

An open door to the Australian Customs Service

By Lionel Woodward
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This first issue of *Manifest* gives an insight into the great diversity of the Australian Customs Service and its work for – and with – the Australian people.

Manifest will document Customs' successful and continuing record of change and improvement. It will foster partnerships between Customs and the thousands of Australian businesses for which faster and simpler trade procedures are key elements of international competitiveness. It will discuss our national and global work with other law enforcement agencies and highlight the areas in which we are a pathfinder.

The Australian Customs Service has three principal roles:

- To facilitate trade and movement of people across our border while protecting the community and maintaining appropriate compliance with Australian law.
- To assist Australian industry through delivery of Commonwealth government support measures.
- To collect customs and excise revenue.

The articles in this publication help tell the story of how Customs has undertaken considerable reform to better carry out this work, and show how our acceptance of the challenges are of benefit to the Commonwealth Government, business and Australians generally. An outcome of our willingness to accept the need for continuous improvement is that we are a world leader in many aspects of organisational change, certainly among customs administrations.

As the second biggest collector of Commonwealth revenue, Customs takes very seriously its role as a servant of the Australian community. This is illustrated, for example, in the articles on Compliance Improvement, on improving cargo clearances through innovative partnerships with importers (the Cargo Management Strategy), and the rigorous introduction of Quality Management and associated performance benchmarking.

Manifest will record our progress.

Lionel Woodward

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