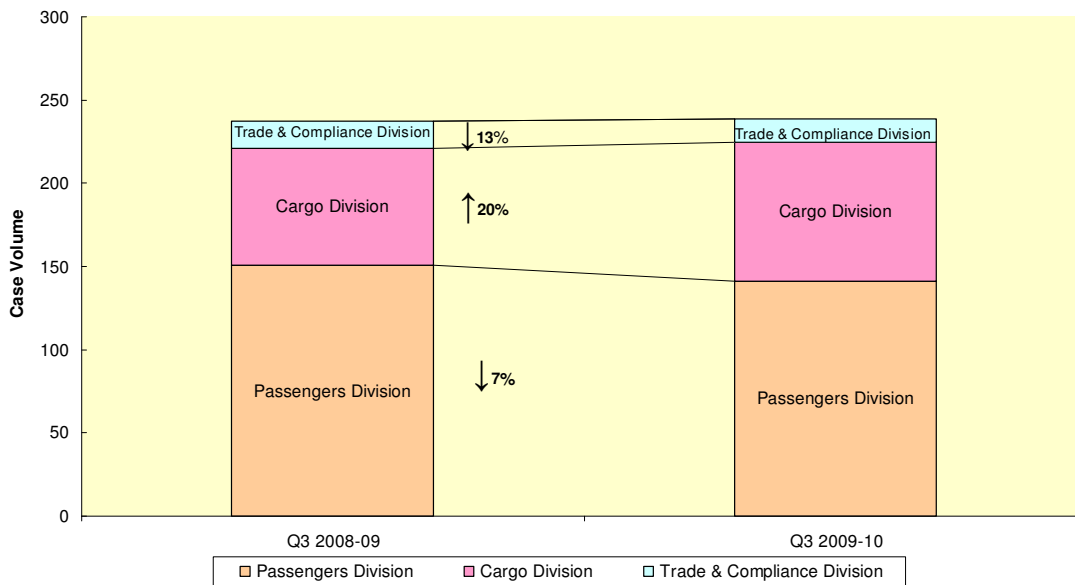
Complaints

There were 239 complaint cases logged and investigated during the quarter. This represents a 1% increase over the same period last year (237 cases) and a 9% decrease against the 3 year rolling average (264 cases).

Passenger and Trade Facilitation



Passenger & Trade Facilitation

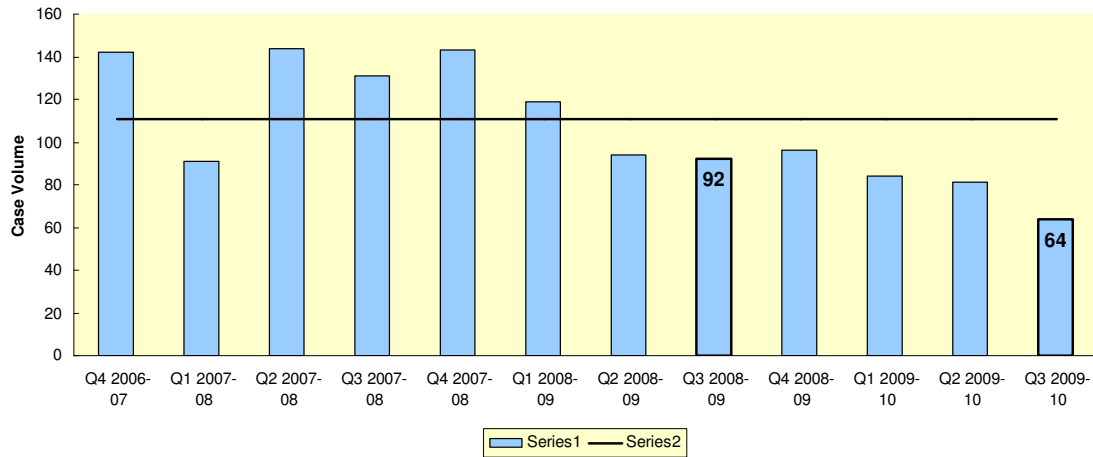


Division	Q3 2008-09	Q3 2009-10	Variance
Passengers Division	151	141	-7%
Cargo Division	70	84	20%
Trade & Compliance Division	16	14	-13%
Total	237	239	1%

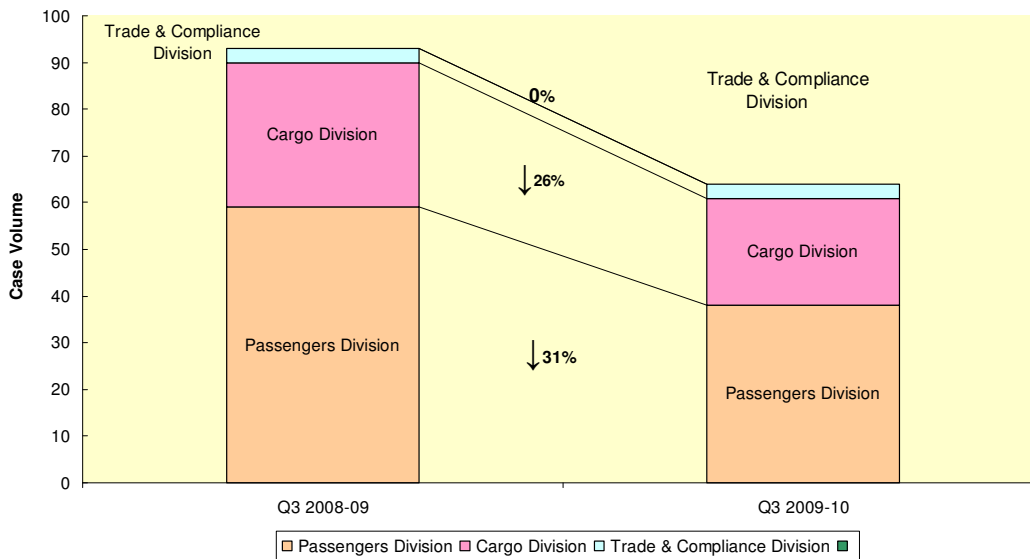
Compliments

There were 64 compliment cases logged and acknowledged during the quarter. This represents a **30%** decrease over the same period last year (92 unique cases) and a **42%** decrease against the 3 year rolling average (111 unique cases).

Passenger and Trade Facilitation



Passenger & Trade Facilitation



Case Volume			
Division	Q3 2008-09	Q3 2009-10	Variance
Passengers Division	59	38	-36%
Cargo Division	31	23	-26%
Trade & Compliance Division	3	3	-
Total	93⁵	64	-31%

⁵ One case included a compliment for two separate work areas.

Key Issues

Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Officer was rude	50	38	-24%
Hold not removed	0	27	-
Goods were damaged	11	24	118%
Refund not yet received	4	19	375%
Didn't expect duty/tax	16	12	-25%

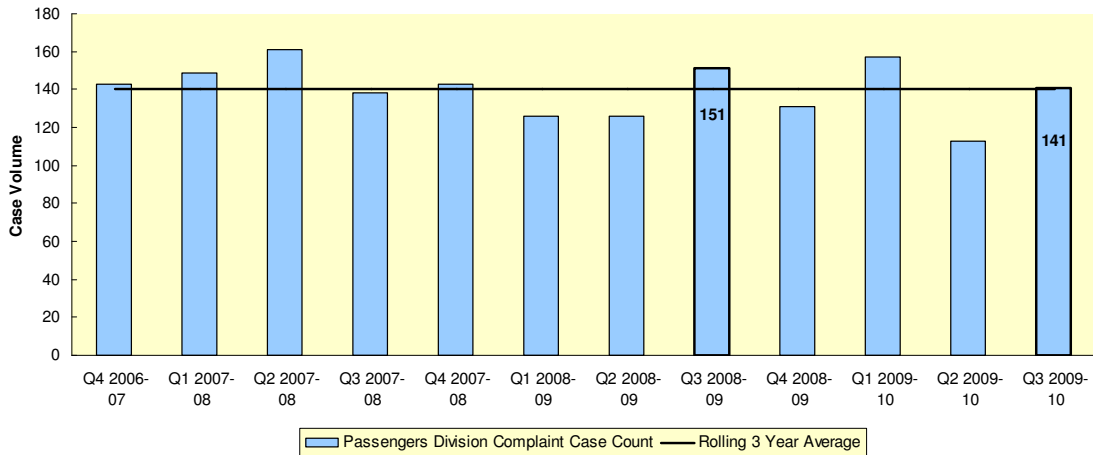
Compliment			
Issue	Q3 2008-09	Q3 2009-10	Variance
Officer/s was helpful	20	23	15%
Appreciated assistance	35	14	-60%
Officer/s was friendly	7	10	43%
Officer/s was professional	33	9	-73%
Process was efficient	13	2	-85%

Passengers Division

Complaints

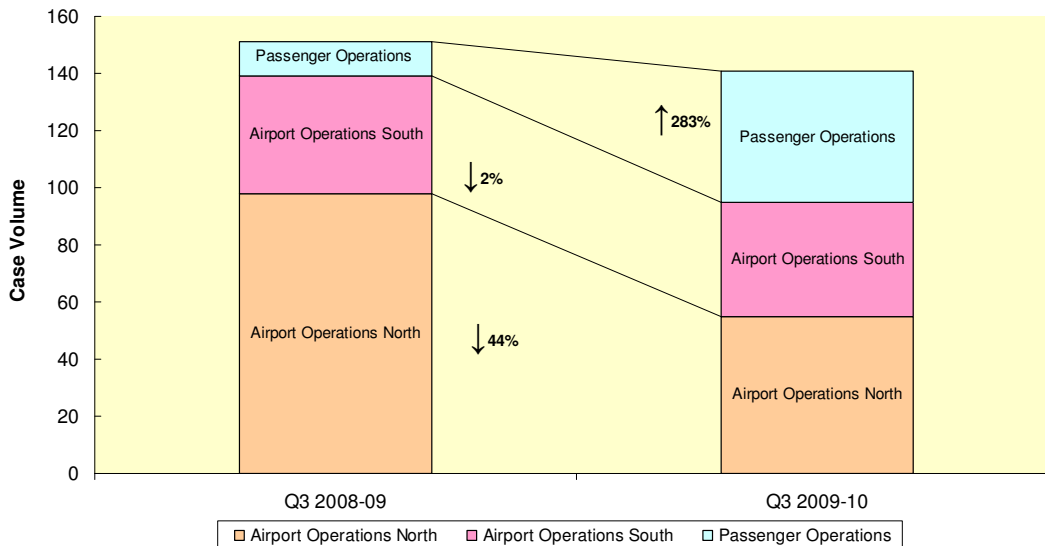
There were 141 complaints cases logged and investigated during the quarter. This represents a **7%** decrease over the same period last year (151 cases) and a **1%** decrease on the 3 year rolling average (140 cases).

