

The Parliament of the Commonwealth of Australia

Efficiency of the Interface between
Seaports and Land Transport

WAREHOUSE TO WHARF

FINAL REPORT

Report from the House of Representatives
Standing Committee on Transport,
Communications and Infrastructure

November 1995

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**HOUSE OF REPRESENTATIVES STANDING COMMITTEE
ON TRANSPORT, COMMUNICATIONS
AND INFRASTRUCTURE**

(37TH PARLIAMENT)

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ABBREVIATIONS

ABA	Australian Bankers' Association
ACS	Australian Customs Service
ACOS	Australian Chamber of Shipping
AQIS	Australian Quarantine and Inspection Service
BIE	Bureau of Industry Economics
BTCE	Bureau of Transport and Communications Economics
COMPILE	Customs On-Line Method of Preparing from Invoices Lodgeable Entries
CTAL	Container Terminals of Australia Ltd
EBA	Enterprise Bargaining Agreement
ECA	Electronic Commerce Australia
ECAC	Electronic Commerce Advisory Council
EDI	Electronic Data Interchange
EDIFACT	EDI for Administration, Commerce and Transport
EFT	Electronic Funds Transfer
FCL	Full Container Load
IEC	Interface Efficiency Council
MUA	Maritime Union of Australia
NCG	National Consultative Group on EDI
NR	National Rail Corporation
NTPT	National Transport Planning Taskforce
PMA	Port of Melbourne Authority
RFI	Committee's May 1995 Request for Information
TEU	Twenty-foot Equivalent Unit (20" Container)
VBS	Vehicle Booking System
WIRA	Waterfront Industry Reform Authority

PREFACE

The committee tabled its report 'Warehouse to Wharf' in April 1992 following an exhaustive inquiry into the movement of cargo along the transport chain to the waterfront.

The report highlighted the benefits that could be achieved if Australian firms better coordinated their services along the transport chain.

The 'Warehouse to Wharf' inquiry revealed an "appalling apathy, ignorance and inertia on the part of users of waterfront services". The Committee found that providers of transport were largely self-interested and talked more about each other rather than to each other.

Three and a half years on there has been little change, although we have seen improvements in some areas.

Some service providers have shown a willingness to improve communication and coordination between parties operating at the port interface.

However, many of the problems which existed in the early eighties and nineties are still evident today.

Outdated financial, documentary and logistic practices are continuing impediments to Australian products becoming more competitive abroad.

State Government financial policies for ports continue to impede rather than facilitate trade.

Many firms in the transport chain still claim that the blame for interface problems always lies elsewhere.

As the National Transport Planning Taskforce¹ noted:

To date there has been little success in developing effective linkages between the modes. This failure is due to the unwillingness of the parties involved to compromise in the interests of providing coordinated intermodal services that suit the needs of users. There is a tendency to work around the problems.

And when it comes to transport and the waterfront it seems that most importers and exporters are still in *Rip Van Winkle* land. Despite years of clamour about waterfront related services, few traders have any real knowledge of how to use port services more effectively.

It appears that industry associations representing port users have fallen under a trance self-inflicted by the mantra of their own rhetoric about the waterfront.

Waterfront productivity is important. Yet efficient use of transport services to the waterfront is even more important to exporters, importers and Australia's international competitiveness.

Service providers and their customers must develop a team approach to maximising the productivity and efficiency of port related services. The re-establishment of the Federally sponsored Transport Industry Advisory Council would provide an essential national forum to drive this process.

I thank my committee colleagues for their ready support in the conduct of this review.

¹ The NTPT, a high level industry working group, was commissioned to report on national infrastructure and operational improvements required to meet the future needs of freight transport. The NTPT released its report *"Building for the Job: A Strategy for Australia's Transport Network"* in December 1994.

Preparation of this report would not have been possible without the professional assistance of consultant Mr John Jenkins and Mr Robert Tranter of the Department of Transport. I especially thank Committee Secretary Mr Malcolm Aldons and Mrs June Murphy for their dedicated efforts.

PETER MORRIS MHR
Chairman

TERMS OF REFERENCE

REFERENCE ON THE EFFICIENCY OF THE INTERFACE BETWEEN SEAPORTS AND LAND TRANSPORT

Given that the performance of the seaport/land transport interface is critical to the efficiency of the waterfront as a whole, the Government is concerned to encourage continuing efficiency gains in the operations of the links between these modes.

Accordingly, the Government requests the Committee to further inquire into and report on matters addressed in its report *'Warehouse to Wharf'* of April 1992.

While not limiting the scope of the Committee's inquiries, the Government requests it to address ways and means of encouraging interface participants to take a more direct interest in, and greater responsibility for, the integration of their own operations with those of the other participants in the transport chain through the waterfront.

The Government intends this to be an ongoing reference for the term of the current Parliament and the Committee may report to the Parliament from time to time.

OVERVIEW

The House of Representatives Standing Committee on Transport, Communications and Infrastructure tabled its report 'Warehouse to Wharf' on 2 April 1992. In looking outside the terminal gate, the 'Warehouse to Wharf' inquiry focussed attention on the links between the different means of transport at the port interface.

The report found that the absence of effective communication and flexibility between transport operations at the port interface fostered an unreliable operating environment, underpinned by uncooperative attitudes, little interaction and a lack of coordination between participants in the transport chain.

On 1 November 1993 the then Minister for Transport and Communications requested the committee to review the implementation of the 'Warehouse to Wharf' recommendations. The review inquiry sought to determine what progress had been made in improving the movement of freight along the transport chain.

Conclusions and Recommendations

The committee found that coordination and communication among some parties in the transport chain to the waterfront have improved. Prime examples are the implementation of vehicle booking systems at container terminals and the coordinated approach of industry in promoting electronic commerce in the transport sector.

However, problems with truck queues, late delivery of cargo, documentation and a mismatch in working hours between warehouse and wharf operators are still evident in today's operations.

The committee believes that its proposed Interface Efficiency Council model outlined in the 'Warehouse to Wharf' report would provide an appropriate mechanism to address these problems.

The committee is convinced that much greater progress would have been made had Interface Efficiency Councils been established at all major ports.

Hence the committee recommends that

Recommendation 1

Interface Efficiency Councils should be established in all major ports, to facilitate the efficient movement of cargo to and from the waterfront and to ensure effective communication and coordination at the port interface.

In regard to Electronic Data Interchange (EDI), the National Consultative Group has been successful in developing a common approach to the promotion of electronic commerce in the transport industry.

The implementation of EDI in the transport sector has been led by the Commonwealth regulatory agencies, in particular the Australian Customs Service. The tools now exist to enable Australian firms in the transport chain to benefit from applying EDI to their business systems. However, the progression of EDI into the mainstream of commercial trading has been slow to materialise.

A significant impediment to the uptake of electronic commerce by small business in all industries, not just the transport sector, is the availability of cost effective EDI software. Australian software houses have had considerable difficulties in developing suitable, commercially viable software, given the relatively high development costs involved and a small domestic market which has shown a resistance to technological change.

Therefore the committee recommends that

Recommendation 2

The Commonwealth Government, through the Department of Industry, Science and Technology fund a detailed assessment of the current environment for software development.

The fundamental barrier to the widespread use of EDI is the established conservative and unadventurous attitudes of management who have shown a reluctance to adopt and adapt to electronic commerce.

On the documentation side, the use of sea waybills remains limited, despite the potential they offer for greater interface efficiency. This has been due, in part, to the reluctance of the banks to make their clients, importers and exporters, aware of the advantages of trading with sea waybills.

The 'Warehouse to Wharf' report recommended that the Bureau of Transport and Communications Economics develop a port performance indicator to monitor changes in interface efficiency and assess whether the benefits were being passed to users. The Bureau's performance indicator, published in '*Waterline*', provides an excellent basis on which the transport and trading community can continue to assess the performance of the transport chain.

During the course of the review inquiry three important issues emerged which were not specifically addressed by the 'Warehouse to Wharf' report: the quality of service provided by National Rail Corporation, port authority charges and stevedoring performance.

