Department of Agriculture & Water Resources – Meeting with clients

24 May 2017 – Customs House, Melbourne

31 May 2017 – Crewe Place, Sydney

Includes feedback obtained by phone and emails

The table below captures the key capabilities discussed, the features our clients would like from this initiative and the related pain points in their business interactions with the department.

Capability	Features	Comments
Identity/Registration/ Access/Delegation	Registration	Keep it simple, not onerous Register once and re-use Where possible re-use existing registration details
	Delegations	A hierarchy of access levels would suit most clients. Clients can manage updates to who gets added to the different roles and access levels for their entity. Need to ensure that it is not just the owner of the ABN that is responsible for the management of delegations. Mimic delegation structure of ICS - Consistent processes across agencies Brokers perform a broad range of task across most business models Larger companies tend to have finance specific staff, need to assess business need for a financial role
	Authentication	Keep it simple & robust, not onerous. Match/align with what customs do? Or can you use digital certificates that are used by Customs? Authentication needs to be flexible enough to allow access to the information that people need. The right balance for the right information. General information and services does not have to be authenticated.
Web Portal	Transparency and ability to track a request	Clients would like more transparency of our processes and where the hold ups are
	Visibility	Visibility of where an application (e.g. a

		‘case’) is at any point in time Visibility of who has made a decision and the ability to interact with them to clarify. Alternatively, if we expose better information about why a decision was made.
	Language	Use simple, accurate language
	Case Management	This end to end view is critical from a client’s perspective?
	Ability to ‘amend’ Directions	To enable clients to manage and amend entries within ‘risk parameters’
	Ability to ‘correct’ a record after entry (e.g. COLS, BICON)	e.g. COLS does not allow for updating a request after it is submitted. Need to do a variation.
	Ability to see all current submissions/cases (outstanding)	Ability to have a tracking view of all departmental service interactions and their status/actions etc.
	Availability of historical information	Ability for clients to view their historical dealings/interactions with the department.
	Display previous “Records of Service”	All Directions, Records of Service and associated payments should be available and displayed
	Chat functionality	Keep this for general information For specific ‘cases’ clients would like to be able to ‘chat’ to decision makers and to inspectors.
	Using the system to interact with clients where the functionality is available Staff to use chat functionality to interact with clients at the time of assessment	e.g. BICON has the ability to interact through the system, yet staff are using emails Greater consistency in interaction channels across services
	Self Service	Ability to reprint documents - Especially ability to reprint Directions and previous records of services. Ability to change appropriate information on a direction Ability to link webpages, website information and documentations to portal account for quick reference Ability to self-manage client and organisation specific information

	Information available on the department's Website	The website must be: • Structured • Easy to use • Have a good search function • Isolate information to categories – e.g. importers, exporters etc. but keep it consistent How information is presented is important. Look at Department of Environment website – it is very good
	Government Portal Examples	The Therapeutic Goods Administration have created online services with business roles and delegations. ASIC has a similar model that we could look at also.
	Visibility on peak periods and availability of spaces for PEQ bookings	e.g. an online calendar that shows busy periods, space availability etc. would be great Ability to see ahead so clients can plan To see where they in the queue Understanding of timeframe between each step in the process
	Indication of staff workloads (e.g. peak periods) – e.g. online calendar	Concept of a calendar on the Portal indicating any short term bottle necks. If clients know where the peaks and troughs are, they are better informed. This may include capacity issues due to internal staff shortages like absences.
	Receipt Numbers	Issue receipt numbers when bookings are made – e.g. for Post Entry Quarantine (PEQ) facility bookings
	Invoices and traceability	Need to be able to trace an invoice to a commodity/animal/ permit Clients currently have minimal visibility of payments and would want to see a full view of payments in the portal. Updates are required in real time, as this can cause issues and confusion for both clients and departmental staff. Overcharges are not uncommon. Industry are not happy with the current 1800 number set up and would rather have a human they can talk to directly.

		Payments – small brokers are not on account. Thus the only way that accounts can be paid is through the ICS or through the COLS account. The COLS account is slow. Would like the SDM portal to have a payment facility to allow brokers to make payments and like that to whatever system the payment refers to. Happy for non-account clients to store credit card details that can be charged each time a payment is required, rather than the delayed payment, which can cause delays in the processing and clearance of goods.
	Automation	Automate document lodgements – make forms available online & enable customers to upload documents
	Record of interactions	Display historical interactions with the department
	Enable clients to generate reports	e.g. ability to view previous transactions for a period - especially financial transactions and print them
	Ability to differentiate approved and non-approved permit applications	The 'additional' information field is missed by staff sometimes
	Single view	Consolidate 'case' information in a single view
	Financial view	A view to look at finance related data – invoices, receipts etc.
	Staff Visibility	Staff need access to the information in order to better support clients via the 1800 number
	Service Visibility	Clients advised that they want visibility of who actioned a task. If we know our task is actioned by an officer, and we have an issue with it, why can't we go ahead and call that officer – use case for "click to chat" capability.
	Integration	Integration of services and information exchanges with Clients Third Party Software, as majority of their operational effort is spent within their respective systems.
Notifications	Inbox/correspondence	For later reference. All responses preferred

