



Appendix F - AQIS Import Conditions Questionnaire

Background Information

The Australian Quarantine and Inspection Service (AQIS) is currently undertaking a review of its **Import Conditions Database (ICON)**. The review will provide AQIS with recommendations for the future redevelopment of the system to meet strategic business requirements over the next 3 to 5 year period. As part of the review process, AQIS is discussing business and system needs with a range of stakeholders including industry representatives.

AQIS publishes information relating to import conditions and requirements in the following ways - the AQIS website, industry notices and ICON. External users may access ICON either via the AQIS website (<http://www.aqis.gov.au/icon>) or third party software products such as Digerati INBOUND. Further the Industry Working Group on Quarantine (IWGQ) provides access to ICON via an information package located in www.aiccc.com.

Industry input into the review process is critical to enable AQIS to effectively analyse current and future business needs and to ensure recommendations made at the completion of the review adequately address all stakeholder requirements.

Questionnaire Purpose

The purpose of this questionnaire is two fold:

1. To confirm the usage and nature of problems that industry experience when endeavouring to determine quarantine import conditions; and
2. To be used as input into developing strategic alternatives to provide improved communication of import conditions and a streamlined import clearance process.

Stakeholders

This questionnaire is aimed at importers and service providers in the logistics chain. You have been chosen to participate in this survey because you belong to one of the above groups and your interests are represented by one of the following committees:

1. AQIS Industry Cargo Consultative Committee (AICCC)
2. Imported Food Consultative Committee (IFCC)
3. Biologicals Consultative Group (BCG)
4. Post-Entry Plant Industry Consultative Committee (PEPICC)

Completing the questionnaire

Unless otherwise indicated, you should tick one box in response to each question.

Timeframes

It is requested that completed questionnaires be returned to AQIS no later than **16 July 2004**.

Where to send completed questionnaires

Please return completed questionnaires to AQIS using the pre-paid envelope provided.

Require Assistance

If you would like further assistance in relation to the questionnaire or would like to speak to AQIS in relation to the ICON review, please contact Jackie South on Ph: (02) 6272 4990 or Fax: (02) 6272 5888 or by email jackie.south@aqis.gov.au



Section 1 - Who Are You

This section helps us understand who you are.

a) Which categories best indicate your primary business function? You may tick more than one box.

- Importer
- Clearance Agent (eg. Customs Broker)
- Cargo Mover (eg. Freight Forwarder)
- Other (please specify)

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b) Please provide your contact information. This question is **optional**.

Full Name

Position

Company

Address

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Phone

Fax

Email

Tick this box if you give AQIS consent to contact you if clarification is required

c) Which of the following commodity groups do you (or your clients) import? You may tick more than one box.

- Bulk commodities (e.g. inorganic fertiliser, drill cores/minerals/ores)
- Animal and microbial products - excluding food for human consumption (eg. laboratory material, culture media, therapeutics (human & veterinary), vaccines, stockfeed, pet food, aquaculture products, organic fertiliser and bioremediation agents)
- Grains – for stockfeed and human consumption
- Seeds for Sowing and Nursery Stock
- Horticultural Products (eg. fresh fruit and vegetables, dried fruit and vegetables, herbs and plant parts {fresh, frozen, dried})
- Food for human consumption - other than Horticultural and Grains (eg. dairy, egg, meat, fish and processed food products)
- Live Animals
- General/Miscellaneous Cargo
- Unaccompanied Personal and Household Effects
- Timber
- Machinery and motor Vehicles
- Other (please specify)

d) How do you (or your clients) import the goods? You may tick more than one box.

- Air
- Sea
- Parcel
- Express Courier



Section 2 – Usage

This section helps us understand the way you use quarantine import conditions.

a) How do you research AQIS import conditions? You may tick more than one box.