National Rail has encountered a number of problems since its establishment in February 1993 associated with the transfer of interstate rail operations from State Government rail agencies. As a result, services provided by National Rail have not met the expectations of some of its customers. However, the potential for improvement in service and reliability exists as new capital is introduced, infrastructure projects are completed and service arrangements with rail systems are finalised and bedded down on a commercial basis.

In the port authority sector, State Government dividend policies constitute a considerable impediment to further reductions in port costs. Many review inquiry participants were concerned that the

benefits of waterfront reform were being absorbed in excessive dividend payments by port authorities to their State Government owners. State Governments should (i) cease using port authorities as defacto tax gatherers; and (ii) ensure that the primary task for port authorities is to facilitate trade in their region.

Therefore, the committee recommends that

Recommendation 3

Transport Ministers, through the Australian Transport Council, ensure that the prime role of ports is the facilitation of trade and commerce.

Finally, the gains made in stevedoring productivity and reliability under the waterfront reform program do not appear to have been maintained over the past 18 months.

Given the importance of stevedoring as a link between different operators in the transport chain, the continuing problems with performance and reliability in waterfront operations are of great concern.

However, by focussing public debate solely on the waterfront, industry associations and governments risk ignoring the many significant problems which remain in the transport chain to the wharf.

CHAPTER 1

INTRODUCTION

1.1 The House of Representatives Standing Committee on Transport, Communications and Infrastructure tabled its report "Warehouse to Wharf: Efficiency of the Interface between Seaports and Land Transport" on 2 April 1992.

1.2 The 'Warehouse to Wharf' report found that the absence of effective communication and flexibility between transport operations at the port interface had fostered an unreliable operating environment, exacerbated by uncooperative attitudes, little interaction and a lack of coordination between participants in the transport chain.

1.3 In setting out its recommendations, the committee sought:

- improved coordination and interaction along the transport chain;
- the establishment of high level port consultative groups;
- the promotion of electronic data interchange in transport;
- simpler and standardised trade and finance documentation; and
- improved performance of port related service providers, to be monitored by the Commonwealth Government.

1.4 This report reviews the response by industry and government to the recommendations of the 'Warehouse to Wharf' report, and examines other issues which have emerged during the course of the review inquiry. The review specifically sought to assess the progress made in improving the movement of freight between the warehouse and the wharf.

Terms of Reference and Conduct of the Review Inquiry

1.5 On 1 November 1993 the then Minister for Transport and Communications, Senator the Hon Bob Collins, requested the committee to review the implementation of the 'Warehouse to Wharf' recommendations.

1.6 A subcommittee of five members was appointed to conduct the inquiry. The subcommittee was Mr Peter Morris MHR, Mr Stewart McArthur MP, Mr Graeme Campbell MP, Mr Ted Mack MP, Mr Wayne Swan MP. During the course of the inquiry smaller subcommittees were appointed to take evidence at public hearings.

1.7 The committee received three submissions, fourteen responses to a request for information made in May 1995 and held two public forums, the first on 26 September 1994 followed by another on 13 October 1995. Inspections were carried out at the National Rail Corporation freight terminals in Sydney and Melbourne and at stevedoring container terminals in Sydney.

1.8 Details of the conduct of the review inquiry are at Appendix 1.

Scope of the Review Inquiry and Structure of this Report

1.9 The review inquiry specifically focussed on the implementation of the recommendations of the 'Warehouse to Wharf' Report. This is examined in Chapter 2. While not specifically addressed in the original report, three other issues which gained prominence during the course of the review are also examined. These issues are:

- the quality of services provided by National Rail Corporation;
- port authority services and user charges; and
- stevedoring performance.

1.10 These issues are examined in Chapter 3.

CHAPTER 2

RESPONSE TO THE 'WAREHOUSE TO WHARF' REPORT

Coordination and Interaction at the Sea/Land Interface

2.1 The 'Warehouse to Wharf' Inquiry found that the salient problem with the sea/land interface was the lack of effective coordination along the transport chain and the absence of real interaction between industry participants. The committee concluded that this was a result of several factors, including:

- intense self-interest on behalf of industry service providers;
- unwillingness of importers and exporters to participate in and contribute to the policy making decision process;
- failure of users to communicate their needs to service providers; and
- failure of service providers to offer innovative services and pricing options to users.

2.2 The 'Warehouse to Wharf' Report found ineffective coordination and interaction manifested itself in several ways, the most visible being truck queues, a mismatch of working hours between wharf and warehouse operations and late delivery of export cargo.

Has Coordination and Interaction at the Sea/Land Interface Improved?

2.3 The response to the committee's May 1995 request for information (RFI) indicated that coordination between parties in the transport chain had improved. Inquiry participants cited a number

of examples of improved coordination at the sea/land interface including:

- implementation of EDI systems, in particular the Australian Customs Service's Sea Cargo Automation project;
- establishment of vehicle booking systems in Melbourne and Sydney;
- integrated handling, storage and delivery systems for motor vehicle imports and exports; and
- consultative and planning processes for port infrastructure projects such as the South Dynon road link in Melbourne and the Port of Brisbane's Fisherman Islands development.

2.4 Large users of the port interface, such as the Australian Wheat Board and BHP, who have actively sought better coordination and communication at the interface, have benefited through greater efficiency in the movement of their cargo. They state that they have achieved substantial cost savings.

2.5 However, similar benefits do not appear to have been realised by smaller importers and exporters who account for the vast majority of traders. The committee is concerned that three and a half years down the track, these users do not have the knowledge, incentive, nor exhibit the inclination to negotiate improvements to the transport services they utilise or reductions in the freight rates they pay.

2.6 The committee's concern is that small users are not participating at all in driving change. Industry associations can play a stronger role in educating their constituents on how to get the best transport deal for their dollar.

2.7 Despite the improvements documented above, it is apparent that many of the problems that were evident during the 'Warehouse to Wharf' inquiry remain.

2.8 The committee acknowledges that, in establishing vehicle booking systems (VBS), container terminal operators have made a real contribution to improving interface linkages. However, truck queues were a problem in Sydney in early 1995, partly as a result of congestion associated with clearing a large increase in cargo volumes. While these difficulties have subsided, problems with vehicle booking systems remain in Sydney due to the unwillingness of owner-drivers to participate (RFI:12).

2.9 VBS at container terminals in Melbourne, which have been developed in close coordination with the port authority and road transport interests, appear to have been more successful in spreading the peaks in business and reducing congestion. Gate to gate truck turn around times within Melbourne terminals now stand at about 20 minutes each visit, compared with 40 minutes in early 1994 (RFI:5).

2.10 Vehicle control systems offer the potential to address interface problems such as the low rate of two-way loading of trucks delivering and receiving cargo at container terminals (Transcript:139-144). Vehicle booking systems have so far only been implemented in Sydney and Melbourne.

2.11 Truck delays were also experienced at Fremantle in late 1994 as a result of inadequate coordination between terminals, truck operators and port users (RFI:4).

2.12 There is a close link between truck queues and the mismatch of working hours between the wharf and warehouse operations. Wharf operators contend that they are a 24 hour-a-day operation. But the warehouses further down the chain operate for only 8 hours each weekday, and often less. This telescopes freight into congestion peaks.

2.13 Throughout the review inquiry, service providers expressed concern at the reluctance of importers and exporters to adopt more flexible working hours (RFI:2,3,4,10).

2.14 The committee believes that substantial productivity benefits could be achieved, through greater utilisation of road transport and wharf infrastructure, as a result of better coordination of working hours in the transport chain with warehouse practices.

2.15 With the competitiveness of road transport, small cargo owners can influence the terms of carriage to and from the wharf if they try.

2.16 However, there needs to be an adequate efficiency/savings incentive for importers and exporters to exert this pressure and extend their working hours. It appears that service providers have so far failed to satisfy users with innovative services and pricing options to trigger out of hours despatch/receival of cargo to and from the warehouse.

2.17 Late delivery of cargo from the warehouse to the wharf remain a problem. Conaust advise that at least 25 per cent of export containers are delivered on the last day before sailing at its Melbourne and Sydney terminals (RFI:11;Transcript:154). The terminals' view is that this is due to a lack of understanding of transport operations on the part of importers and exporters (RFI:11). Conaust have addressed this problem by imposing a discipline on shippers to deliver cargo to the wharf on time through a strict deadline scheme.

