



Australian Government

Department of Immigration
and Border Protection

INDUSTRY SUMMIT

Report on outcomes 2015

Message from the Secretary and Commissioner

It was our great pleasure to host the Department of Immigration and Border Protection's (the Department) first Industry Summit on 19-20 November 2015.

The 2015 Summit built on the foundation established at the inaugural 2014 Industry Summit, hosted by the former Australian Customs and Border Protection Service (ACBPS). The Summit is the Department's key forum to engage broadly with our industry stakeholders at a strategic level, and to consult and co-design future innovations and forward thinking approaches to addressing challenges at the border, both now and in the future.

We asked last year that you engage with us to inform the design of the 'border of the future' that would take effect from 1 July 2015. The integration of ACBPS and the Department of Immigration and Border Protection to form the new Department represented a profound change to how the Australian Government protects Australia's border, and presents new opportunities for collaboration with industry. The Department is well placed to be a world leader in border management and to set the global benchmark in all facets of our work, including refugee and humanitarian assistance, immigration and citizenship, trade and customs facilitation, offshore maritime security, revenue collection, and operational activities conducted by the Australian Border Force.

To effectively manage the growing volume of people and goods crossing our border, the Department's [Strategy 2020](#) provides the strategic direction for the organisation, and a clear vision for our policy, planning and operations within the environment we work in. The Summit was structured under four themes—border management, trade and traveller, responsive migration and innovation and strategy—to broadly align with the strategic objectives identified in the *Strategy 2020*.

The two-day programme provided an opportunity for open and frank conversations with industry about how we can work in partnership to meet the challenges and opportunities of the future. Your feedback provided during the panel sessions was invaluable.

Two [Industry Engagement Strategies 2020](#)—*Trade, Customs and Traveller*, and *Migration and Mobility* were launched. These complementary strategies were developed in consultation with you and provide a framework for engagement and consultation with the Department on a broad range of policy, operational and regulatory issues.

We made a commitment to you at the Summit to publish a report outlining the key outcomes of the Summit. We look forward to your feedback on this report and welcome your suggestions by emailing industry.engagement@border.gov.au.

Michael Pezzullo
Secretary
Department of Immigration and Border
Protection
17 December 2015

Roman Quaedvlieg APM
ABF Commissioner and
Comptroller-General of Customs
17 December 2015



Overview of the Industry Summit

The Industry Summit is the Department's premier event for collaboration and strategic discussions with industry about how we will manage the Australian border together, now and in the future. This year's event attracted approximately 250 attendees, comprising industry representatives from the trade, travel and migration sectors, internal and external presenters, and senior executives of the Department.

The Summit was first addressed by the Secretary, who provided high level strategic direction for the Department and focused on the *Strategy 2020*. The Secretary detailed the Department's four key strategic objectives, which are to protect Australia, promote responsive migration, advance trade and travel and collect revenue, and to do all of these things in an increasingly innovative way to meet the different expectations of customers and consumers. There is a strong emphasis and priority on co-development and co-design of solutions, and of the practical business processes that underpin those solutions.

The Commissioner followed with the launch of the two [Industry Engagement Strategies](#)—*Trade, Customs and Traveller*, and *Migration and Mobility*. The Commissioner stressed the importance of having an interactive, meaningful and responsive engagement strategy with industry, and touched on a number of key initiatives including the *Australian Trusted Trader* programme, a single window for lodgement of information, and intermodal terminals to ease congestion on roads and in sea ports.

The keynote address from Assistant Treasurer and Minister for Small Business, the Hon Kelly O'Dwyer MP, highlighted the value of the Summit in providing a platform to exchange ideas, drive innovation and explore new trade opportunities. Specifically, the Minister mentioned the significant opportunities for business and industry, particularly in the context of developments in international trade, including Free Trade Agreements. The Minister reaffirmed the Government's focus to ensure that local businesses have opportunities to grow by taking advantage of these new trade opportunities. It was noted that our ability to take advantage of new trade opportunities is uniquely enhanced by our diverse, well-educated and multicultural workforce, with over a quarter of Australia's population born overseas, and a further one-fifth with at least one overseas-born parent.

Attendees responded positively to Department's commitment to improve its engagement with industry, with the following key issues emerging throughout the panel sessions:

- a. In the **border management** stream, attendees noted the need for improved communication, consistency for compliance decisions, better sharing of intelligence, and connected government, with the example of a single window being used.
- b. In the **trade and traveller** space, there was a genuine interest in *Australian Trusted Trader*, particularly catering for small and medium enterprises. There was also the need to consider approaches for global certification for multinationals.
- c. In **responsive migration**, stakeholders noted the value of having whole-of-government approaches to planning, policy development and service delivery that take into account the growing needs of regional and Northern Australia. They also acknowledged the dual challenges associated with expected ongoing growth and working with a wide range of disparate stakeholders. In addition, stakeholders highlighted the need for better engagement with small business and a partnership model.
- d. Within **innovation and strategy**, it was agreed that research and innovation underpins solid policy and strategy that is needed to plan borders of the future. Digital communication and new communication channels were also recognised in having a profound and positive impact on how the Department engages with industry clients.