- ICON Query (via AQIS website)
- AQIS website (other than ICON Query)
- Third Party Software:
 - Digerati INBOUND
 - Other (please specify)
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- Contact AQIS directly (please specify the reason why and how)
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- Contact Other (please specify the organisation and reason why)
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b) How do you find out about changes to import conditions that are relevant to you? You may tick more than one box.

- Check ICON Query (via AQIS website) regularly
- Third Party Software:
 - Digerati INBOUND
 - Other (please specify)
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- Contact AQIS directly all the time (please specify how)
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- Contact Other (please specify the organisation and reason why)
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c) How often do you research AQIS import conditions?

- Hourly Daily Weekly Fortnightly Monthly Almost Never

d) What percentage of your import commodities require you to research AQIS import conditions?

- 0-20% 21-40% 41-60% 61-80% 81-100%



e) How long (in minutes) does the research take per commodity?

- 1-5
- 6-10
- 11-15
- 16-20
- 21+

f) For what purpose do you research AQIS import conditions? Please tick as many boxes as you wish. If you tick more than one box, please also **rank your choices** in order of importance, with a number next to each box (i.e. Write '1' next to the item of most importance, '2' next to item of second-most importance, etc).

- Review latest commodity import conditions
- Review latest non-commodity import conditions (eg. packaging)
- Review public quarantine alerts
- Determine the applicable AQIS import clearance activities at the border (eg. Inspection requirements)
- Other (please specify)

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g) Which of the following supporting information would be useful to complement import conditions? You may tick more than one box.

- Import permit application forms
- Contact and service information:
 - AQIS Offices
 - Quarantine Approved Premises
 - Other (please specify)
- Explanatory Notes linked to import conditions that:
 - Describe the import conditions in detail
 - Describe the quarantine concern(s) being addressed
 - If a document (eg. certification) is required - inform you where to source it
 - Other (please specify)

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- Information Sheets
- Glossary for all key quarantine terms and activities
- Overview of the import clearance quarantine process
- Fee information
- Other (please specify)

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Section 3 – Useability

This section helps us understand the useability of quarantine import conditions.

Usage

a) How often do your searches locate the relevant commodity import conditions?

- All the time
- Most times
- Half the time
- Sometimes
- Never

b) In your opinion what causes failed searches? Please tick as many as you wish. If you tick more than one box, please also **rank your choices** in order of importance, with a number next to each box (i.e. Write '1' next to the item of most importance, '2' next to item of second-most importance, etc).

- ___ Not able to supply the correct commodity and/or end use
- ___ No import conditions exist on ICON
- ___ AQIS has not linked all appropriate key words (synonyms)
- ___ Unsure that the import conditions found applied to your commodity
- ___ Other (please specify)

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c) If a search failed to locate the relevant commodity import conditions – then what was your next step? Please tick as many as you wish. If you tick more than one box, please also **rank your choices** in order of importance, with a number next to each box (i.e. Write '1' next to the item of most importance, '2' next to item of second-most importance, etc).

- Performed another search varying your search criteria
- Contact AQIS (please specify the reason why and how)
- Contact Other (please specify the organisation and reason why)
- Give up – see what happens at the time of importation at the border
- Other (please specify)

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d) When searching import conditions what factors influence you when providing search criteria (eg. country, commodity and end use)?

- Tariff code
- Tariff description
- Product Name
- Knowledge of AQIS Commodity Name
- Other (please specify)

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e) In your opinion how could searching for AQIS import conditions be improved?

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Clarity

f) Can the import conditions be easily interpreted?

- All the time Most times Half the time Sometimes Never

g) How could clarity be improved? You may tick more than one box.

- Include a summary that links to detailed information
- Present information in a sequence of logical steps that takes you through pre-border, border and post-border stages
- Separate commodity and non-commodity information
- Adopt a consistent format and language
- Provide an overview of the quarantine clearance process
- Introduce a glossary of terms
- Other (please specify)

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Consistency

h) Are the import conditions applied consistently by AQIS in all areas of the following quarantine import clearance processes?