2.18 *These problems lead the committee to believe that, while real progress has been made, there is considerable scope for further improvement in the coordination of the transport chain.*

2.19 The committee shares the assessment of the National Transport Planning Taskforce that failure to develop effective links between the modes has been due to the unwillingness of the parties involved to compromise in the interests of providing coordinated intermodal services that suit the needs of users.

2.20 Improved intermodal coordination will only come about through effective communication between the links in the transport chain.

2.21 If communication and coordination between individual firms is not forthcoming, the committee believes that the only way forward will be a move towards strategic alliances in transport offering door-to-door services and a concentration of ownership in the industry.

Consultative Arrangements at the Port Level

2.22 To promote on-going dialogue between industry participants, make policy and provide effective leadership in the transport chain, the 'Warehouse to Wharf' report recommended that:

Interface Efficiency Councils be established, initially in Sydney and Melbourne, to facilitate the efficient movement of cargo to and from those ports and to formulate policy in relation to the port interface.

2.23 The committee envisaged that effective Interface Efficiency Councils (IECs) would have:

- senior (chief executive) representation;
- membership from all links in the transport chain, including on-going participation by importers and exporters; and
- the ability to make policy as well as solve day-to-day problems quickly, in an informal manner.

2.24 A vital component of the committee's proposed approach was the appointment of a port liaison officer, in effect the port's "trouble-shooter", who would carry out the day-to-day functions of the IEC.

Implementation

2.25 Following the tabling of the 'Warehouse to Wharf' Report in April 1992, the then Minister for Shipping and Aviation Support wrote to State Ministers with responsibility for ports to encourage the establishment of IECs.

2.26 The general response from State Governments and port authorities was that they considered existing consultative committees provided an adequate mechanism for exchange of information among port users.

2.27 With the exception of Melbourne, little action has been taken to further develop the consultative mechanisms existing in 1992 to reflect the recommended model in 'Warehouse to Wharf'.

2.28 The Western Australian Port Operations Task Force, upon which the committee based its IEC model, is widely regarded as being a very effective vehicle for addressing interface problems. In addition to providing a mechanism for on-going consultation, the Task Force also employs a port liaison officer whose role is to fix problems as they arise. In 1994 the WA Government reinforced consultative arrangements in the state's ports by establishing the WA Shippers' Council, which acts as a facilitator between shippers and other industry participants, primarily shipping companies.

2.29 The committee heard evidence from a number of transport operators that the Port of Melbourne's Cargo Facilitation committee, chaired by the Port of Melbourne Authority (PMA), is also an effective consultative forum. The committee was told that the PMA has provided effective leadership in bringing together a wide range of interests to address problems in the port.

2.30 However, during the course of the review the committee has been advised that consultative mechanisms in other ports, particularly in Sydney, are not effective (RFI:3,14). In part, this reflects the fact that shippers do not take the trouble to raise and pursue their concerns.

2.31 The consultative groups in ports other than Fremantle and Melbourne are ineffective for the purpose of formulating policy and solving problems quickly because:

- committee members are often not of a sufficient stature within their organisation to make policy and ensure compliance with it;
- the representation of shippers is limited or non-existent; and
- importantly, the groups do not have the flexibility to enable a 'trouble-shooting' role.

2.32 The committee believes, as it did in 1992, that the establishment of IECs would significantly improve the efficiency of the port interface by facilitating effective communication and being able to quickly respond to port problems. The success of the Western Australian approach demonstrates that IECs are an effective tool to bring disparate transport interests together and address interface problems.

2.33 The National Transport Planning Taskforce supported the 'Warehouse to Wharf' recommendation on IECs and called for effective consultative groups to be established.

Conclusion

2.34 In the time since we last reported, it is clear that coordination and communication between service providers in the transport chain to the waterfront has improved. However, many of the problems identified in the 'Warehouse to Wharf' report are still evident today.

2.35 The committee has a strong view that its proposed approach for consultative arrangements at the port level would provide the most effective mechanism to address these problems.

2.36 The responsibility for establishing Interface Efficiency Councils rests primarily with port authorities. It is clear that port authorities can play a much stronger role in facilitating trade and commerce in their region. One important part of this role is the establishment of effective consultative groups at the port level.

2.37 However, in the absence of any initiatives by the relevant port authority, port customers should convene IECs themselves, with the emphasis on self-help.

2.38 Hence, the committee recommends that:

Recommendation 1

Interface Efficiency Councils should be established in all major ports, to facilitate the efficient movement of cargo to and from the waterfront and ensure effective communication and coordination at the port interface.

Electronic Data Interchange

2.39 The 'Warehouse to Wharf' inquiry found that the introduction of EDI into the transport community had been considerably slower than expected, given the potential benefits of the system.

2.40 The committee's report drew attention to the fundamental importance of EDI to Australia's international competitiveness and in improving operational efficiency at the sea/land interface. The committee strongly emphasised the need for coordination among the organisations promoting the use of EDI.

2.41 The committee recommended that:

the Commonwealth Government establish a working party comprising the government and industry representatives to coordinate the introduction of EDI

the Minister for Shipping and Aviation report to the Parliament on the progress of the working party within twelve months

industry participants be made aware of the benefits of electronic messaging

the Australian Quarantine and Inspection Service and other government and regulatory bodies' information exchange systems be aligned with the EDI systems of the Australian Customs Service

EDI systems be introduced into rail networks, and that these systems be compatible with current sea/road electronic systems.

Implementation

The National Consultative Group

2.42 The Commonwealth Government established the National Consultative Group (NCG) on Transport EDI in December 1992. The NCG's purpose is to provide a national forum and strategic focus in coordinating the wider introduction of EDI, as part of an integrated trading network.

2.43 The NCG is chaired by the Commonwealth Department of Transport, and includes representatives of the EDI peak bodies, Electronic Commerce Australia (ECA) and Tradegate Australia Ltd (a community-based organisation which manages a backbone EDI communications network in the transport sector), as well as the Australian Customs Service, Australian Quarantine Inspection Service, Austrade, and the Commonwealth Department of Industry, Science and Technology.

2.44 The then Minister for Shipping and Aviation Support, Senator the Hon Peter Cook, reported the progress of the NCG to the Parliament in December 1993.

2.45 The NCG subsequently published its report on 'EDI Implementation in the Transport Sector: An Assessment/Stocktake' in June 1994. The study indicated that significant progress had been made in the take up of EDI in that part of the transport sector concerned with international trade.

2.46 The NCG has been instrumental in achieving a coordinated, industry-wide approach to accelerating the take up of EDI.

2.47 Through the NCG process, the Department of Transport has developed arrangements with Tradegate Australia and Electronic Commerce Australia to undertake two projects, EDIMI and EXTEDI, covering the processes associated with importing and exporting goods by sea. The Commonwealth Government, through the Department of Transport, has contributed \$153,000 to the projects, which has been matched by industry.

2.48 A further project on EDI for domestic transport, DOMEDI, is being progressed under the management of ECA. The project is jointly funded through the Department of Industry, Science and Technology and the industry parties directly involved.

2.49 These projects should be completed by the end of 1995. They will provide the necessary implementation guidelines for the structure of electronic systems for importing and exporting by sea and the movement of goods by domestic transport.

EDI Initiatives by the Australian Customs Service and Australian Quarantine and Inspection Service

2.50 The Australian Customs Service (ACS) is recognised as the leading body in encouraging the reform of business practices through the adoption of electronic systems in both the public and private sectors.

2.51 The alignment and integration of cargo clearance processes by the ACS and the Australian Quarantine and Inspection Service (AQIS), whereby both agencies present a common point for cargo clearance, has achieved real efficiency gains for importers and exporters.

2.52 Sea Cargo Automation, developed by Customs in conjunction with AQIS, enables manifest providers to send these documents electronically for simultaneous clearance of import cargo by Customs and Quarantine. Sea Cargo Automation is now fully operational for FCL cargoes in the five mainland capital city ports and has achieved participation rates (the system is voluntary) of greater than 50 per cent for inward cargo.