Summary of presentations and key issues

The panel sessions provided the opportunity for interactive dialogue between the Department and industry. The following captures the key issues raised during the sessions.

Border management

The Department is adopting a renewed, principle-based approach to trade and goods compliance. This approach will focus on facilitation and engagement across the border continuum to foster and enable a high level of voluntary compliance, while effectively identifying and addressing systemic or serious non-compliance. Discussions highlighted that industry wants a clearer understanding of the Department's position with regard to compliance decisions, in particular in the application of the Infringement Notice Scheme. National consistency for decisions is essential, and industry is keen to engage and work with the Department towards clear, transparent decisions and a responsive posture when issues arise.

Work has commenced on developing an *Approach to Trade and Goods Compliance*, encompassing the Department's regulatory philosophy, and we will be contacting industry to seek their involvement in co-designing this approach.

Strategic Border Command undertakes operations in the prevention, deterrence and detection of the illegal movement of people and goods across Australia's border. Its partnership with industry is essential to the delivery of effective operations, around the provision and sharing of information and intelligence, and cooperation during operations. The session noted that existing networks, such as Airline Liaison Officers, and international partner agencies must be utilised in the prevention of illegal movements of people and goods.

The Department and the ABF are embracing a more active role in protecting Australia's border. There is an enhanced focus on counter-terrorism activity in the aviation environment, and working with industry offers many benefits such as training opportunities and data and intelligence sharing.

The Department continues to strengthen its investigative capability, working closely with other key partner agencies in responding to organised crime. Opportunities for industry to take a key role in assisting the Department to help protect their businesses were highlighted.

It was agreed that a more inclusive approach to border management further recognises the benefits of extensive collaboration with industry, overseas agencies and other members of the international trade and travel community. The alignment of systems such as the Joint Border Management System has delivered great benefits to Government and industry in New Zealand. The adoption of whole-of-government arrangements will help to reduce regulatory burden on industry, and facilitate trade compliance by introducing cross-agency, intelligence-driven risk management.

Trade and traveller

The Department acknowledges that the integration process has seen significant changes in how industry engages with us, but we are now addressing this with your valued input. Integration has provided the Department with exciting new opportunities and we are on the right pathway to improve our engagement with you.

We can now focus our expertise and resources in the most efficient and productive way possible to respond to the challenges and opportunities of the global context. We are also positioned to better address communication and stakeholder engagement needs.



The launch of the *Industry Engagement Strategies* at the Summit is an opportunity for the Department to reinvigorate our approach to industry engagement. These publically available strategies provide principles for engagement and address key areas of interest to industry across the spectrum of information, consultation, collaboration and partnership. The strategies will be supported by forward work plans that will include significant improvements to the content of the Department's website relevant to industry.

Industry welcomed the Department's new approach to industry engagement, including improved communication and the new industry portal, and suggested that engagement should be tailored to a range of industry needs, e.g. strategic, operational, peak bodies, small business, regional bodies. A fresh approach to managing the relationship between the Department and the Migration Advice Industry Liaison committee was also canvassed.

A key initiative discussed at the Summit was the *Australian Trusted Trader* (ATT) programme, which is a voluntary programme that introduces differentiated trust-based regulatory treatment at the border for those entities that meet or exceed international supply chain security and trade compliance standards.

ATT implementation commenced on 1 July 2015, starting with the pilot phase and will be operational on 1 July 2016.

ATT is a robust programme by international standards. The Department will continue to work closely with industry partners, through the ATT Industry Advisory group and pilot partners, to refine the programme throughout the pilot phase. Working in close partnership will ensure the programme meets the needs of Australian Government, industry and international trading partners.

The Department is also developing a *Trade Strategy* that will support future investment and prioritisation of trade related initiatives. During the *Future Trade Initiatives* session, it was discussed that where Australia lags on initiatives there are opportunities to learn from other countries. Future trade initiatives could also be included within the ATT programme and then extended to the whole of the economy. New initiatives will be tested with industry partners before being rolled out for broader participation once we are confident that they are robust and effective.

In the future traveller space, initiatives continue to work towards a fast, seamless, self-processing experience for legitimate travellers. This includes reducing manual processes and using biometric capability to enhance security outcomes. This forms part of the overarching vision to better understand and target risks to Australia's borders and reforming traveller pathways.

