

Contacts for the Australian Customs and Border Protection Service - NSW

Primary Contacts

Section	Functions	Phone no.	Email Address
Customs Information & Support Centre - Cargo Support	Cargo Support are the first point of contact for any ICS related enquiries including:- Technical enquiries about the ICS Enquiries about the status of Cargo Urgent Clearance Support Digital Certificate enquiries	1300 558 099	cargosupport@customs.gov.au
Customs Information & Support Centre - Information Centre	Staff in this area provide quality information and support to clients covering Information about general C&BP matters for the public, travellers and commercial and private importers including:- Intellectual Property Commerce Markings Community protection Tariff Concessions General Tariff information General Origin information Manual Import declarations (Includes postal) Unaccompanied personal effects Restricted Goods permits Carnets	1300 363 263	information@customs.gov.au
CustomsWatch	<i>Customs Watch</i> encourages industry and the Australian community to work with C&BP to help protect Australia by reporting suspicious border activities.	1800 06 1800	

Secondary Contacts

Section	Functions	Phone no.	Email Address
Compliance 1	Compliance1 mailbox - for reporting of cargo industry non-compliance (ie; "dob-ins")	N/A	Compliance1@customs.gov.au
National Depot/Warehouse Licensing	Depot and Warehouse licence applications and renewals. This includes CTOs, depots, duty free stores, providers, catering bonds and other warehouses.	(02) 8339 6347	licensing@customs.gov.au
National Broker Licensing	National Broker Licencing is the first point of contact for broker licence matters. This includes the licence application process, triennial licence renewals, broker linking, licensing conditions and matters relating to the National Customs Brokers Licensing Advisory Committee (NCBLAC).	(02) 6275 5784	brokers.licensing@customs.gov.au
Trade Measures Liaison Management	Dumping and subsidisation	(02) 6275 6066	tmliaison@customs.gov.au
Drawbacks	Duty Drawback	1300 304 322	drawbacks@customs.gov.au
Trade Advice Centre	Formal Tariff Advice or tariff samples	1800 053 016	tariffclassification@customs.gov.au
Cargo Examinations NSW	Undertakes overt examinations in Air and Sea licensed premises as per query memorandums (QMs) created by other work areas within Customs.	(02) 8339 6380	cargoexamsnsw@customs.gov.au (To book examination)