AUSTRALIAN CUSTOMS NOTICE NO. 2004/46

Customs in Sydney is moving - new telephone numbers

Customs in Sydney is moving staff from some of its current office locations to its new premises at Customs House, 10 Cooks River Drive, Sydney International Airport, from 6 December 2004.

The relocations will take place on the following dates:

Pitt Street staff will be operational in the new premises from 6 December 2004; Link Road staff from 13 December 2004; and

Marrickville staff from 7 February 2004.

As a result of the relocation, all Customs staff currently at the above locations will have new phone and facsimile numbers from those dates. This includes the Passengers Branch at Sydney Airport. Details of the changes are set out below for each area. This information is also available on the Customs website at [www.customs.gov.au](http://www.customs.gov.au/) under the ‘Sydney Office Relocates’ link.

The new Customs switchboard number will be 1300 558 287. The new postal address from that date will be:

Locked Bag 3000

Sydney International Airport NSW 2020

# Customs Information and Support Centre

Telephone numbers for the Customs Information and Support Centre (1300 363 263 and 1300 558 099) will remain unchanged. In the event of interruptions to telephone services during the move, clients are requested to use email in preference to telephone or facsimile contacts with Customs in NSW on cargo automation support and the Integrated Cargo System for Exports: [cargosupport@customs.gov.au](mailto:cargosupport@customs.gov.au) and [information@customs.gov.au](mailto:information@customs.gov.au) for general information on Customs processes and procedures. Confirmation that telephone and facsimile numbers are operating normally following the move will be made through COMPILE and by announcements to industry bodies.

The new Customs Information and Support Centre facsimile numbers are: Air and sea cargo automation support: (02) 8339 6712

COMPILE automation support and ICS Exports: (02) 8339 6713

Customs Information (02) 8339 6714

# Compliance Assurance

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| **Title / Work Area** | **New Telephone No** | **New Facsimile No.** |
| Communicating Service Providers | (02) 8339 6351 |  |
| After Hours Sea and Air Compliance  Assurance Contingency Facsimile requests (0500-0830 and 1700-2300) |  | (02) 8339 6751 |
| Depot and General Warehouse Inquiries | (02) 8339 6363 |  |
| Air Cargo Compliance Inquiries | (02) 8339 6371 |  |



**Cargo and Trade**

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| **Title / Work Area** | **New Telephone No** | **New Facsimile No. if applicable** |
| **Personal Effects and Private Assessment** Inquiries – Brokers personal effects clearance inquiries | (02) 8339 6118 or  6120 | (02) 8339 6709 |
| **Lodgements**  Inquiries – Lodgements counter general  inquiries for Exchange Rates and Formal Entry Status inquiries | (02) 8339 6187 | (02) 8339 6709 |
| **Lodgements**  Manual EDN inquiries | (02) 8339 6147 |  |
| **Lodgements**  Manual Export declarations from key posts | (02) 8339 6146 | (02) 8339 6707 |
| EDN/lodgements email inquiries – [nswlodgementsstaff@customs.gov.au](mailto:nswlodgementsstaff@customs.gov.au) |  |  |
| **Securities /Temporary imports and Carnets** | (02) 8339 6141 or  6142 | (02) 8339 6708 |
| **Vessel/Aircraft/Cargo Reporting and Clearance**  Aircraft clearance | (02) 8339 6131 or  6132 | (02) 8339 6708 |
| **Vessel/Aircraft/Cargo Reporting and Clearance**  Vessel clearance | (02) 8339 6136 | (02) 8339 6706 |
| **Vessel/Aircraft/Cargo Reporting and Clearance**  email address – [nswvacrcstaff@customs.gov.au](mailto:nswvacrcstaff@customs.gov.au) |  |  |
| **Dumping Liaison** | (02) 8339 6215 |  |

# Passengers Branch

Also new telephone and facsimile numbers will be effective from 18 November 2004 for Passengers Branch at Sydney Airport.

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| **Title / Work Area** | **New Telephone No.** | **New Facsimile No.** | **Current Telephone No.** |
| Client Services Office | 8339-7874/7875 | 8339-7880 | 9317-7283/7062 |

Inquiries concerning this notice may be directed to Director Sydney Accommodation Project on telephone number (02) 9213 2514 or facsimile number (02) 9213 4118 until 3 December 2004.

David Collins Regional Director New South Wales 11 November 2004