The Free Trade Agreements (FTA) session highlighted that bilateral, plurilateral and multilateral engagement is high on the Government's trade policy agenda. This presents opportunities for improvements in trade facilitation, particularly in the area of customs policy and procedures. The Department recognises the need for quality customs and trade policies to support businesses in taking advantage of FTAs.

Trade agreements offer an opportunity to streamline customs procedures across our major trading partners by seeking, at a minimum, World Trade Organisation (WTO) compliance on customs procedures and trade facilitation from other parties. The WTO Agreement on Trade Facilitation has represented significant progress in multilateral engagement.

The Department will continue to work with industry to understand barriers to accessing benefits of FTAs and other technical barriers to trade.

Responsive migration

The Summit enabled stakeholders to discuss the current Australian and global economic environment as well as the contributions that immigration and industry make to the Australian economy, including the role of immigration in building the economy. The *Building the economy through migration* session touched on some of the opportunities and challenges that the current environment offers and addressed the question of the kind of partnerships needed to deal with these challenges.

In order for skilled migration to benefit the economy, the importance of a whole-of-government approach across jurisdictions that takes into account regional and Northern Australia was highlighted by stakeholders. The support available to independent skilled migrants offshore and onshore was also discussed, as was the place of independent skilled migration within the migration programme. Stakeholders highlighted the importance of quality international education services in ensuring successful skilled migration outcomes. Australia's settings around international intra-company transfers were raised as an issue that the Department should address.

Over the last two decades, the regulatory framework for migration and temporary visas has become more complex. The Department is working to deliver a number of items to meet the Australian Government's deregulation agenda in 2015-16 and into the future. The Department's vision is a simplified visa programme with reduced red tape for businesses that maintains a high degree of integrity and transparency. The deregulation of the student visa programme and the simplification of the skilled migration and temporary activity visas highlight the principles that have guided the Department's engagement with industry on immigration deregulation and simplification. In the context of the student reforms, these principles have already positioned Australian tertiary institutions to be more internationally competitive.

Stakeholders expressed the view that the Department should improve its engagement with small business around visa deregulation and simplification. Self-regulation, integrity (including in visa decision making), and the need for better communication channels between the Department and stakeholders were also discussed.

The Department seeks to deliver streamlined and simplified frameworks, pathways and processes that support responsive migration and flexible, market-driven volumes of temporary entry to and stay in Australia. It was noted in the *Global migration trends and their impact on the economy* session that industry is a critical partner in leveraging global migration trends to grow the economy and contribute to a diverse society, and in helping the Department address challenges posed by global migration patterns.

Stakeholders highlighted the value of pilot programmes to trial new approaches ahead of broader implementation and the important opportunity represented by greater linkages between trade in services and mobility. The need for flexible migration policies that respond to the changing nature of work as well as immigration as an enabler of regional growth were also canvassed.

The Department also recognised the importance of its visa programmes and service delivery offerings meeting the diverse needs of not only people seeking to come to Australia, but also the needs of industry, business and the broader Australian community. Our engagement and interaction with industry and business is a critical factor in ensuring we are able to meet challenges and capitalise on opportunities now and into the future. The importance of opportunities for more communication from the Department around pilots and trials was noted, and there was positive feedback about current migration work to support Northern Australia. The need for clearer pathways for communication between industry and the Department and consistency of decision making was also raised.



The *Managed Migration: Present and Future* session discussed how our skilled migration programmes, both temporary and permanent, are designed to meet skill shortages and complement the Australian workforce by building Australia's economy. In order to continue to strengthen the economy through migration, the way that we manage migration needs to evolve to meet the changing nature of global mobility, which is increasingly more competitive and temporary in nature. Our future lies in understanding and managing these dynamics by designing and developing longer-term planning strategies for immigration and through policies that support Australia's growing regions and sectors. Greater engagement with stakeholders who have an interest in migration and mobility will help facilitate this.

There was agreement that the number of temporary visa holders in Australia represents both a benefit and a challenge that must be appropriately managed. The possible benefits of allowing the families of more skilled migrants to migrate to Australia and the key role of English language skills in skilled migration outcomes were also canvassed.

Innovation and strategy

It was agreed that research and innovation is essential for the Department to keep pace with new technologies and policies to inform investment and capabilities. The Department's *Research and Innovation Strategy* focuses on future immigration and border security capabilities, by developing a collaborative enterprise for innovations. We will be partnering with industry on innovation to address significant immigration and border security problems.

Exciting possibilities for biometrics were discussed that would make travel easier, faster and more secure. Biometric systems can help alleviate the pressures that are being placed on our infrastructure from increasing numbers of international travellers. The technology for biometrics is advanced, however the human element still needs to be considered, such as training and decision making. Strong partnerships across the entire spectrum of the Department and our industry partners are needed to realise the true potential of this technology.