	history	by email immediately.
	Subscriptions to notifications	Ability for clients to subscribe to different departmental notifications
	Personalise notifications	e.g. PEBS issues notifications with PRN number – Pet's name is not included. This means our clients can't just forward that email to their customers.
	Channel to receive departmental notifications	Email preferred Inbox/Notification history in portal OK Clients do not want to search or seek out information, they don't want to search the web sites for communications or notifications related to them. Clients want the ability to manage and control their notifications as well as view information via a central point. They would like the ability to then determine which of these notifications/communications is pushed to them via a communication channel of their choosing. Client don't want information via RSS feeds.
	Notifications sent to specific emails recorded in the systems by clients	Important to receive responses to email addresses specified.
	Timely communication	Keep clients informed early when changes are planned. Industry notices are good (as long as the subscription works). System outages should be broadcast quickly and target the right clients.
	Communication must be 2 way	e.g. Department currently sends decisions via 'do not reply' emails – this is not good, only way to follow up is to ring the 1800 number
	Industry notices	Give context then provide the details in a link
	Consistency	All notifications and communications look different. Create some consistency in notifications.
	Manage interactions with the department	Brokerages receive information and directions via employee and group inboxes, they have set up internal processes to ensure they manage this effectively. They get alerts from their Third Party Software

		due to a change in status of the consignment, then they know to go look in the group email box to find the direction outcome and details. Approved Arrangements – they have to nominate the director for the application form and then all notifications go to that person. However, they are not usually the person that manages the emails and notifications for the sites. Need to have a notification email that isn't the director.
	Directions	Most changes will trigger a new direction. Want a view of current direction, with the ability to see the full history

Other Feedback (this will be passed to relevant areas for follow up):

Feedback	**Comments**
Consistency	Consistency in decision making across geographical areas.
Service standards to match commodities	Perishable items should have max 4 hours turnaround times.
Staff capability	Just like clients have to have their staff undergo training and be accredited, our staff need to be 'accredited' and capable.
Post Entry Customer Service	This is critical for brokers.
Phone - IVR categories	Make it similar to ICS so clients are put through to Subject Matter Experts.
Phone calls	Better triaging Timely response Access to the right 'area' – ability to talk to the team/area that made a decision
Better end to end service	Minimise errors in assessments Smooth and quick outcomes Allow 2 way communication BICON is a good guide for good response from staff for customer service
Enable clients to embrace Automatic Entry	AEP needs to be improved. There's hope that the

Processing (AEP)	proposed ‘December’ enhancements will enable more companies to take up AEP Reduce the ‘technical’ nature of it Make it simple
Consolidated information	Systems to be interlinked e.g. BICON and PEBS - can they be linked?
Subscriptions to notifications	1 in 3 Industry notices aren’t being received by email This issue has been reported to the Web Team for action.
Consultation and engagement for BICON changes	Issues regarding communication and consultation of changes to BICON. Changes to BICON are happening without industry being advised. Changes to BICON are seen as quasi regulatory when that isn’t actually the case. They try to contact BICON (cosmetics) and ask but aren’t getting the information through. There was a change on the 17th May that occurred that they didn’t know about. There have been 13 changes in 2017 alone, with minimal to no communications and no prior engagement. Communication is not meeting the client’s needs and they would like timeframes for communication, as well as transition/grace periods following a new regulatory change in Import Conditions. Commended BICON and the Department on the engagement and communication with the roll out of BICON, however we need to have a ‘catch up’ on BICON post implementation. Need better communication with changes and commodities that are being put online.
BICON System	BICON users cannot link other users to their account. System has credit in BICON that cannot be accessed.
System / Content	In BICON – if you search by Tariff code as opposed to the case number the CP questions are different and the requirements are different. BICON has an information mismatch depending on whether you use the tariff codes or the case number.
System / Content	Tariff codes are not provided to clients who then don’t know what the CP question is. Need to have this CP questions in BICON. Notification of changes are not coming through. Industry have no idea why the changes are occurring and want a better understanding.
Notification	BICON alerts are not being received as expected by some clients. They state they have registered for

	appropriate communication feeds, however they don't necessarily receive the notifications.
National Consistency	There is a significant discrepancy and associated cost, when assessments and audits are done differently in different regions.

Glossary:

BICON = Biosecurity Import Conditions

COLS = Cargo Online Lodgement System

PEBS = Post Entry Biosecurity System

PEQ = Post Entry Quarantine

ICS = Integrated Cargo System (Department of Immigration and Border Protection)