

## QUESTION TAKEN ON NOTICE

### BUDGET ESTIMATES – 26 – 27 MAY 2014

#### IMMIGRATION AND BORDER PROTECTION PORTFOLIO

#### **(BE14/210) PROGRAMME – Australian Customs and Border Protection Service**

Senator Carr (Written) asked:

What is ACBPS role in monitoring compliance around asbestos and asbestos products?

- a. What, if any, other agencies are involved in compliance?
- b. Has ACBPS received correspondence from stakeholders regarding ban?
- c. What was the nature of this correspondence?
- d. What is the volume of correspondence received?
- e. From whom has it been received?
- f. What is the policy of ACBPS on responding to correspondence? E.g. time frames, contents, etc.

*Answer:*

- a. Asbestos compliance involves a multi-faceted approach across a number of agencies.

The Australian Customs and Border Protection (ACBPS) regulates the import and export of goods containing asbestos across the Australian border. ACBPS works closely with the Department of Employment, the Asbestos Safety and Eradication Agency (ASEA), the Australian Competition and Consumer Commission (ACCC), and state and territory work safety authorities.

- b. Yes. ACBPS has ongoing communications with numerous stakeholders in relation to the prohibition of importing and exporting goods containing asbestos.

- c. The correspondence covers a wide variety of matters, including but not limited to referrals for potential breaches of the ACBPS regulations, input into industry advice and assistance with work safety authorities' investigations.

- d. ACBPS does not keep statistics on correspondence specifically relating to asbestos matters.

- e. ACBPS has received correspondence from a variety of sources, including but not limited to the general public, industry, ACCC, ASEA and state and territory work safety authorities.

- f. ABCPS normally responds to correspondence in accordance with its service charter. The service charter states:

- Telephone enquiries will be responded to during business hours, or a message will be taken for an appropriate person to return the call.
- Emails to the Customs Information and Support Centre (CISC) are acknowledged immediately and a full response provided within two working days. If the CISC is not able to provide a comprehensive response, they aim to provide notification within one working day.
- Emails or written correspondence directly to officers are acknowledged within 5 working days and responded to within 15 days. If the query is not able to be answered in this timeframe, an interim response is provided advising the timeframe for a final response.

All responses are provided in accordance to Section 16 requirements under the *Customs Administration Act 1985*, which prohibits the unauthorised disclosure of personal information held by ACBPS.