2.53 Many responses to the committee's May 1995 RFI indicate that the Sea Cargo Automation system has significantly improved coordination and interaction at the port interface.

2.54 Importers can also pay customs and quarantine fees via a single electronic process through the AQIS Joint Entry Management System facility in Customs' COMPILE system. COMPILE enables

importers and customs brokers to lodge customs entries electronically and pay duty through the EFT system. In practice, all inward cargo is lodged on COMPILE.

2.55 For exports, AQIS has developed an electronic export clearance system known as EXDOC, which interacts with the Customs' EXIT 1 and 2 electronic export clearance and reporting systems. All meat exports are currently cleared through EXDOC and AQIS is working towards expanding the system to cover all commodities prescribed under the Export Control Act.

2.56 ACS advised the committee that all export entries are lodged electronically by exporters or their agents utilising the EXIT 1 system. However, only 30 per cent of export manifest information is lodged by shipping companies and airlines with the EXIT 2 system.

2.57 In a wider context, the establishment of these systems by the regulatory agencies has established a solid user base from which to encourage the spread of EDI into wider commercial transport activities. However the progression of EDI into the mainstream of the transport and trading community has been slow to materialise.

2.58 The nationwide implementation of electronic clearance and reporting systems by the regulatory agencies, together with the impending completion of the EDIMI and EXTEDI projects, provides Australian firms in the transport chain with the technical framework for full electronic transfer of information.

2.59 A number of inhibiting factors remain for firms making the decision to embrace EDI:

- problems with the compatibility of EDI systems and software. Difficulties have persisted with interconnection between the value added networks as a result of commercial rivalry between suppliers. The committee understands that these problems are being addressed by the NCG Suppliers Forum;
- the lack of EDI-capable business partners;

- the cost of software and value added networks is seen by many users and potential users as being too expensive. Also, the absence of a direct link between costs and benefits - the party incurring the cost does not always obtain commensurate benefit - may be slowing the penetration of EDI; and
- the entry of a number of parties promoting ad-hoc approaches to EDI was also reported to have caused confusion in the marketplace.

2.60 Australian software houses have had considerable difficulties in developing suitable, commercially viable software, given the relatively high development costs involved and a small domestic market which has shown a resistance to technological change. Many users consider that software is too expensive, often incompatible with other products and is supplied with inadequate documentation, training and after sales support.

2.61 Tradegate, through the NCG, submitted a proposal in August 1995 to the Minister for Industry, Science and Technology, seeking financial assistance to undertake a situation assessment and market research to develop a longer term strategy for the EDI software sector in Australia.

2.62 The Minister referred the matter to the Electronic Commerce Advisory Committee. ECAC noted that the software issue was a major inhibitor to the adoption of electronic commerce and considered that there would be merit in a software assistance program which cover all industries, not just transport. The committee understands that this is being addressed through the Department of Industry, Science and Technology.

EDI in the Rail Sector

2.63 The June 1994 NCG report 'EDI Implementation in the Transport Sector: An Assessment/Stocktake' found that the use of EDI in rail transport had been slow to progress. The NCG reported that the take-up of EDI in the road transport sector was also limited.

2.64 National Rail Corporation expects the use of EDI to grow as the organisation overcomes problems stemming from the incompatibility of IT systems it inherited from the former State rail bodies and develops a system that is uniform across the organisation.

Conclusion

2.65 The recommendation to establish the NCG has proved to be well founded and has been successful in developing a common and coordinated approach to the promotion of EDI in the transport sector.

2.66 EDI is slowly being embraced by the trading sector. On the regulatory side, the Australian Customs Service has led the implementation of EDI in the transport sector. However, the growth of EDI into mainstream commercial practice has been slow. The availability of cost-effective EDI software is a significant impediment to the uptake of electronic commerce in all industries. Hence the Committee recommends that

Recommendation 2

The Commonwealth Government, through the Department of Industry, Science and Technology fund a detailed assessment of the current environment for software development.

2.67 The framework now exists to enable Australian firms in the transport chain to benefit from applying EDI to their business systems. The decision for firms to adopt EDI and adapt their business to electronic commerce is now essentially a matter for their commercial judgement.

2.68 The committee firmly believes that the wide commercial use of EDI in the transport chain will depend upon a common approach by the transport industry and suppliers of electronic systems, supported by cooperation and coordination between trading partners.

Documentation/Financial Arrangements

2.69 The 'Warehouse to Wharf' report highlighted the efficiency gains that could be achieved if transport and financial documentation were simplified, standardised and were able to be transferred electronically.

2.70 The requirement of banks and shipping companies to sight paper documents of title, and the incidence of consignments arriving at their destination well ahead of associated documentation, as being potential impediments to the prompt movement of cargo off the wharf.

2.71 The committee recommended that:

the shipping and banking industries should accept a formal responsibility for promoting the greater use of sea waybills and simpler alternative documentation

the Australian Government should take a more internationally proactive role in initiating necessary alteration to international trade and finance documentation

standard import and export documentation be introduced for all ports.

Implementation

Sea waybills and Bills of Lading

2.72 The Commonwealth Attorney-General's Department is currently reviewing Australian Bills of Lading Legislation with a view to more adequately reflect current commercial practices, such as sea waybills, ship's delivery orders and electronic bills of lading.

2.73 The committee is not aware of any formal programs to promote the use of sea waybills as a substitute for bills of lading.

2.74 In a number of trading circumstances, sea waybills offer significant advantages over the paper-based bills of lading which, being a document of title, must be sighted before cargo is released and can cause delays at the interface.

2.75 The primary benefit of using sea waybills, in the context of interface efficiency, is that they are generally acceptable in electronic form. There is no requirement to sight the original paper document before cargo is transferred.

2.76 The use of sea waybills is growing. However, progress has been slow and varies considerably between trades.

2.77 For example, in the Australia to Europe trade only 3 per cent of goods are carried under waybills, and 30 per cent on the reverse leg. This compares with 60 per cent in the trades between Germany and the United States (RFI:14; Transcript: 180).

2.78 In the Trans-Tasman trade, up to 90 per cent of cargo is transported under a waybill. The Australia/New Zealand trade is conducive to the use of waybills due to the large proportion of "in-house" trade, closer commercial and credit relationships between non associated firms and a short transit time (Transcript:179).

2.79 The 'Warehouse to Wharf' report recommended that the shipping and banking industries should accept a formal responsibility for promoting the greater use of sea waybills and simpler alternative documentation.

2.80 Shipping companies have shown some activity in promoting the benefits of sea waybills (RFI:13,14). This does not appear to have been the case with the banking industry.

2.81 The Australian Bankers' Association (ABA) has consistently stated that banks see their role as a facilitator, rather than as a principal in the transport chain. Hence, the ABA does not believe it is appropriate for banks to promote the use of one document over another.

2.82 However, evidence before the review inquiry indicates that banks do favour the traditional bill of lading, due to the perceived lower risk weighting afforded with protection of title. (Transcript:19)

2.83 Understandably, banks must protect the interests of their client as well as the interests of the bank. However, there are proven means to ensure control over the cargo in transit and at destination under a waybill, through a control clause providing protection to the consignor via non-negotiable carriage and allowing quick release to the consignee. An exclusion clause also prevents the bank becoming a party to the contract of carriage.

2.84 Ultimately, the form of documentation required is a matter for negotiation between consignor and consignee and will depend on the nature of their commercial relationship as well as the financing arrangements and the legal regime of their respective countries.

2.85 The concern of the committee is that importers and exporters are not being made aware of the benefits of trading under a seaway bill, and that sea waybills may be negatively portrayed as an inadequate document.

2.86 The banks have made a very important contribution to the progress of electronic commerce. An electronic solution to trade documentation should be achieved through the close cooperation of the shipping and banking sectors.

Standard Transport Documentation

2.87 The growth in electronic messaging has to a large extent necessitated the development of standard transport documentation.

2.88 Existing paper based documentary systems are being streamlined in the course of the EDIMI and EXTEDI projects, which require information in a standard format.

2.89 The Commonwealth Government has promoted the simplification of trade and finance through participation in international forums, such as:

- the Working Group of the UN Commission on International Trade Law (UNCITRAL), which is currently developing uniform international rules for EDI; and

- the Australia/New Zealand EDIFACT Board, in developing agreed international message standards.