Passengers



The decrease in complaint cases for Passengers Division (**7%**) is comprised of decreases in Airport Operations North (**44%**), and Airport Operations South (**2%**) and an increase of **283%** in Passenger Operations branch (predominantly TRS related complaints.)

Passengers Division

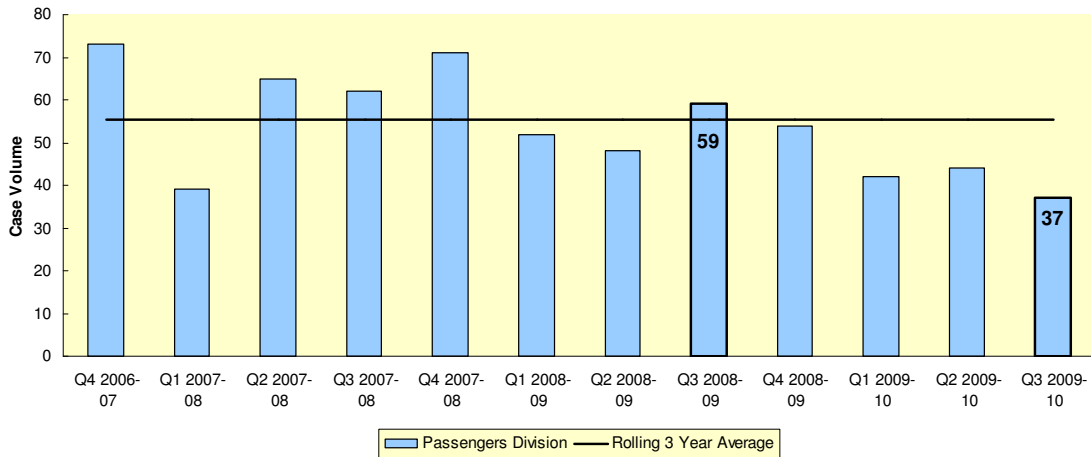


Case Volume			
Branch	Q3 2008-09	Q3 2009-10	Variance
Airport Operations North	98	55	-44%
Airport Operations South	41	40	-2%
Passenger Operations	12	46	283%
Total	151	141	-7%

Compliments

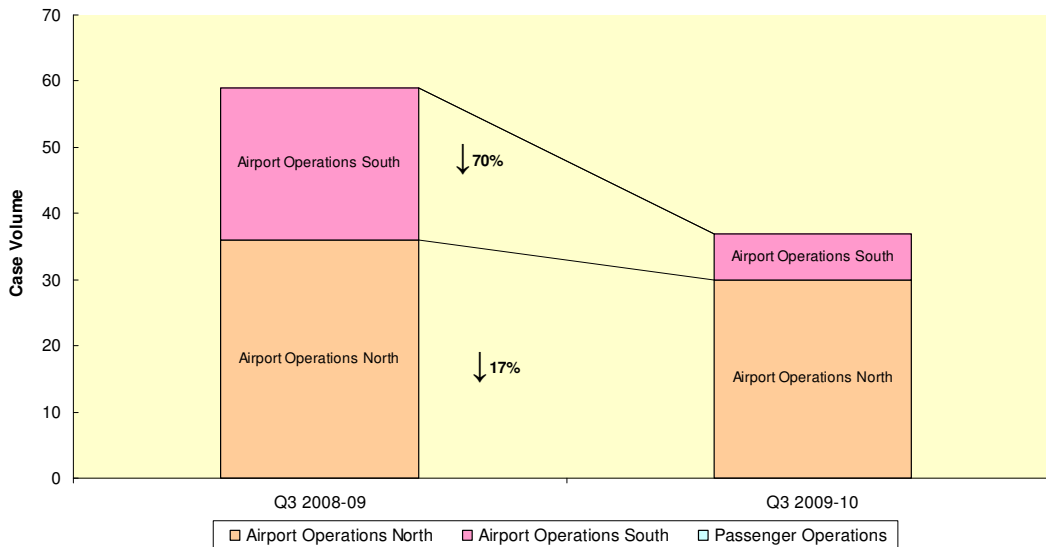
There were 37 compliment cases logged and acknowledged during the quarter. This represents a **37%** decrease over the same period last year (59 cases) and a **33%** decrease on the 3 year rolling average (55 cases).

Passengers



The reduction in compliment cases for Passengers Division (**37%**) is comprised of a reduction in cases attributed to the Airport Operations South Branch (**70%**) and Airport Operations North Branch (**17%**). Passengers Operations cases was unchanged with 0 cases being attributed.

Passengers Division



Case Volume			
Branch	Q3 2008-09	Q3 2009-10	Variance
Airport Operations North	36	30	-17%
Airport Operations South	23	7	-70%
Passenger Operations	0	0	-
Total	59	37	-37%

Statistics

Airport Complaints for Q3 2009 - 10				
Airport	Number of Airport Cases	Arrival Numbers	Departure Numbers	Movements per Complaint
Airport Operations Cairns	2	65,067	61,476	63,272
Airport Operations Sydney	32	1,589,472	1,480,616	95,940
Airport Operations Melbourne	24	805,902	732,210	64,088
Airport Operations Brisbane	17	545,870	507,161	61,943
Airport Operations Perth	11	430,954	389,123	74,552
Airport Operations Darwin	1	52,129	45,975	98,104
Airport Operations Gold Coast	3	100,576	96,409	65,662
Airport Operations Adelaide	5	75,599	64,538	28,027
Other Airport Operations (TRS)	46	6,767	4,744	250
Total	141	3,672,336	3,382,252	50,033

Key Issues

Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Officer was rude	40	32	-20%
Refund not yet received	4	20	400%
Claim not made	0	9	-
Always searched	11	6	-45%
Didn't expect duty/tax	10	6	-40%

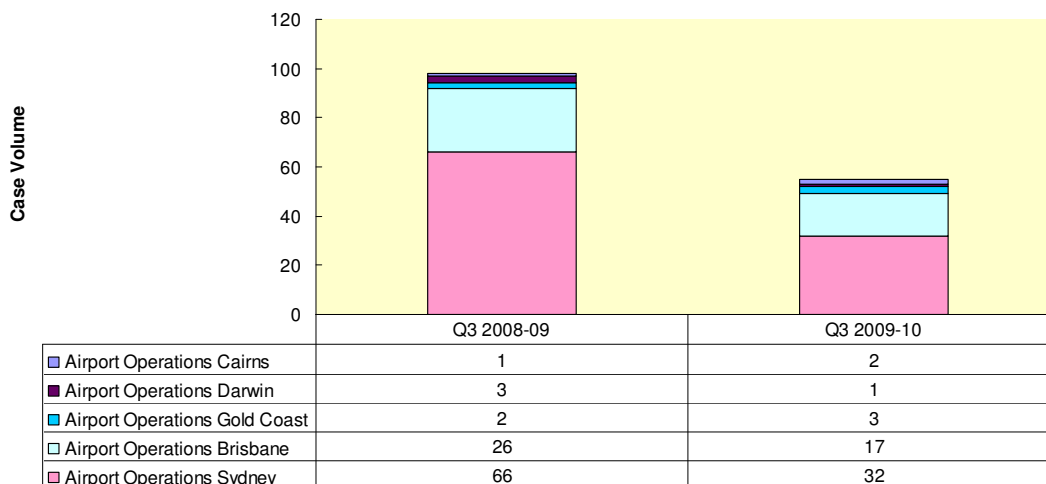
Compliment			
Issue	Q3 2008-09	Q3 2009-10	Variance
Appreciated assistance	30	11	-63%
Officer/s was helpful	9	10	11%
Officer/s was friendly	4	10	150%
Officer/s was professional	17	3	-82%
Process was efficient	11	1	-91%

Airport Operations North

Complaints

There were 55 complaint cases attributable to Airport Operations North during the quarter. The complaints this quarter are down **44%** against the same period last year (98 cases).

