



Australian Customs Cargo Advice

Number 07/16

INTEGRATED CARGO SYSTEM - BUSINESS CONTINUITY PLAN QLD WORKSHOPS

INTRODUCTION

Customs have developed a Business Continuity Plan (BCP) to guide the risk assessment, reporting and clearance process for the legitimate movement of cargo during any declared contingency period.

Since the implementation of the BCP in December 2006 awareness of the BCP has been limited within some Industry sectors. A number of outages have occurred over the past six months, both ICS and client cargo systems. During these times feedback from Industry to Customs has indicated that there is a lack of detailed understanding of client roles and responsibilities in the event of an outage. To address this issue a pilot training workshop was conducted in conjunction with the CBFCA in August 2007. The success of these workshops was confirmed via very positive feedback and has provided the basis for further workshops to be conducted.

APPROACH

It is proposed that Customs present BCP workshops on a region-by-region basis. This will include a number of BCP workshops and site visits to organisations that identify a need for on-site training. Clients that will find the workshops relevant and who are encouraged to participate include:

- Exporters
- Brokers
- Freight Forwarders
- Depots
- Release Establishments
- Software Developers

In QLD there will be two workshops presented in Brisbane and one in each of the regional centres of Townsville and Cairns. Each workshop will run for two hours and will be limited to a maximum of 20 participants, which allows for concentrated discussion and participation. More workshops will be allocated on a needs basis.

These workshops are structured to provide participants with an overview of BCP via a PowerPoint presentation for the first hour, then an interactive session for the following hour. This interactive session involves participants acting out scenarios that will be relevant to them in the event of an outage, submitting contingency data and receiving response message from Customs. This will provide clients with a better understanding of the end-to-end BCP process. These workshops will also demonstrate the simplicity of using the BCP its supporting documentation to operate during a contingency situation.

Workshop participants will be provided with a copy of the BCP presentation and one page 'quick guide' on BCP.

Workshops will be held at the following times:

Brisbane:

- Tuesday 25th September **11am**; and
- Tuesday 25th September **3pm**

At: Berkley's on Ann
Rendezvous Hotel Brisbane
255 Ann Street
Brisbane Qld 4000

Cairns:

- Thursday 27 September **11am**

At: Cairns District Office
Training room
Level 1, AAC Building
Cairns International Airport

Townsville:

- Friday 28 September **11am**

At: Customs Office
Suncorp Tower
Level 5, 61-73 Sturt St
Townsville

The BCP project team will also be available to visit companies that identify a need for on-site training. Availability for these site visits in Brisbane is on Wednesday 26th September, between 9-4pm.

To register for one of these workshops or if you are interested in Customs visiting your company please send your Company name, participant name/s, contact details and preferred session time to the Customs BCP Team at the following e-mail address: nerida.byrne@customs.gov.au

Further advice will be sent out which will confirm workshops in each region and provide details including location and timing of these workshops. Please find below the proposed schedule for these workshops.

Region	Date
Sydney	18-20 September 2007
Brisbane	25-26 September 2007
Townsville	27 September 2007
Cairns	28 September 2007
Melbourne	8-12 October 2007
Adelaide	15-16 October 2007
Northern Territory	17-18 October 2007
Perth	30 October – 1 November 2007
Tasmania	7-8 November 2007

Any questions should be directed to John Cullen or Nerida Byrne on 0409 041 173.

Australian Customs Service
Industry Engagement & User Services
CANBERRA
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