Conclusion

2.90 The greater use of electronically transferable documentation such as sea waybills offers the potential for achieving substantial improvements in efficiency at the sea/land interface.

2.91 However, importers and exporters are not being made aware of the benefits of sea waybills. Banks have a responsibility to bring to the attention of their trading clients the advantages and disadvantages of all types of documentation, including sea waybills.

2.92 A mutually beneficial electronic solution to trade documentation will only be achieved through the close cooperation of the shipping and banking industries.

Port Performance Indicator

2.93 The committee recommended that

The Bureau of Transport and Communications Economics produce a six-monthly Port Performance Indicator on sea/land transport efficiency.

Implementation

2.94 The BTCE has implemented the committee's recommendation to monitor sea/land transport efficiency at the port interface. A 'Port Interface Cost Index' is published six-monthly in 'Waterline', the BTCE bulletin of waterfront performance.

2.95 The index shows charges for stevedoring, port authority and related services (such as pilotage and towage), road transport and customs broker fees in the 5 major capital city ports. The index is specifically focussed on containers and does not cover bulk or general cargo.

2.96 The May 1995 index showed that port and related charges decreased by 15 per cent in Melbourne; 11 per cent in Fremantle; and 8 per cent in Sydney and Adelaide in the second half of 1994. Overall, the total index of interface costs declined by 1 per cent for imports and 2 per cent for exports. In addition to the port interface cost index, *'Waterline'* also reports on stevedoring productivity and port authority financial performance.

2.97 *'Waterline'* has been received very favourably by the maritime community. The general response to the committee's May 1995 RFI was that the BTCE port performance indicator was useful and did provide a fair indication of port costs.

2.98 The October 1995 issue of *'Waterline'* found that the Australian average container handling rate was 18.9 TEUs/hour in the June quarter 1995, which compares unfavourably with the rate of 20.1 TEUs/hour at the end of the WIRA reform program in September 1992.

2.99 Inquiry participants expressed a strong view that *'Waterline'* should be published more frequently and be expanded to cover non-containerised cargo. The committee notes that the BTCE has now moved to publish *'Waterline'* on a quarterly basis, although the port interface cost index will continue to be reported every six months.

2.100 The BTCE will also be expanding the bulletin to include regular features on conventional and bulk stevedoring, as well as international comparisons of port and stevedoring performance.

Conclusion

2.101 The BTCE port performance indicator is an effective tool for measuring changes in interface efficiency and assessing whether the benefits of improvements in efficiency are being passed to users in the form of lower costs.

2.102 The committee commends the Bureau on the production of the port performance indicator. *'Waterline'* provides an excellent basis on which the transport and trading community, governments and policy advisers can continue to assess the performance of the transport chain.

CHAPTER 3

OTHER ISSUES

3.1 During the course of the review inquiry, three issues not specifically addressed by the 'Warehouse to Wharf' report gained prominence. These issues are:

- the quality of service provided by National Rail Corporation;
- terminal and conventional stevedoring performance; and
- port authority services and user charges.

National Rail

3.2 National Rail (NR) was established in February 1993 through the restructuring of interstate rail freight operations into a single, commercially focussed organisation.

3.3 From April 1993, NR started progressively taking over commercial responsibilities for operating intermodal terminals, linehaul operations, account marketing and the financial arrangements for invoicing and collecting revenue from those activities. Wagon transfers from the States to NR commenced in October 1993 and were essentially completed by the end of 1994.

3.4 NR directly interfaces with port operations in Sydney, Melbourne and Adelaide. A standard gauge rail loop will enable direct rail access to the Port of Brisbane from January 1996. In moving towards mainline trunk services in its port interface operations, NR has stepped back from servicing short and inefficient private rail sidings.

3.5 During the course of its review inquiry the committee heard on a number of occasions that the services provided by NR were not meeting the requirements of its customers. The Australian Chamber of Shipping (ACOS) has been particularly critical of NR's

performance. ACOS gave evidence that NR's services were characterised by problems with frequent backlogs, congestion and delays, as a result of a lack of competition, inadequate infrastructure and obsolete equipment. (ACOS:1994; Transcript:59-66,149,158-161; RFI:13).

3.6 When asked to substantiate these claims at the October 1995 forum, ACOS undertook to provide the committee in writing with specific examples of problems experienced by importers and exporters. However, ACOS failed to forward this information to the committee.

3.7 In response, NR acknowledge that there have been problems. *Many of these difficulties have been 'teething problems' associated with the amalgamation of the interstate systems, in particular the inheritance of obsolete equipment.* NR has also expressed concern at the adequacy of rail infrastructure.

3.8 In response to criticism of rising charges, NR has stated that as a fully commercial enterprise their charges must now reflect the true cost of providing rail services.

3.9 The May 1995 RFI sought industry's views on whether services provided by NR had improved. Some respondents expressed the view that rail services had deteriorated and that costs were increasing. Conversely, others felt that NR had become more client focussed in its operations and that the quality of service had been maintained.

3.10 The committee believes that NR has a difficult task. The new organisation took over a bankrupt system and was charged with turning a loss-making rail network into a viable business within five years.

3.11 Figures provided by the Commonwealth Department of Transport show that NR service reliability is steadily improving. Departure performance in the September 1995 quarter was the best on record, with train departures from intermodal terminals within 30 minutes of schedule running at 76 per cent, up from 59 per cent in December 1994. Train arrivals, however, continue to be affected by delays en route which tend to be outside of the direct control of NR.

3.12 Similarly, truck turnaround at rail terminals has also improved. Average transaction time (average minutes per container transaction at intermodal terminals) in the September 1995 quarter was 40 minutes, down from 72 minutes in the December 1994 quarter.

3.13 NR has taken steps to improve the quality of its services and responsiveness to client needs, as demonstrated by the commencement of 'Seatrain' services, and the dedication of 'Superfreighter' capacity for shipping containers. NR is undertaking a capital investment program to purchase new locomotives, and replace and upgrade obsolete wagons, which should further improve service reliability.

3.14 A number of inquiry participants agreed that NR is improving its level of service to customers (RFI:4,10). Interstate rail service and reliability are expected to further improve as the transfer of assets to NR is completed, as NR takes delivery of its new locos, and as service arrangements with rail systems are finalised and bedded down on a commercial basis. The opening up of the rail network to new carriers also has the potential to benefit users through competitive and commercial provision of rail services.

3.15 The need for adequate investment in rail infrastructure was raised on several occasions. The committee cannot make any firm judgement on the infrastructure needs of rail, given the anecdotal nature of the evidence. However, it appears that the issue of adequacy of infrastructure is not so much related to additional capacity. Rather, investment is needed to enhance the existing rail network to enable reduced operational costs and better service standards.

Conclusion

3.16 NR's task is a difficult one. There have been some 'teething problems' for NR which may have led to an initial deterioration in interstate rail services.

3.17 The committee believes that NR is moving in the right direction. The potential for improvement in service and reliability exists as new capital is introduced, infrastructure projects are completed and commercial service arrangements with rail systems are finalised.

Port Authority Charges

3.18 A consistent theme from the outset of the inquiry has been that Australian port charges are considerably higher than those applying in ports overseas. The view has often been put that this price imbalance may constitute a serious impediment to Australian trade. In particular, criticism has focussed on charges levied by State Government port authorities.

3.19 Many inquiry participants have expressed a strong view that the large dividends extracted by a number of State Governments from their port authority operations are excessive, unrealistic and opportunistic.

3.20 For example, in 1992/93 the former Maritime Services Board of New South Wales paid a dividend and capital repayment to the State Government which amounted to \$89.5 million, out of an operating profit before abnormals of \$91.8 million. In recent years, loss-making port authorities have had to borrow funds in order to meet State Government dividend requirements.

3.21 Of great concern to many inquiry participants is the claim that the savings of the waterfront reform process have been absorbed in State Government dividends. The committee shares this concern. Ownership of an old harbour channel should not be a licence to print money.

3.22 State Governments have a choice between a revenue maximisation role or a trade facilitation role for their port authorities. In extracting large dividends and capital repayments, New South Wales appears to have chosen the revenue path.