Airport Operations North

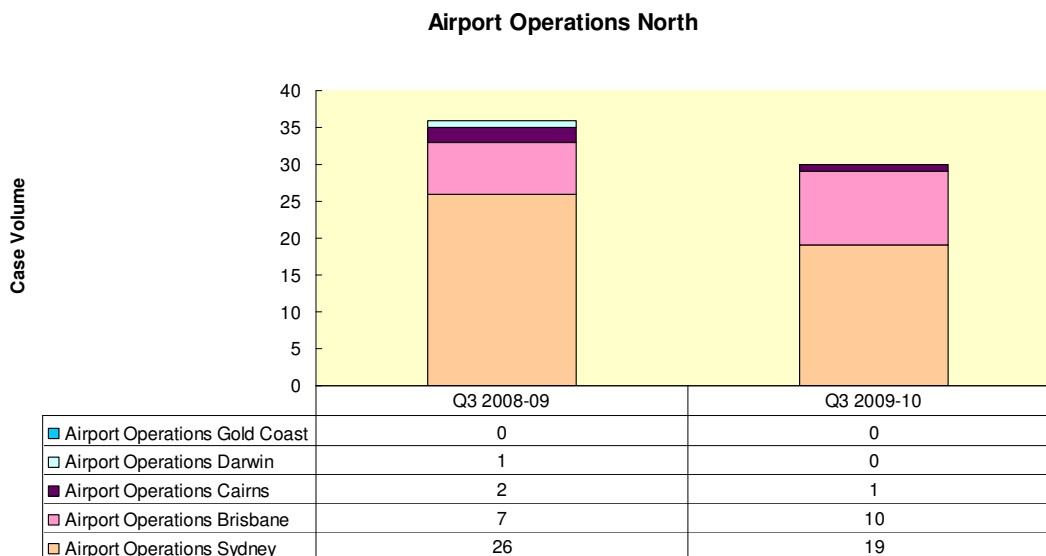


Key Issues

Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Officer was rude	26	19	-27%
Always searched	7	4	-43%
Queue system	1	4	300%
I didn't like the questions	13	3	-77%
Didn't expect duty/tax	5	3	-40%

Compliments

There were 30 compliment cases attributable to Airport Operations North during the quarter. The compliments this quarter are down **17%** against the same period last year (36 cases).



Key Issues

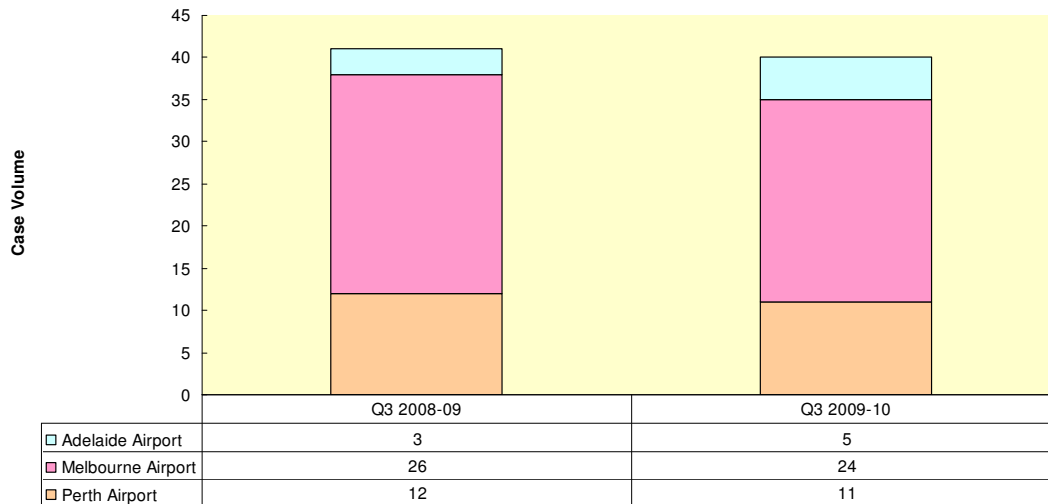
Compliment			
Issue	Q3 2008-09	Q3 2009-10	Variance
Appreciated assistance	20	7	-65%
Officer/s was professional	9	3	-67%
Officer/s was helpful	4	8	100%
Process was efficient	6	1	-83%
Officer/s was friendly	2	9	350%

Airport Operations South

Complaints

There were 40 complaint cases attributable to Airport Operations South during the quarter. The complaints this quarter are **2%** down on the same period last year (41 cases).

Airport Operations South



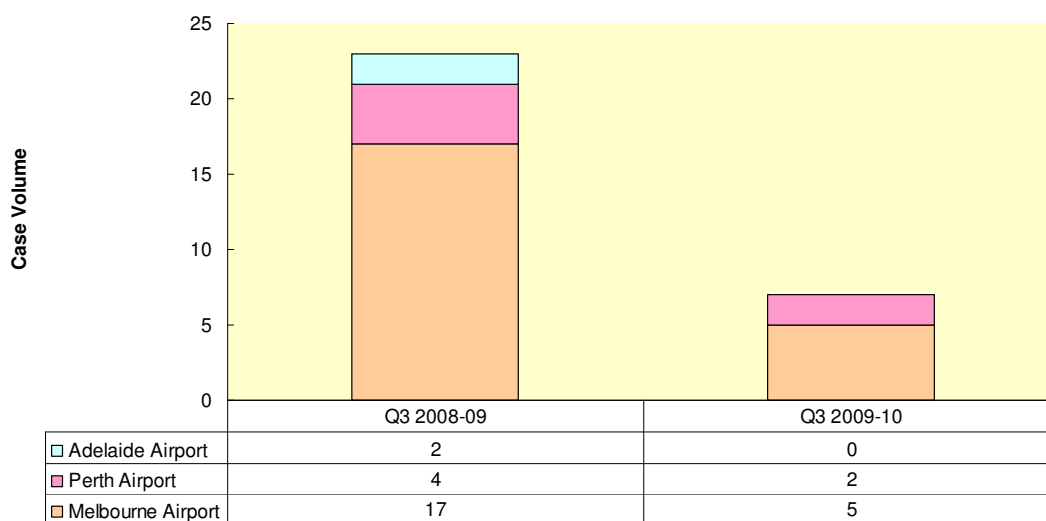
Key Issues

Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Officer was rude	14	13	-7%
Goods were seized	0	4	-
Didn't expect duty/tax	5	3	-40%
Goods were damaged	0	3	-
Always searched	4	2	-50%

Compliments

There were 7 compliment cases attributable to Airport Operations South during the quarter. The compliments this quarter are down **70%** against the same period last year (23 cases).

Airport Operations South



Key Issues

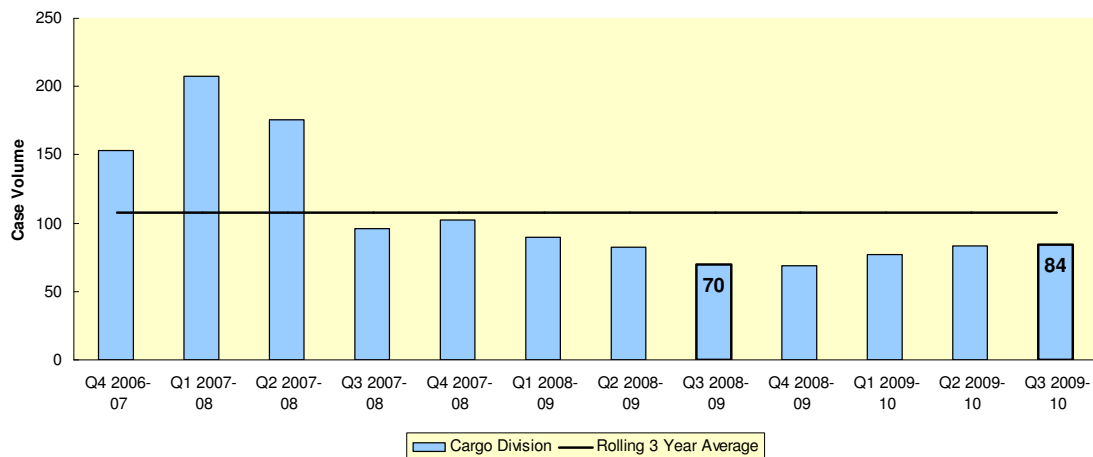
Compliment			
Issue	Q3 2008-09	Q3 2009-10	Variance
Appreciated assistance	10	3	-70%
Officer/s was helpful	5	2	-60%
Officer/s was friendly	2	1	50%
Appreciated facilitation	1	1	-
Officer/s was professional	8	0	-

Cargo Division

Complaints

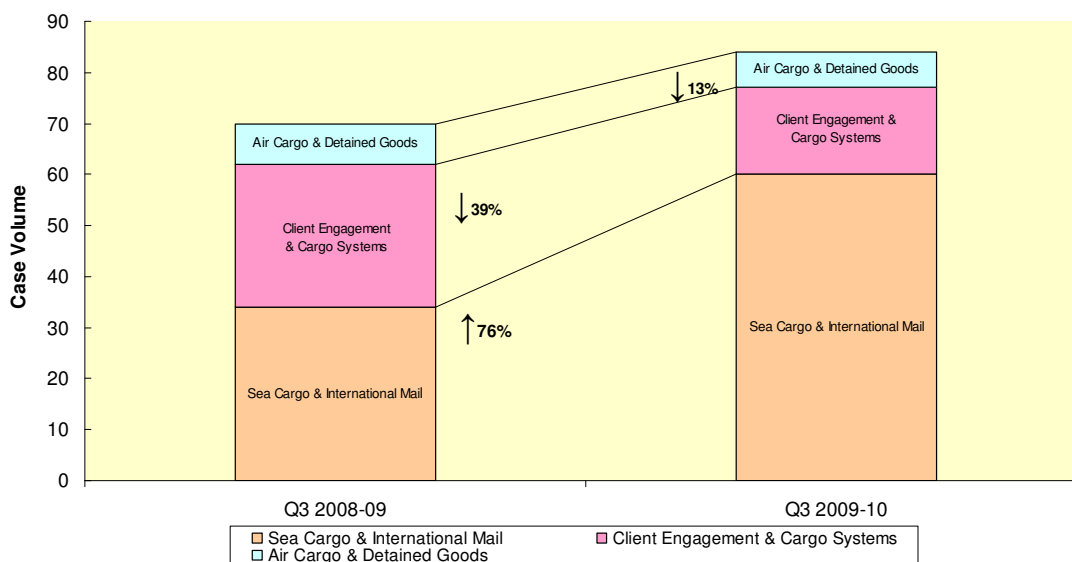
There were 84 complaint cases logged and investigated during the quarter. This represents a **20%** increase over the same period last year (70 cases) and a **22%** decrease against the 3 year rolling average (107 cases).