Documentary Clearance

- Not Applicable
- All the time Most times Half the time Sometimes Never

Physical Inspection of Goods

- Not Applicable
- All the time Most times Half the time Sometimes Never

Quarantine Treatments

- Not Applicable
- All the time Most times Half the time Sometimes Never

Post Entry Quarantine

- Not Applicable
- All the time Most times Half the time Sometimes Never

Other (please specify)

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i) How could consistency be improved?

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Section 4 - Effectiveness

This section helps us understand the effectiveness of quarantine import conditions.

a) It is easy to locate 'ICON Query' on the AQIS website.

- Do not use 'ICON Query' on the AQIS website
 Strongly Agree Agree Undecided Disagree Strongly Disagree

b) How often are 'ICON Query' searches unsuccessful when searching for import conditions?

- Do not use 'ICON Query' on the AQIS website
 0-20% 21-40% 41-60% 61-80% 81-100%

c) It is easy to locate AQIS import conditions using the third party software.

- Do not use third party software to research AQIS import conditions
 Strongly Agree Agree Undecided Disagree Strongly Disagree

d) How often are third party software import conditions searches unsuccessful when searching for import conditions?

- Do not use third party software to research AQIS import conditions
 0-20% 21-40% 41-60% 61-80% 81-100%

e) Identifying the appropriate AQIS commodity and end-use search criteria is difficult.

- Strongly Agree Agree Undecided Disagree Strongly Disagree

f) Information is not presented in a logical order making it difficult to follow.

- Strongly Agree Agree Undecided Disagree Strongly Disagree

g) There is no easy way to determine what offshore requirements must be met prior to shipping.

- Strongly Agree Agree Undecided Disagree Strongly Disagree

h) There is no easy way to determine what quarantine processes will be applied to consignments at the border.

- Strongly Agree Agree Undecided Disagree Strongly Disagree

i) There is no summary view of import conditions, which results in lengthy searches to find specific information.

- Strongly Agree Agree Undecided Disagree Strongly Disagree



j) Import conditions have no consistent format.

Strongly Agree Agree Undecided Disagree Strongly Disagree

k) Import conditions contain too much quarantine jargon.

Strongly Agree Agree Undecided Disagree Strongly Disagree

l) Quarantine jargon is not explained.

Strongly Agree Agree Undecided Disagree Strongly Disagree

m) Supporting information is not readily accessible from import conditions. This includes information relating to Quarantine Approved Premises, AQIS Offices, Fee information, Explanatory Notes, Application Forms and Information Sheets.

Strongly Agree Agree Undecided Disagree Strongly Disagree

n) Notification of import permits about to expire would be of benefit to you.

Strongly Agree Agree Undecided Disagree Strongly Disagree

o) Please list the top five problems from the questions above that make understanding import conditions difficult for you. Please rank your choices from 1 to 5 in order of most difficulty to you, with a number in the box (i.e. Write '1' next to the item of most difficulty, '2' next to item of second-most difficulty, etc).

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| __ <input type="checkbox"/> a or c – Difficult to locate | __ <input type="checkbox"/> i – Lengthy searches |
| __ <input type="checkbox"/> b or d – Unsuccessful searches | __ <input type="checkbox"/> j – Inconsistent format |
| __ <input type="checkbox"/> e – Appropriate AQIS terminology | __ <input type="checkbox"/> k – Quarantine jargon |
| __ <input type="checkbox"/> f – Illogical order | __ <input type="checkbox"/> l – Quarantine not explained |
| __ <input type="checkbox"/> g – Identifying offshore requirements | __ <input type="checkbox"/> m – Insufficient information |
| __ <input type="checkbox"/> h – Identifying quarantine processes | __ <input type="checkbox"/> n – Notification of permits |

p) Do you have any comments in relation to the questions on effectiveness listed above (Section 4 'a' through 'n')? If additional space is required please attach it.

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