3.23 The committee is firmly of the opinion that the most appropriate role for a port authority is that of a facilitator of trade and commerce, serving in the first instance the interests of importers and exporters in its region.

3.24 Positive signs are emerging for port users however. Monitoring programs by the BTCE and the Bureau of Industry Economics (BIE) show that port charges have decreased significantly. The BTCE reported that (RFI:8), for import containers, port authority and related charges decreased from a range of \$103 to \$161 per TEU in December 1993 to a range of \$83 to \$137 per TEU in December 1994 (Table 1 page 26).

3.25 These reductions in charges have been accompanied by substantive changes in the organisational arrangements under which port authorities operate. Since the 'Warehouse to Wharf' report was released in 1992, corporatisation has been introduced to the port authorities in South Australia, New South Wales and Queensland, and in Victoria, we have seen the State Government move towards privatisation.

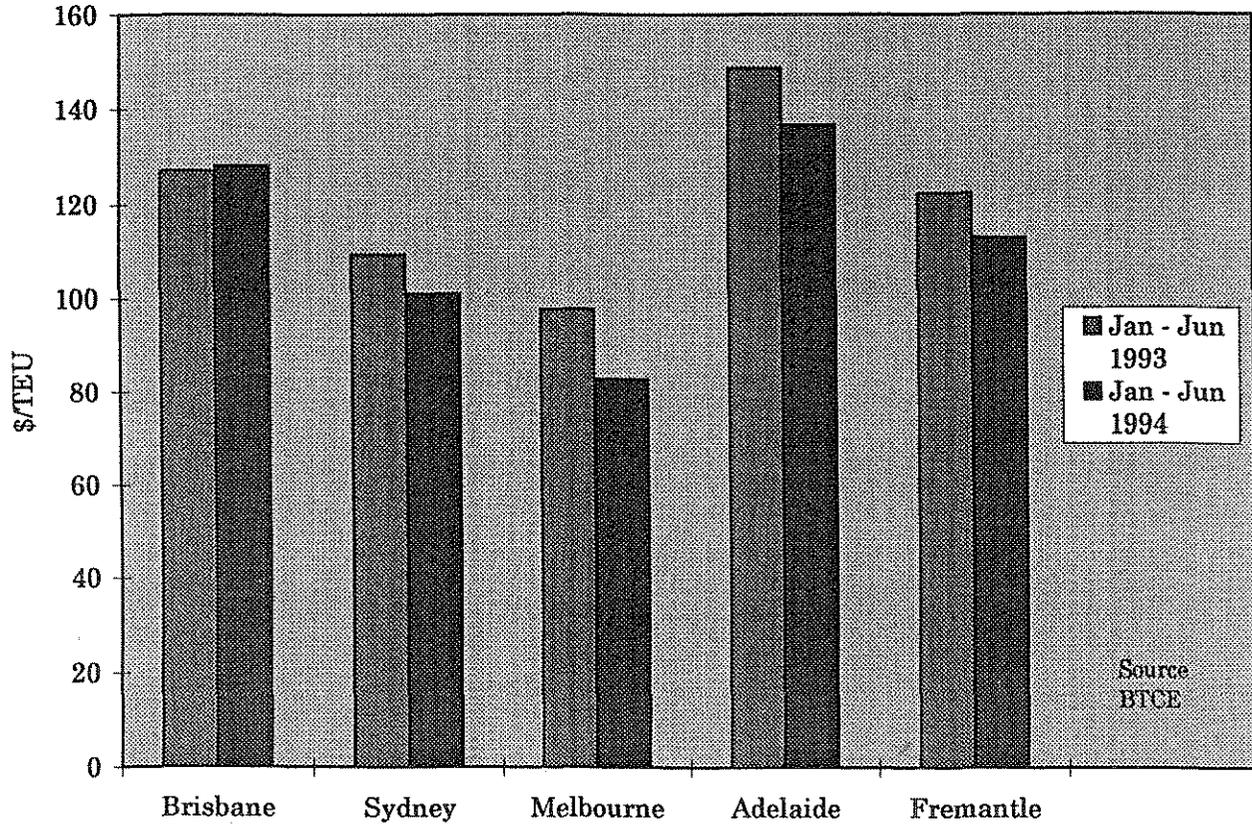
3.26 Changes in organisational arrangements and restructuring of charges should not be a smokescreen for merely shifting revenue generation from one part of the organisation or state government to another (RFI:10).

3.27 Recent reforms undertaken by the Federal and State Governments have been targeted at the reduction of costs, the strengthening of competition and providing Australian exporters and importers with internationally competitive freight rates. Reform of port authorities should be seen as an integral part of this effort, designed to increase the competitiveness of Australian exports on world markets.

Conclusion

3.28 State Government dividend policies for their port authority/corporation operations represent a considerable impediment to lower port charges. There is a concern that the savings of reform have been captured by State Government treasuries. State Governments should (i) cease using port authorities

**TABLE 1. Port and Related Charges per TEU
Five Major Ports Jan/Jan 1993 to Jan/Jan 1994**



as defacto tax collectors, and (ii) ensure that port authorities' primary task is to facilitate trade and commerce. The committee recommends that:

Recommendation 3

Transport Ministers, through the Australian Transport Council, ensure that the prime role of ports is the facilitation of trade and commerce.

Stevedoring Performance

3.29 When the committee prepared its initial report, the waterfront industry reform program was in its last year. The changes to productivity, work practices and costs achieved during that process were substantial. By 1992 crane rates had improved by 50 per cent and stevedoring prices decreased by 25 per cent. In addition, Australia's bulk handling operations reached and continue to operate at world best practice.

3.30 The reform program was evaluated by the BTCE in a review published in September 1995¹. In addition to the performance gains made, the BTCE review highlighted that shippers of non-bulk cargo saved \$276m in 1993 alone as a result of the reforms.

3.31 However, the committee has received a considerable amount of comment suggesting a lack of progress in continuing the cycle of improvement, and that a return to an environment of uncertainty and unreliability in stevedoring Australia's cargoes may be acting as a brake on the country's international competitiveness.

¹ Review of the Waterfront Industry Reform Program, Bureau of Transport and Communications Economics: Report 91, March 1995.

3.32 The BTCE waterfront performance bulletin '*Waterline*' and the Bureau of Industry Economics' (BIE) waterfront benchmarking reports² bear out the fact that non-bulk stevedoring performance at Australia's major five capital city ports has declined and is less than leading overseas ports.

3.33 The October 1995 issue of '*Waterline*' reported that the Australian average container handling rate was 18.9 TEUs/hour in the June quarter 1995. This compares unfavourably with the rate of 20.1 TEUs/hour which prevailed at the end of the WIRA reform program in September 1992 (Table 2 page 29).

3.34 The BIE's 1995 report quotes world best practice container crane rates of 30 moves per hour at Singapore and Hong Kong. Ports of more comparable size to the larger Australian ports, such as Felixstowe, Baltimore, Thamesport, Barcelona, Zeebrugge and Kobe all achieved crane rates in the range 25 to 29 moves per hour. The BIE reported that these rates compare with 15 to 18.5 moves per hour at Australian ports.