Cargo Division



Sea Cargo and International Mail showed an increase of **76%** whereas Client Engagement & Cargo Systems Branch had a decrease of **39%** and Air Cargo and Detained goods showed a decrease of **13%**.

Cargo Division

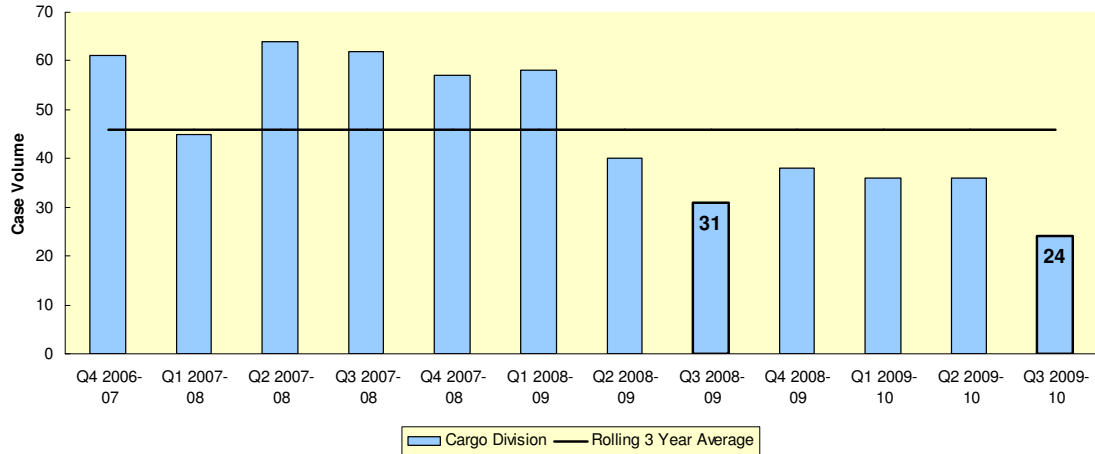


Case Volume			
Branch	Q3 2008-09	Q3 2009-10	Variance
Sea Cargo & International Mail	34	60	76%
Client Engagement & Cargo Systems	28	17	-39%
Air Cargo & Detained Goods	8	7	-13%
Total	70	84	20%

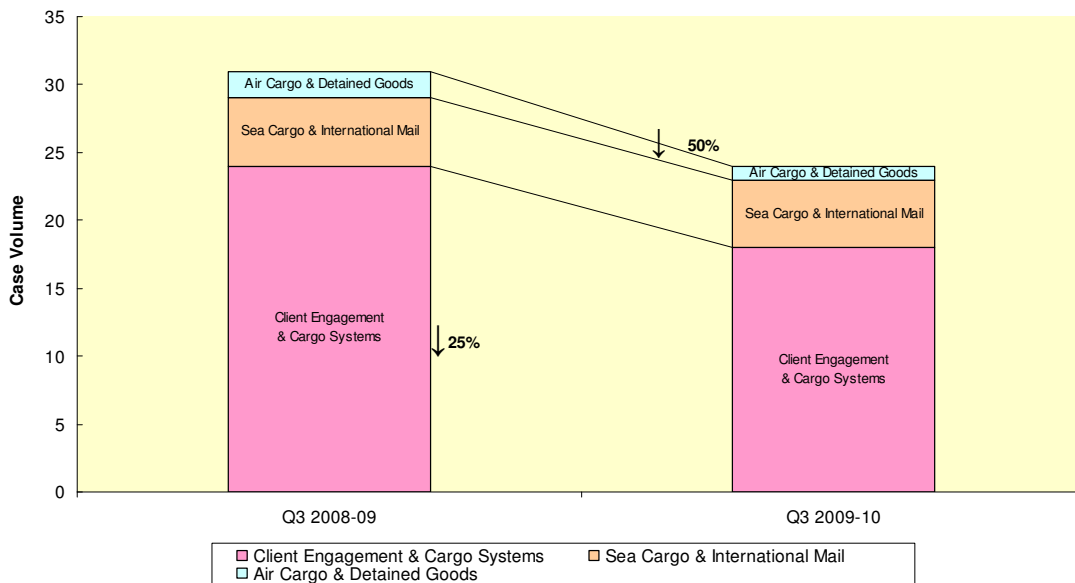
Compliments

There were 24 compliment cases logged and acknowledged during the quarter. This represents an **23%** decrease over the same period last year (31 cases) and a **48%** decrease against the 3 year rolling average (46 cases).

Cargo Division



Cargo Division



Case Volume			
Branch	Q3 2008-09	Q3 2009-10	Variance
Client Engagement & Cargo Systems	24	18	-25%
Sea Cargo & International Mail	5	5	-
Air Cargo & Detained Goods	2	1	-50%
Total	31	24	-23%

Statistics

Container Examination Facility Complaints			
CEF Location	Total Number of Complaints	TEU Inspected	TEU inspected per Complaint
Melbourne	12	10203	850
Sydney	11	8830	803
Brisbane	2	3992	1,996
Fremantle	5	2367	473
Adelaide	2	400	200
Townsville	0	35	0
Darwin	0	79	0
Total	32	25906	810

Customs and Border Protection Information and Support Centre (CI&SC) Complaints						
Month	Number of Complaint Cases	Number of Phone Contacts	Number of Email Contacts	Number of Fax Contacts	Total Contacts	Number of Contacts for Every Complaint
January	6	27,444	5659	207	33,310	5,552
February	2	26,945	5516	124	32,585	16,293
March	3	30,144	6235	98	36,477	12,159
Total	11	84,533	17,410	429	102,372	9,307

Key Issues

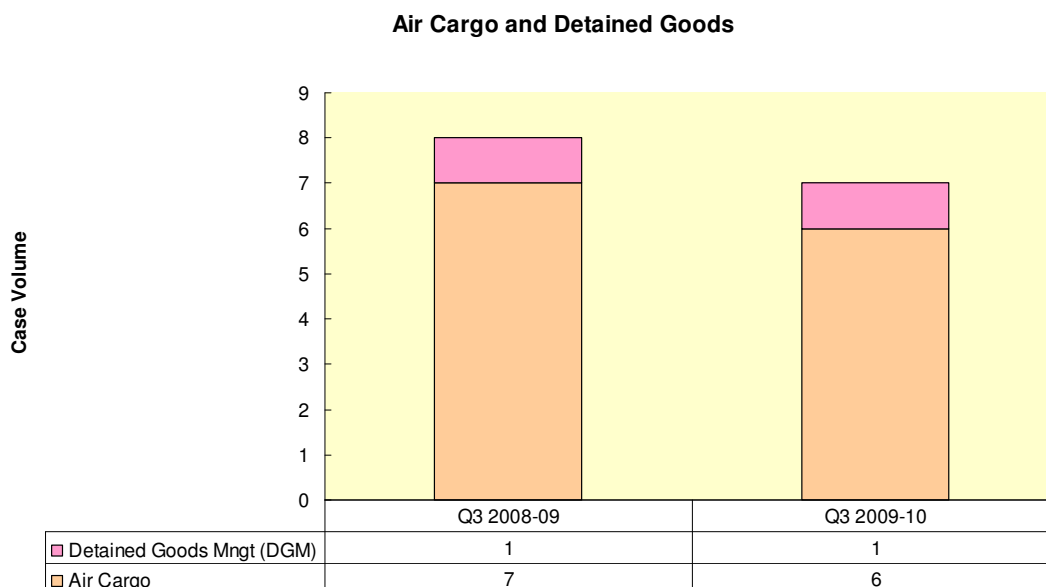
Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Hold not removed	0	23	-
Goods were damaged	6	8	33%
Goods were missing	1	5	400%
Goods were seized	0	5	-
Misinformed by Customs	4	4	-

Compliment			
Issue	Q3 2008-09	Q3 2009-10	Variance
Officer/s was helpful	19	14	-26%
Officer/s was professional	11	11	-
Appreciated assistance	2	9	350%
Keep up the good work	0	1	-
Officer/s was informative	11	0	-

Air Cargo and Detained Goods

Complaints

There were 7 complaint cases attributable to Air Cargo and Detained Goods during the quarter. The complaints this quarter are down **13%** on the same period last year (8 cases) and down **37%** on the 3 year rolling average (11 cases).