The Department is actively seeking to drive our digital agenda using a Digital by Design approach. The aim is to innovate, in an agile and iterative manner, with our major stakeholders to deliver outcomes that meet their needs and those of the country. There are great opportunities for digital channels to improve end user/client experience, and there are a lot of similarities between Government and business. The Department will continuously review and measure the maturity of new and existing digital services against the Digital Service Standard with the aim of enabling major transactions to be digital, end-to-end, by 2017.

Our *Border Technology Strategy* is also designed to enable the Department to achieve its vision of being Australia's trusted global gateway, to facilitate trade, travel and migration while protecting Australia from threats to the border. Our future operating environment requires systems that are interoperable with our partners, industry and our clients. This transformation must occur in an environment where resources and finances are in short supply. The Department aims to automate processing for the vast majority of passengers to build an easy, seamless approach.

The *Revenue related dispute resolution* session discussed the Department's desire to resolve revenue disputes as efficiently as possible, with minimal disruption and cost to industry, after full consideration of the issues raised, and in accordance with the revenue law. We want industry to be well aware of, and to appropriately exercise, their internal and external avenues of review, as part of the process to resolve disputes and reach the correct result.

The Department indicated a willingness, for matters before the Administrative Appeals Tribunal, to hold informal discussions with plaintiffs where this could speed resolution of a matter, and discussed appeals mechanisms and informal discussion avenues that exist within the Tariff Concession System. As part of the *Industry Engagement Strategy*, the Department will also provide content dedicated to domestic producers and manufacturers on future website development.

Principles for engagement

The Department's vision for industry engagement is to support the achievement of our mission by engaging with industry with clear strategic direction, effective communication, in partnership and collaboration and with a focus on responsive action.

Clear strategic direction

Our engagement with industry will be based on agreed strategic direction, and implemented through forward work plans, reviewed regularly.

Effective communication

We will be open, pro-active and equitable in our provision of information to industry, and will be receptive to the knowledge and experience of industry.

We will use digital channels as our first line of communication, and ensure that avenues for engagement are well-defined, accessible and responded to promptly.

We will provide opportunities and forums for meaningful and consistent two-way engagement including through industry consultative committees, issue-specific industry advisory groups and the annual Industry Summit.

Partnership and collaboration

We will seek to further develop industry relationships into resilient and trusted partnerships and use these partnerships to resolve complex issues and to achieve substantive improvements to traveller and trade facilitation, migration and mobility.

We will involve industry in the development and design of policy, processes and systems, and be clear about the scope of consultation and decision making processes. We will look for opportunities for co-investment, where appropriate.

Responsive action

We will be pro-active in our engagement, responsive to requests and feedback, and focus on actions and results.

We are accountable for our commitments, and will do what we say we will do.

We will provide feedback following consultation including the impacts of stakeholder engagement on the process and outcomes, where feasible.

Summit outcomes and priorities for the future

In closing the Summit, Ms Linda Geddes committed to releasing this report, to ensure the Department's continued engagement on these important issues.

We urge you to keep providing feedback to us via industry.engagement@border.gov.au. Copies of the majority of the presentations provided during the panel sessions are also available on the [Industry Portal](#).

Following the Industry Summit and the feedback you provided, the Department has committed to the following actions:

Information

- a. Redesign and improve the Department's website content relevant to industry in consultation with end users and consistent with the Government's digital transformation agenda.
- b. Reaffirmed commitment to the Client Service Charter that sets out service standards and timeframes for our engagement with industry.

Consultation

- c. Consult with industry through a new working group to focus on deregulation in the trade, customs and traveller sectors to implement the Government's Deregulation Agenda.
- d. Commitment to public consultation on policy, legislative and regulatory changes affecting industry, including the provision of appropriate opportunities for small business.
- e. Consideration of the Migration Institute of Australia's interest in a think tank session between its members and the Department.
- f. Continued consultation with industry in the strategic planning of our migration programmes.
- g. Continued engagement with stakeholders on the role of migration as a policy lever and enabler in regional Australia.
- h. Continue to hold an annual Industry Summit.
- i. Explore new technologies with which to communicate and consult with industry.
- j. Consult with industry on implementation of the World Trade Organisation's Agreement on Trade Facilitation through the National Committee on Trade Facilitation.

Collaboration

- k. Continue to provide opportunities for industry to engage around policy development and co-design programmes, including through new and/or re-calibrated advisory groups.
- l. A joint review of the most effective channels for engagement with the Migration Institute of Australia and the Law Council of Australia.



Partnership

- m. Deliver the Australian Trusted Trader programme
- n. Partner with industry through technological innovation and joint investment project such as the Seamless Traveller Initiative.
- o. Promote the increased use of Border Watch.
- p. Explore other opportunities to share information with industry.