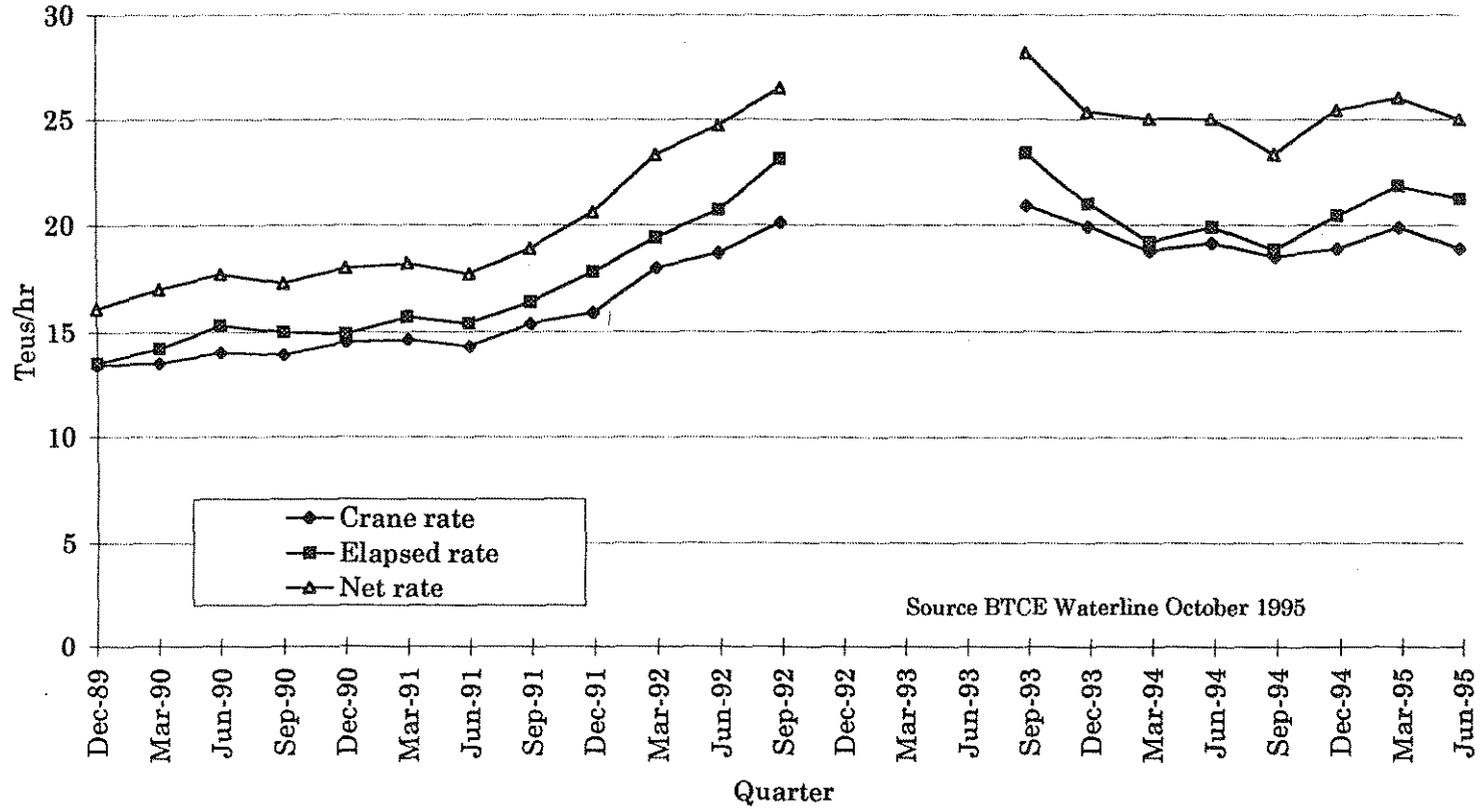
3.35 The position in regard to conventional stevedoring is less clear. To date there has been little monitoring of either price or performance. Evidence suggests that the gains in conventional stevedoring have not been as pronounced as in the containerised cargo sector. ACOS claimed that conventional stevedoring productivity dropped from 524 tonnes per gang shift in 1990 to 386 tonnes per gang shift in 1994 (Transcript:82).

3.36 The committee acknowledges, however, the practical difficulty involved in monitoring this sector of the industry. The promised inclusion of conventional stevedoring in the BTCE's '*Waterline*' may address the information deficit to some degree.

² International Benchmarking - Waterfront 1995, Report 95-16,
International performance Indicators - Waterfront 1993, Research Report
47, Bureau of Industry Economics.

**TABLE 2. Stevedoring Performance Indicators
Five Major Ports December 1989 - June 1995**

29



3.37 Many review inquiry participants were concerned with the deterioration of reliability within the stevedoring industry (RFI: 3,5,10,11,13,14). A study by Liner Shipping Services found that average port time per ship call increased by around 50 per cent in Melbourne and Sydney between the second half of 1993 and the same period in 1994 (RFI:14). However, increased ship call times are not due solely to stevedoring operations.

3.38 The decline in stevedoring performance has been attributed to a number of factors, including obsolete cargo handling equipment, lack of discipline by transport service providers at the interface (in delivering export cargo on time, for example), industrial manoeuvring during the negotiation of new enterprise agreements and terminal congestion due to growth in cargo volumes.

3.39 However, there are signs of improvement on the horizon. The large-scale capital investment programs being undertaken over the next two years by the major national stevedores, Conaust and Patrick, are expected to significantly improve the reliability of cargo handling equipment.

3.40 Also, a new industrial agreement proposed for the CTAL terminal at Sydney currently being negotiated between Conaust and the MUA, based on productivity rather than overtime, gives particular hope for the future. The intent is to increase crane performance to 24 moves per hour, (equivalent to a crane rate of 28 or 29 TEUs per hour). The objective of the agreement is to encourage employees to lift productivity, and working hours are to be altered to better meet workflow demands, particularly the peaks in road transport container delivery and collection.

3.41 There is a productivity gap between Australia's ports and the leading container ports overseas. However, narrow comparisons of container handling performance do not help to address the wider issues that influence the overall performance of the entire transport chain.

3.42 The problems on the waterfront can be attributed in part to inefficiencies in other parts of the transport chain, such as the late delivery of export cargo to the wharf by importers and exporters, and less accessible cargo stowage arrangements aboard vessels to be handled at container terminals.

3.43 This lack of discipline at the port interface is an industry wide problem. Until these other problems are addressed, the waterfront will continue to lag leading overseas ports.

Conclusion

3.44 The gains made in stevedoring productivity and reliability under the waterfront reform program do not appear to have been maintained over the past 18 months. Given the importance of stevedoring as a link between different transport service providers, the recent problems with performance and reliability in waterfront operations are of great concern.

3.45 The introduction of new infrastructure should give stevedoring terminals the capacity to enhance their performance considerably. Taken in conjunction with new enterprise agreements, the stevedoring industry has the potential to achieve world class performance. It is imperative that industry grasp the opportunity to build on the gains that have been achieved to date, so as to achieve waterfront performance that is comparable with world best practice.

3.46 By focussing public debate solely on the waterfront, industry associations and governments mask the many problems which remain in the transport chain to the wharf. This is a lazy and obstructive approach to a difficult and complex logistics problem.

PETER MORRIS MHR
Chairman

20 November 1995

Conduct of the Inquiry, Evidence and Witnesses

The inquiry

1. The House of Representatives Standing Committee on Transport, Communications and Infrastructure was appointed under Sessional Order 28B on 8 May 1990. The committee is empowered to inquire into and report on any matter referred to it by either the House of the Minister.
2. On 1 November 1993 the committee received a reference from the then Minister for Transport and Communications the Hon Bob Collins, to review the efficiency of the interface between sea port and land transport.
3. The committee appointed a subcommittee comprising the Hon P F Morris (Chairman), Mr S McArthur, Mr G Campbell, Mr T Mack and Mr W Swan on 2 March 1994 to inquire into and report on the reference.