Key Issues

Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Goods were damaged	4	4	-
Goods were seized	0	1	-
Hold not removed	0	1	-
Took too long	0	1	-
Process took too long	2	0	-

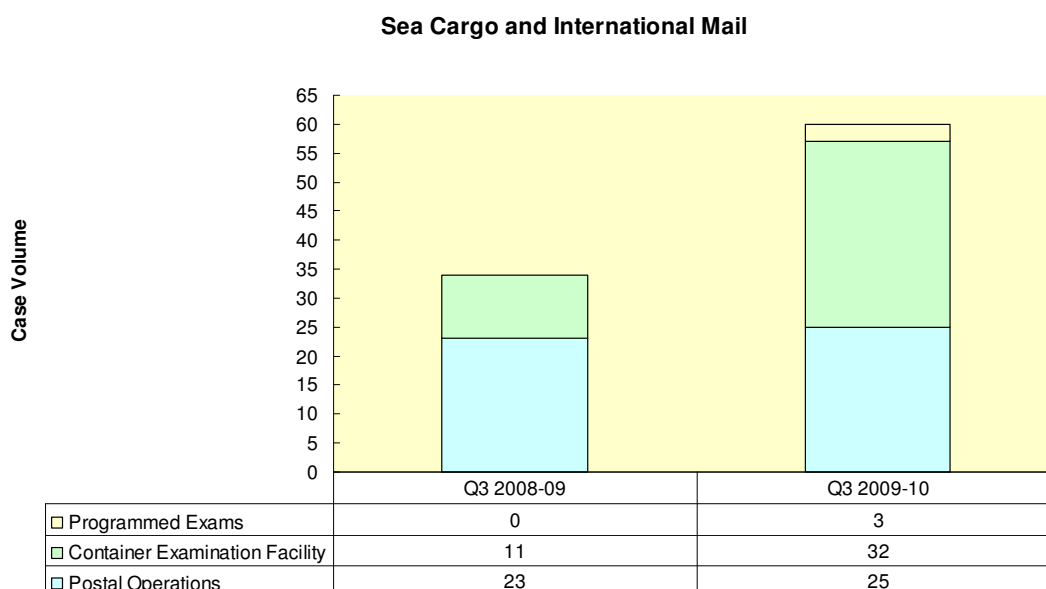
Compliments

There was 1 compliment case attributable to Air Cargo and Detained Goods during the quarter, which is down from 2 on the same period last year.

Sea Cargo and International Mail

Complaints

There were 60 complaint cases attributable to Sea Cargo and International Mail during the quarter. The complaints this quarter are up **76%** on the same period last year (34 cases) and down **12%** on the 3 year rolling average (68 cases).



Key Issues

Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Hold not removed	0	20	-
Goods were damaged	4	14	250%
Where is my postal article	1	7	600%
Goods not repacked properly	0	4	-
Didn't expect duty/tax	6	3	-50%

Compliments

There were 5 compliment cases attributable to Sea Cargo and International Mail during the quarter, which is unchanged from the same period last year.

Key Issues

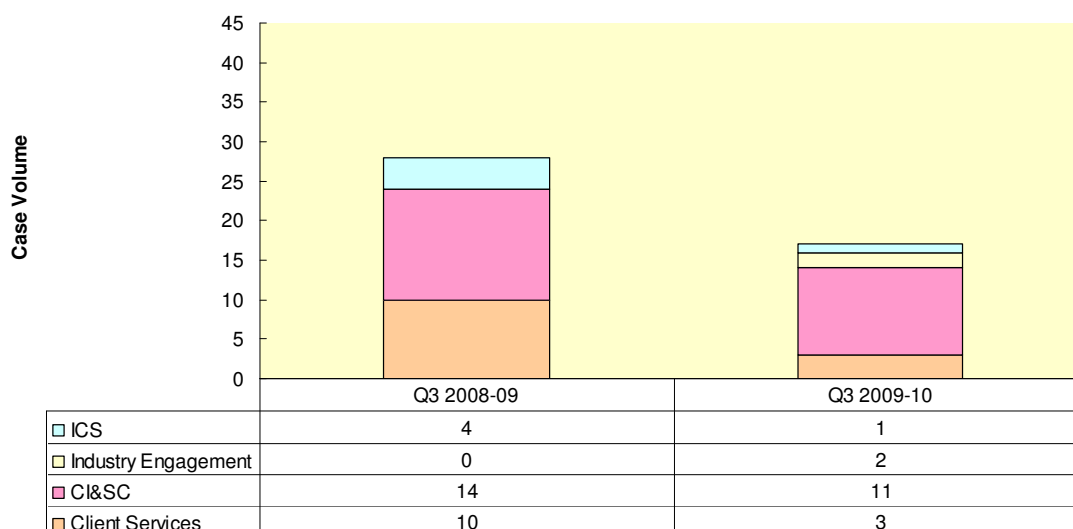
Compliment			
Issue	Q3 2008-09	Q3 2009-10	Variance
Officer/s was helpful	0	2	-
Officer/s was professional	4	1	-75%
Process was efficient	2	1	-50%
Officer/s was efficient	0	1	-
Officer/s was friendly	1	0	-100%

Client Engagement & Cargo Systems

Complaints

There were 17 complaint cases attributable to Client Engagement & Cargo Systems during the quarter. The complaints this quarter are down **39%** on the same period last year (28 cases) and are down **43%** on the three year rolling average (30 cases).

Client Engagement & Cargo Systems



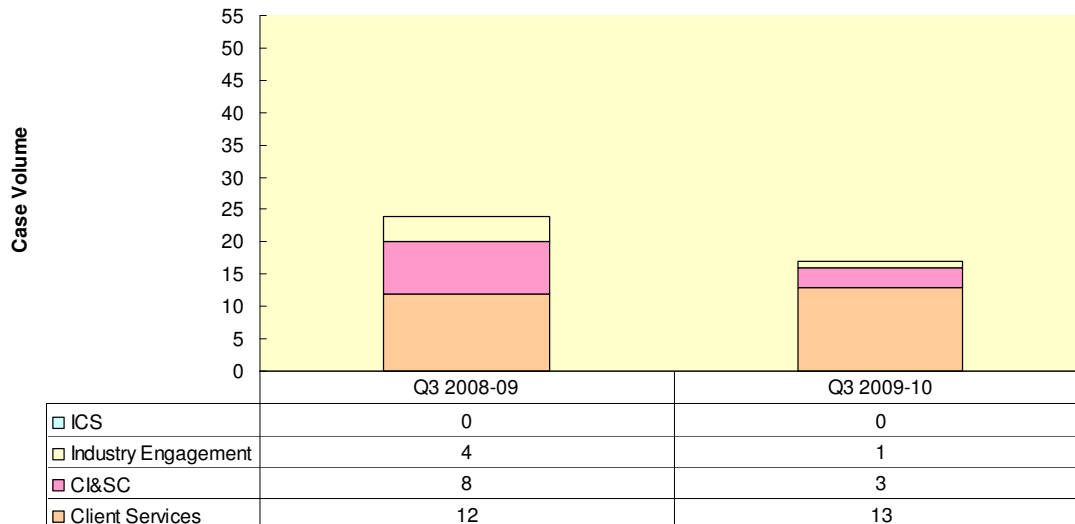
Key Issues

Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Officer was rude	10	6	-40%
Misinformed by Customs	5	3	-40%
Officer hung up on me	1	2	100%
Hold not removed	0	2	-
Other	2	1	-50%

Compliments

There were 17 compliment cases attributable to Client Engagement and Cargo Systems during the quarter. The compliments this quarter have decreased **29%** on the same period last year (24 cases).

Client Engagement & Cargo Systems



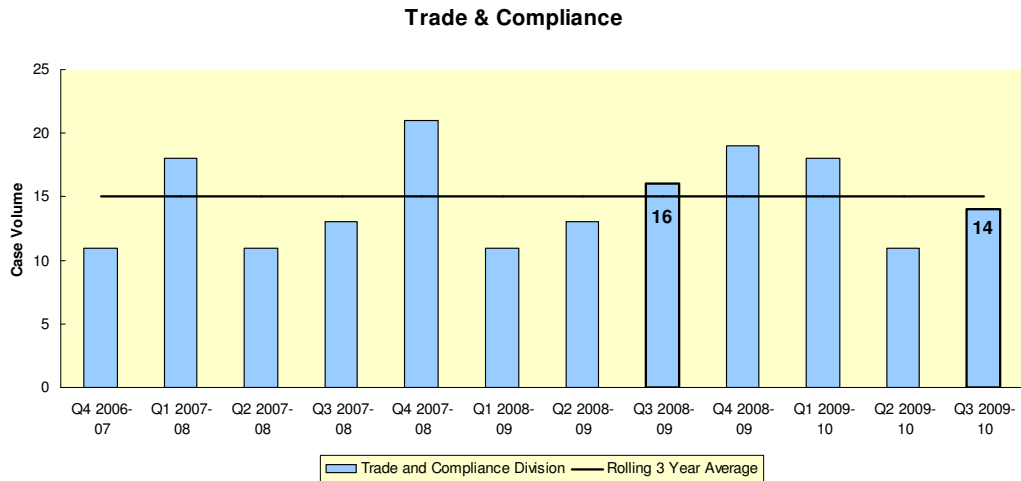
Key Issues

Compliment			
Issue	Q3 2008-09	Q3 2009-10	Variance
Officer/s was helpful	9	10	11%
Officer/s was professional	9	4	-56%
Appreciated assistance	5	2	-60%
Officer/s was efficient	0	1	-
Officer/s was informative	3	0	-

