

QUESTION TAKEN ON NOTICE

SUPPLEMENTARY BUDGET ESTIMATES HEARING : 19 October 2015

IMMIGRATION AND BORDER PROTECTION PORTFOLIO

(SE15/092) - Firearms - Complaints - Delays - Programme 1.2: Border Management

Senator McKenzie, Bridget (L&CA) written:

- 1) Has Customs/Border Force received any complaints in relation to delays for the processing of commercial products/firearms? If so, what complaints process do you have to address these and what were the outcomes?
- 2) What steps does Customs intend to take to alleviate the economic risks that firearms dealers are taking by importing firearms and who experience commercially negative delays in delivery?

Answer:

Yes. Complaints are investigated and responded to within 20 business days. The specific process depends on the nature of the complaint and the means by which it is made.

As part of the Government's regulatory reform agenda the Department has introduced ongoing permissions, which are available to licenced firearm dealers. It is anticipated this will reduce errors in documentation, which cause the majority of delays at the border.

The Department in consultation with licenced dealers and industry is pursuing amendments to the 'Customs (Prohibited Import) Regulations 1956' to further streamline legitimate trade. These amendments are in the final stages of consideration.