Briefings and inspections

4. The subcommittee was briefed by the following organisations:

Australian Chamber of Shipping	23 June 1994
The Department of Transport	24 June 1994
5. The subcommittee carried out the following inspection:

Container Terminals Australia Ltd	25 February 1994
Australian Stevedores Pty Ltd	23 June 1994
National Rail Corporation Chullora Freight Terminal Sydney	18 July 1994

South Dynon Freight Terminal Melbourne 18 July 1994

Port of Geelong 19 July 1994

Submissions

6. Submissions were received from the following organisations:

Submission Number	Organisation	Date received
1.	Liner Shipping Services Ltd	8 August 1994
2.	Scottish Shipowners and Managers Pty Ltd	1 September 1994
3.	National Rail Corporation	6 September 1994

May 1995 Request for Information

7. On 10 May 1995, the Chairman wrote to a number of inquiry participants seeking their views on certain issues. Responses were received from the following organisations:

1. Australian Wheat Board
2. Australian Peak Shippers Association
3. Australian Mining Industry Council (now Mining Council of Australia)
4. WA Port Operations Task Force
5. Patrick Stevedoring
6. Darwin Port Authority
7. Newcastle Port Corporation
8. Bureau of Transport and Communications Economics

9. Australian Bankers' Association
10. Conaust Ltd (Bulk & General Stevedoring)
11. Conaust Ltd (Container Business)
12. Port of Melbourne Authority
13. Australian Chamber of Shipping
14. Liner Shipping Services

Witnesses

8. Representatives from the following organisations participated at a public hearing conducted by the subcommittee in Sydney on 26 September 1994:

Mr David Anderson
Assistant Secretary
National Shipping and Infrastructure Branch
Maritime Policy Division
Department of Transport

Mr John Bavin
Member
National Land Transport Committee
Australian Chamber of Shipping

Mr Paul Bilyk
Bureau of Industry Economics

Mr Noel Boyle
Manager
Port Services
Queensland Transport

Mr John Bradbury
Manager (Commercial)
Australian Chamber of Shipping Ltd

Mr Mark Brownell
Manager
Industry Development (Maritime)
Western Australian Department of Transport

Mr Donald Bruce
Director
Operations
Australian Bankers Association

Mr Anthony Carlson
Senior Research Officer
Bureau of Transport and Communications

Mr David Clarke
Chairman
WA Port Operations Task Force

Mr Terry Dene
Director
Commercial
NSW Road Transport Association

Mr Roderick Dore
Executive Manager
Commonwealth Bank of Australia

Captain Kerry Dwyer
Director
Marine and Ports
Queensland Transport

Ms Susan Elderton
Research Manager
Air and Sea Transport Branch
Bureau of Transport and Communications Economics

Mr Joe Garbellini
Research Officer
Association of Australian Ports and Marine Authorities

Ms Anna George
Bureau of Industry Economics

Mr Vivian Hall
Board Member
WA Task Force

Mr John Hirst
Executive Director
Association of Australian Ports and Marine Authorities

Mr Ron Knapp
Deputy Director
Australian Mining Industry Council

Mr Christopher McFarlane
Representative
Australian Bankers Association

Ms Kay McKenzie
Maritime Policy Manager
ANL Ltd

Mr John Murphy
Representative
Australian Bankers Association

Mr John O'Boyle
Group Risk Manager
Australian Stevedores

Mr Ronald Owen
33 Lesley Avenue
Carlingford 2118

Mr Gregory Piko
Director
Shipping Infrastructure
Department of Transport

Mr Neville Potter
Assistant Secretary
Rail Branch
Department of Transport

Mr Llewellyn Russell
Chief Executive Officer
Liner Shipping Services Ltd

Mr Bryan Smith
Project Manager
Conaust Ltd

Mr Jeremy Tadman
Chairman
Land Transport Committee
Australian Chamber of Shipping

Mr Andrew Tunny
Executive Officer Logistics
Port of Brisbane Corporation

Mr Neil Walker
Manager Transport Utilisation
Transport and Network Development Branch
Corporate Development Directorate
Roads and Traffic Authority

Mr Alan White
National Shipping Account Manager
National Rail Corporation Ltd

Mr Alf Willings
Member
Australian Chamber of Shipping Ltd

9. The committee held a second public hearing in Sydney on October 13 1995. The following witnesses appeared before the committee:

Dr Fred Norman Affleck
General Manager, Corporate Affairs
National Rail Corporation Ltd

Mr John Allan
Federal Assistant Secretary
Transport Workers Union of Australia

Mr David Murray Anderson
Assistant Secretary
National Shipping and Infrastructure
Maritime Policy Division
Commonwealth Department of Transport

Mr John Bawden
Port User Liaison Officer
Western Australian Port Operations Task Force

Mr Alexander Biber
Maritime Policy Division
Commonwealth Department of Transport

Mr Tim Blood
Manager, Container Business
P&O Conaust

Mr Gregory Albert Bondar
Chief Executive Officer/Executive Director
Australian Chamber of Shipping

Mr Peter Michael Brown
Chairman
International Forwarders Association of Australia

Mr Jon David Christian
Manager, Electronic Development
Australian Quarantine and Inspection Service

Captain David Clarke
Chairman
Western Australian Port Operations Task Force

Mr John Frederick Coombs
Joint National Secretary
Maritime Union of Australia

Mr Gregory Alan Cromack
Chairman
Suppliers Connection & Interconnection Working Party

Ms Susan Ellen Culverwell
Australian Bankers Association

Mr Arthur Ronald Dahl
Australian Bankers Association

Mr Terry Dene
Commercial Director
New South Wales Road Transport Association

Ms Melissa Donald
International Trade Adviser
New South Wales State Chamber of Commerce

Mr John Donnelly
Assistant Director, IT&T Technologies
Commonwealth Department of Industry
Science and Technology

Mr Gregory Scott Edwards
Research Officer
Newcastle Port Corporation

Mr William Fondum
Australian Bankers Association

Mr Tony Francombe
Director, Legislation and Commercial Section
Maritime Policy Division
Commonwealth Department of Transport

Mr Michael Freeland
Business Analyst
Office of Marine Safety and Port Strategy

Mr Joe Garbellini
Executive Officer, Commercial
Association of Australian Port and Marine Authorities

Mr Neil Gentle
Research Leader, Air and Sea Transport Branch
Bureau of Transport and Communications Economics

Mr Vivian Samuel Hall
Western Australian Road Transport Association

Mr Robert Hartley
Manager
Maritime Policy
Australian Shipowners Association

Mr John Charles Hayes
Acting Chief Executive Officer
Sydney Ports Corporation

Mr Paul James Jeckeln
Manager, Trade Development
Port of Brisbane Corporation

Mr Richard John Joy
Manager, Regional Equipment
P&O Containers Pty Ltd

Mr Barry John Keogh
Consultant, EDI
Tradegate Australia Ltd

Mr Peter James Knowles
Director, Technical Services
Victorian Road Transport Association

Mr Hart Krtschil
Chairman, Sydney Cargo Facilitation Committee
Sydney Ports Corporation

Dr Denis Anthony Lawrence
Assistant Secretary, Business Infrastructure Branch
Bureau of Industry Economics

Mr David Robson Looker
Executive General Manager, International Shipping
ANL Limited

Captain John Fenton Lunn
Technical Manager/Pilot
Sydney Ports Pilot Service

Mr Gerry McCormack
Business Development Executive
Sydney Ports Corporation

Mr Peter Alexander McQueen
Partner
Ebsworth and Ebsworth, Solicitors

Mr Robert James Mitchell
National Manager, Cargo Facilitation
Australian Customs Service

Mr Ronald James Owen
Electronic International Trade Services Pty Ltd

Mr Alan Anthony Paterson
Director, Import/Export Applications
Australian Customs Service

Mr John Payne
Operations Manager
Newcastle Port Corporation

Mr Thomas Allen Pile
National Operations Manager
Australian Wheat Board

Mr Neville Arthur Potter
Assistant Secretary, Rail
Commonwealth Department of Transport

Mr Leigh William Purnell
Director
MTIA Australia's Manufacturing, Engineering and
Construction Industry Association

Mr Llewellyn Charles Russell
Chief Executive Officer
Liner Shipping Services Ltd

Mr Bryan Thomas Smith
Chief Project Manager
Bulk and General Stevedoring
Conaust Ltd

Mr John Andrew Spiers
Editor, Trade and Logistics
Coordinator, DCN/TEDIS Electronic
Maritime Information Database
Daily Commercial News

Mr Ronald Kym Starr
Research Leader
Bureau of Transport and Communications Economics

Mr Peter James Steele
Planner, Sydney Region
Roads and Traffic Authority of New South Wales

Mr John Francis Roderick Strang
Executive Councillor
Victorian Employers' Chamber of Commerce and Industry

Mr Barry Raymond Vellnagel
Assistant Director
Minerals Council of Australia

Mr Gregory Allan Waters
Manager, External Affairs
BHP Transport Pty Ltd

Mr Alan Stanley White
Manager, National Shipping Accounts
National Rail Corporation Ltd

Mr John Catherwood Young
Director
Patrick Stevedores Ltd

Mr Karl Zlotkowski
Manager, EDI
Australian Chamber of Shipping