Trade and Compliance Division

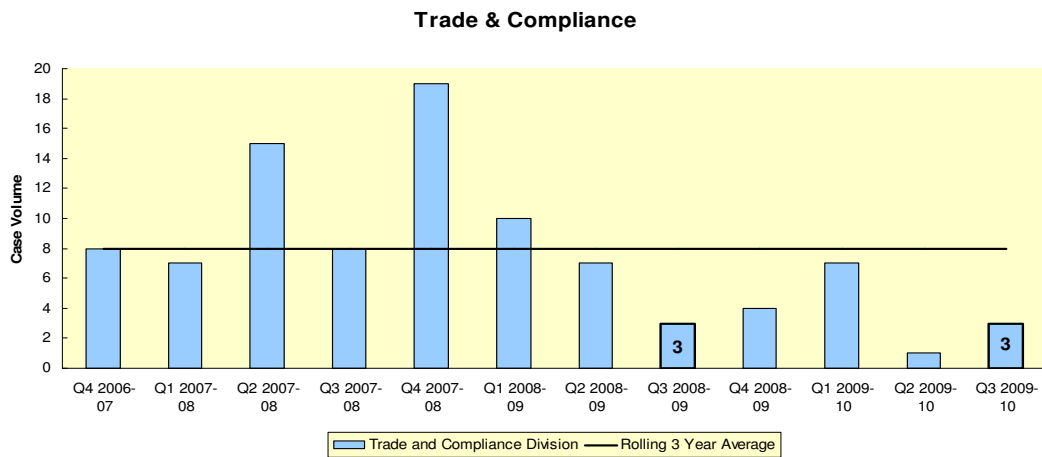
Complaints

There were 14 complaint cases logged and investigated during the quarter. This represents a **14%** decrease over the same period last year (16 cases) and a **7%** decrease on the 3 year rolling average (15 cases).



Compliments

There were 3 compliments cases logged and acknowledged during the quarter, equal to the number from the same period last year.



Key Issues

Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Hold not removed	0	4	-
Didn't expect duty/tax	0	3	-
Not happy with policy	7	2	-71%
Other	3	1	-67%
Didn't expect fees	2	1	-50%

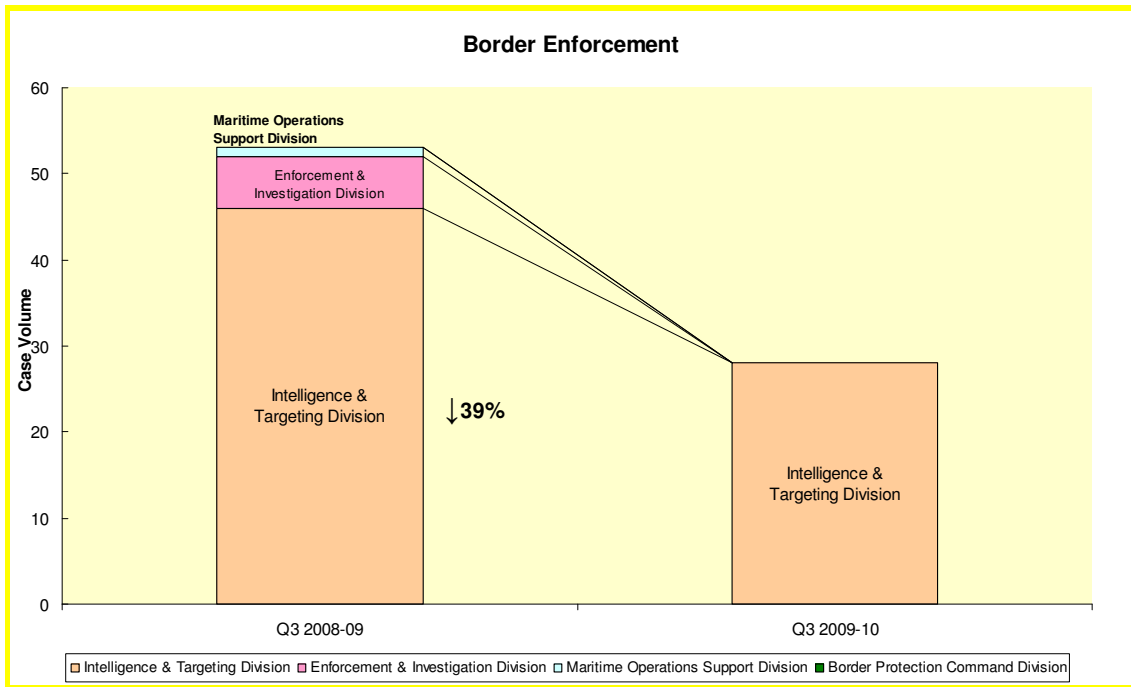
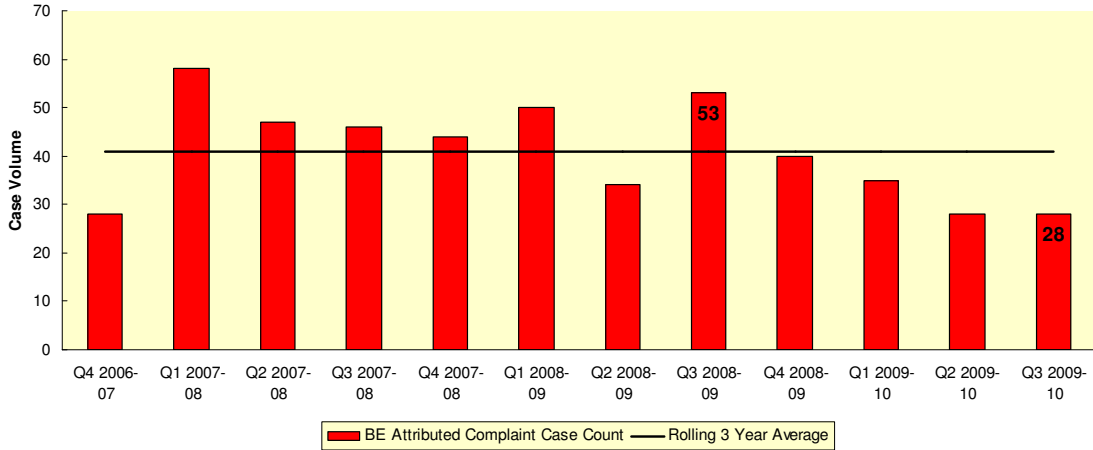
Compliment			
Issue	Q3 2008-09	Q3 2009-10	Variance
Officer/s was professional	2	1	-50%
Appreciated assistance	0	1	-
Officer/s was helpful	1	0	-
System is working well	0	1	-

Border Enforcement

Complaints

There were 28 complaint cases logged and investigated during the quarter. This represents a **47%** decrease over the same period last year (53 cases) and a **32%** decrease against the 3 year rolling average (41 cases).

Border Enforcement



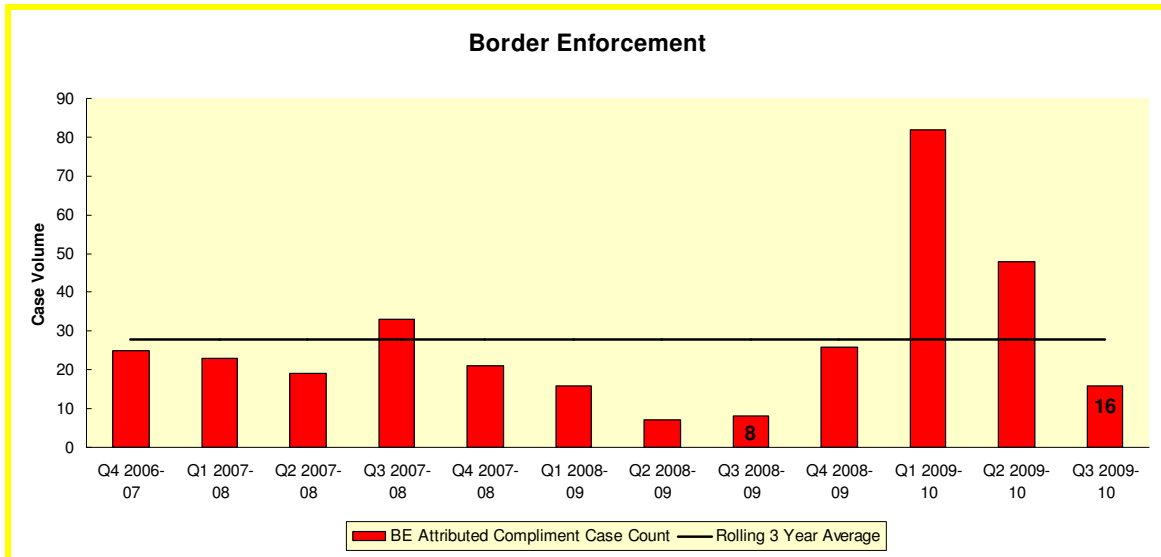
Case Volume			
Division	Q3 2008-09	Q3 2009-10	Variance
Intelligence & Targeting Division	46	28	-39%
Enforcement & Investigation Division	6	0	-
Maritime Operations Support Division	1	0	-
Border Protection Command Division	0	0	-
Total	53	28	-47%

Key Issues

Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Always Held	13	13	-
Hold not removed	1	10	900%
Not advised of border hold	1	3	200%
Unhappy with selection	13	1	-92%
Didn't expect fees	9	1	-89%

Compliments

There were 16 compliment cases logged and acknowledged during the quarter. This represents a **100%** increase over the same period last year (8 cases) and a **43%** increase against the 3 year rolling average (28 cases).



Case Volume			
Division	Q3 2008-09	Q3 2009-10	Variance
Maritime Operations Support Division	2	12	500%
Enforcement & Investigation Division	4	3	-25%
Intelligence & Targeting Division	2	1	-50%
Border Protection Command Division	0	0	-
Total	8	16	100%

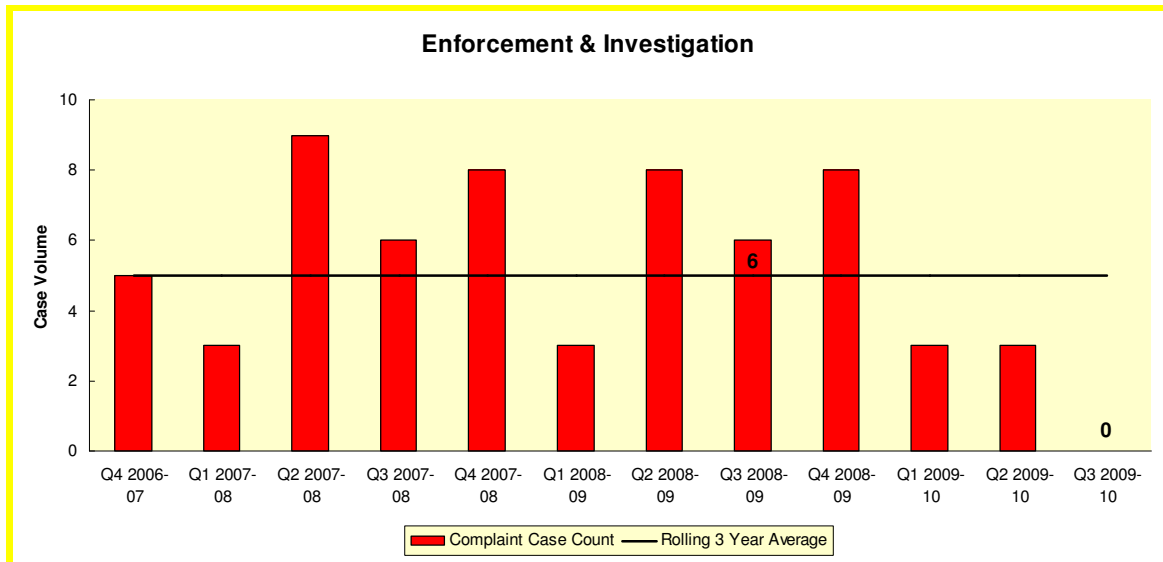
Key Issues

Compliment			
Issue	Q3 2008-09	Q3 2009-10	Variance
Officer/s was professional	5	8	60%
Appreciated assistance	1	2	100%
Officer/s was efficient	0	2	-
Officer/s was helpful	0	2	-
I appreciate the work you do	1	1	-

Enforcement & Investigation Division

Complaints

There were no complaint cases logged and investigated during the quarter, in comparison to 6 cases logged during the same period last year.



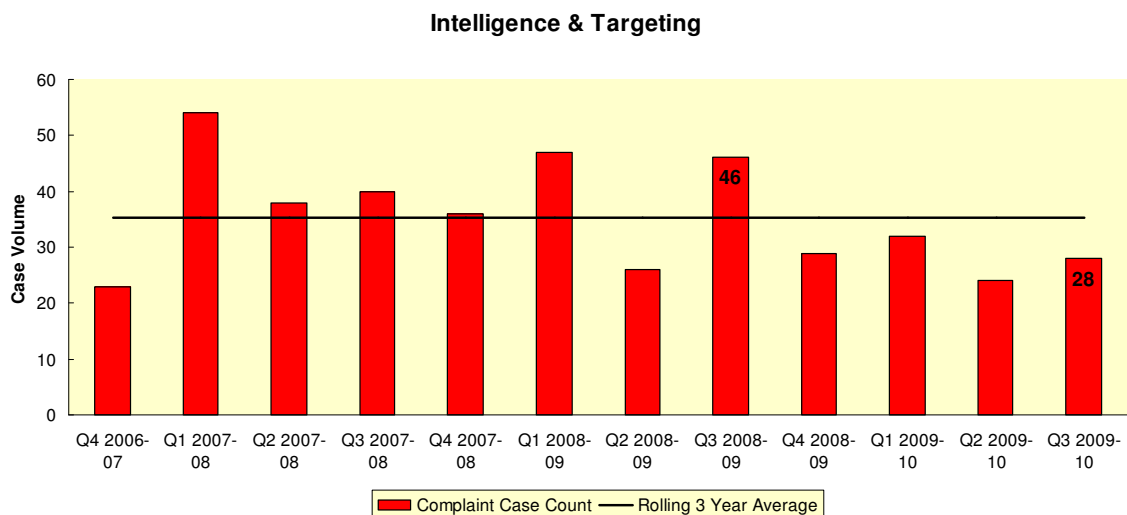
Compliments

There were 3 compliment cases logged and acknowledged during the quarter, compared to 4 cases logged during the same period last year.

Intelligence & Targeting Division

Complaints

There were 28 complaint cases logged and investigated during the quarter. This represents an **39%** decrease over the same period last year (46 cases) and a **21%** decrease against the 3 year rolling average (35 cases).



Compliments

There was 1 compliment case attributable to Intelligence & Targeting Division during the quarter, compared to 2 during the same period last year.

Key Issues

Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Always Held	13	13	-
Hold not removed	1	10	900%
Not advised of border hold	1	3	200%
Unhappy with selection	13	1	-92%
Didn't expect fees	9	1	-89%

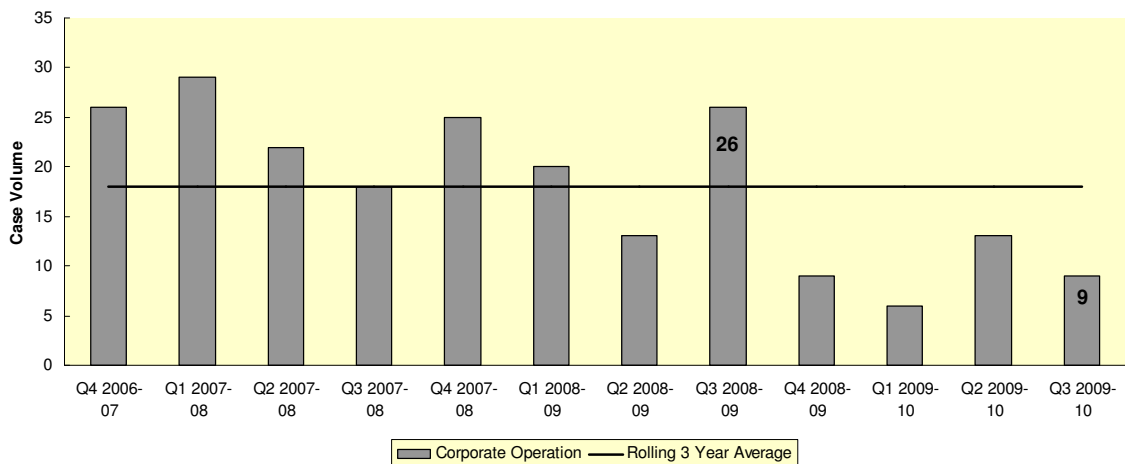
Compliment			
Issue	Q3 2008-09	Q3 2009-10	Variance
I appreciate the work you do to protect Australia	1	1	-
Officer/s was professional	1	0	-

Corporate Operations

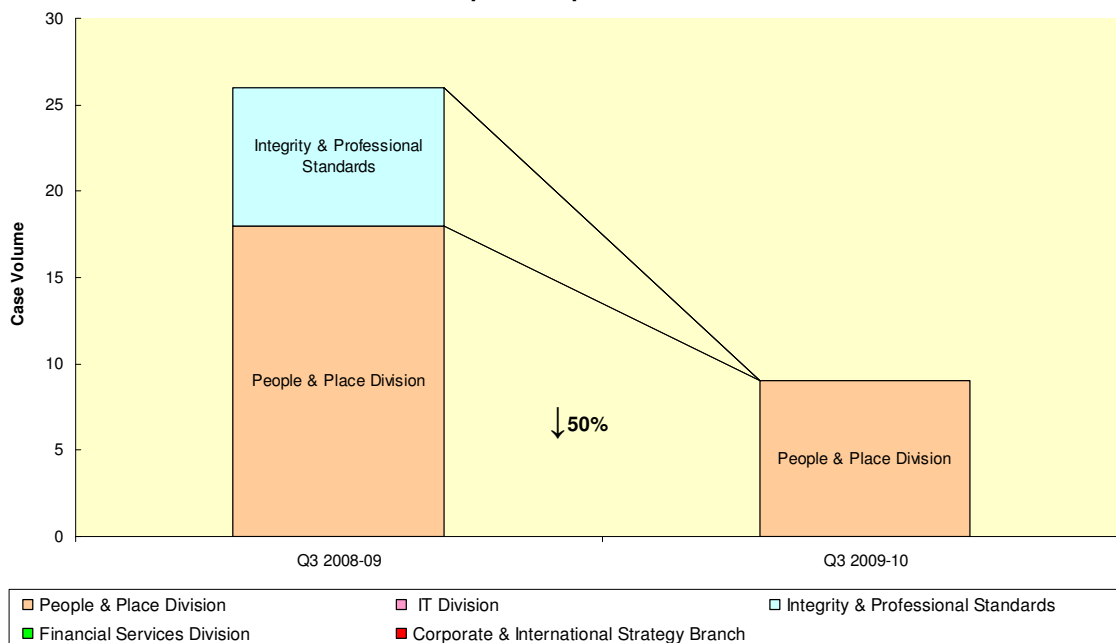
Complaints

There were 9 complaint cases logged and investigated during the quarter. This represents an **65%** decrease over the same period last year (26 cases) and a **50%** decrease against the 3 year rolling average (18 cases).

Corporate Operations



Corporate Operations



Case Volume			
Division	Q3 2008-09	Q3 2009-10	Variance
People & Place Division	18	9	-50%
Corporate & International Strategy Branch	0	0	-
IT Division	0	0	-
Integrity & Professional Standards	8	0	-
Financial Services Division	0	0	-
Total	26	9	-65%

Compliments

There was 1 compliment case logged and acknowledged during the quarter, down from 7 (86%) the same period last year.

Key Issues

Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Unhappy about process	5	5	-
'Border Security'	6	1	-83%
Goods were missing	4	1	-75%
Unhappy with content	1	1	-
Other	5	1	-80%

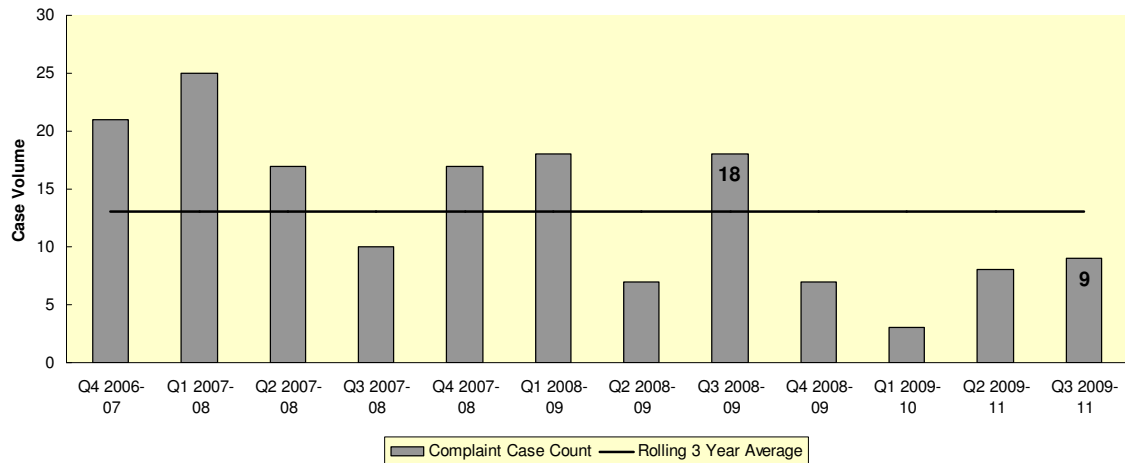
Compliment			
Issue	Q3 2008-09	Q3 2009-10	Variance
Appreciated assistance	0	1	-
Easy to use	3	0	-
Officer/s was professional	2	0	-
Officer/s was friendly	2	0	-
Officer/s was informative	1	0	-

People and Place Division

Complaints

There were 9 complaint cases logged and investigated during the quarter. This represents a **50%** decrease on the same period last year, and a **31%** decrease over the 3 yr rolling average (13 cases).

People and Place



Compliments

There was 1 compliments cases logged and acknowledge during the quarter, down from 7 cases (**86%**) for the same period last year.

Key Issues

Complaint			
Issue	Q3 2008-09	Q3 2009-10	Variance
Unhappy about process	2	5	150%
'Border Security'	6	1	-83%
Unhappy with content	1	1	-
Goods were missing	0	1	-
Other	2	1	-50%

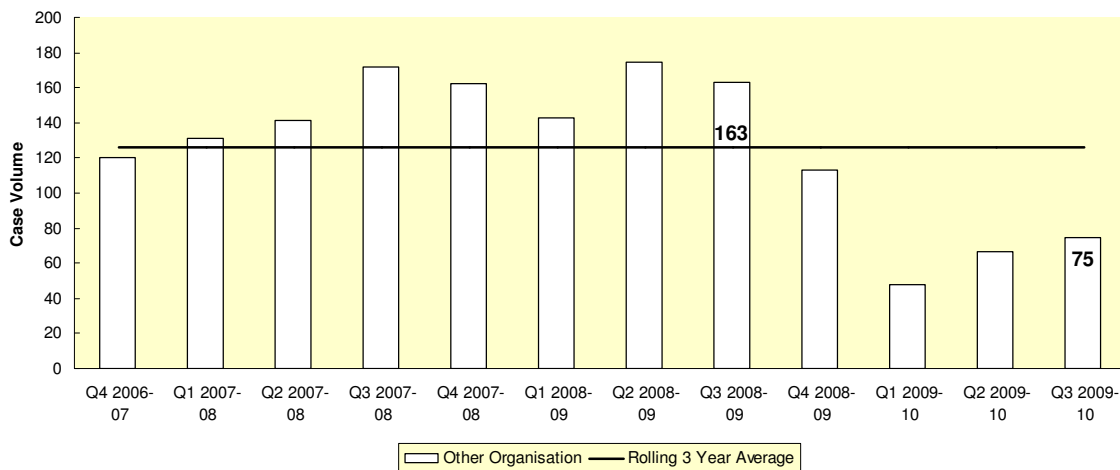
Compliment			
Issue	Q3 2008-09	Q3 2009-10	Variance
Appreciated assistance	0	1	-
Easy to use	1	0	-
Officer/s was professional	1	0	-
Officer/s was friendly	1	0	-
Officer/s was informative	1	0	-

Not Attributed

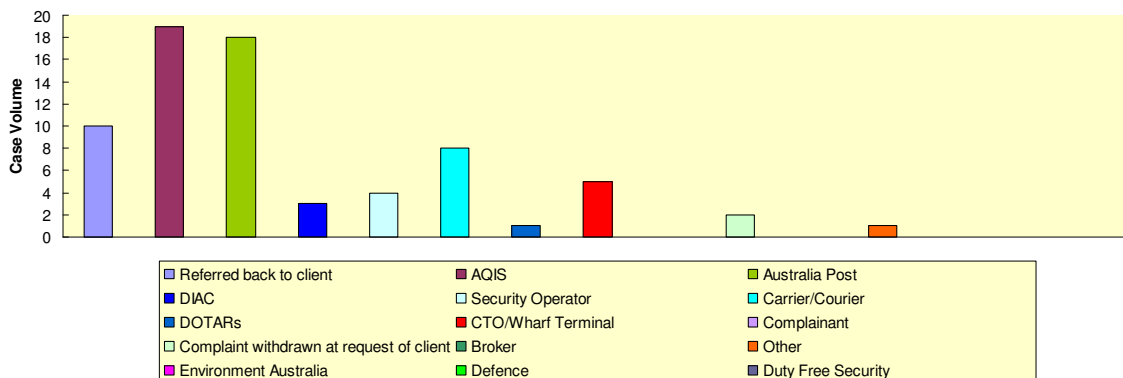
Complaints

There were 75 complaint cases logged, investigated and subsequently referred back to the client or on to other organisations during the quarter. This represents a **54%** decrease over the same period last year (163 cases) and a **40%** decrease against the 3 year rolling average (126 cases).

Other Organisation



Other Organisation



Compliments

There were no compliment cases logged, acknowledged and subsequently referred to another organisation during the quarter.

Other Information

Service Standards

The Service Standard that applies to complaints and compliments handling in Customs and Border Protection is:

If you write to us or email us: We aim to acknowledge your communication within five working days and to respond within 15 working days of receipt of your email or written correspondence. If we cannot fully answer your query in that time, we will give you an interim response and advise you as to when a final response can be expected.

During the January – March 2010 quarter the average and median response times were:

Complaints:

Average **10.9** working days
Median **6** working days

Compliments:

Average **1** working day
Median **1** working day

22% (80 cases) did not meet the 15 working day benchmark during the quarter.

How people contact us

Clients can contact Customs with their comments via

Phone: 1800 228 227

Fax: 03 9244 8160

Email: comments@customs.gov.au

Complaints & Compliments Brochure
Letter: Reply Paid 86251, Melbourne Victoria, 8060

Customs Website Feedback Form: <http://www.customs.gov.au/site/page4235.asp>

Or any Customs Officer.

How People Contact Us			
Source	Q3 2008-09	Q3 2009-10	Variation
Email	345	288	-17%
Website feedback form	94	48	-49%
Customs Officer	16	9	-44%
Telephone	53	29	-45%
Brochure	35	38	9%
Letter	23	22	-4%
Via an external agency	9	4	-56%
Fax	1	1	0%
Ombudsman	0	0	0%
Ministerial	3	0	-100%
Total	579	439	-24%

Complaints and Compliments Management Unit Product Feedback Form

Customs and Border Protection welcomes feedback on all of its products. Any comments concerning this report, or any additional information relevant to the subject, may be directed to the point of contact below.

Feedback provided by...		
Name :	Phone :	Today's Date :
Customs Level :	Region :	
Division :		
Name of Report :		

How did you get this report?	
<input type="checkbox"/> Complaints and Compliments Management Unit sent it to me	<input type="checkbox"/> I downloaded it from the Customs and Border Protection Website
<input type="checkbox"/> I requested it	<input type="checkbox"/> Other : _____
<i>Please respond to the following statements by selecting a number from 1 to 5</i>	strongly disagree (1) ←-----→ strongly agree (5)
1. The report was easily accessible	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
2. This report was clear	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
3. This report provided me with useable information	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
4. This report was relevant to my environment	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5
5. This report was timely	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5

Comments

Thank you for taking the time to complete this feedback form

This completed form should be forwarded to:

Complaints and Compliments Management Unit, National Pay and Accounts Centre,
 Australian Customs and Border Protection Service
 1010 LaTrobe Street, Melbourne VIC 3008, Ph: 1800 228 227 or
comments@customs.gov.au