



Australian Customs Cargo Advice

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Cargo Support Website Review – Online survey

The Cargo Support website (www.cargosupport.gov.au) was launched in 2007 as a result of extensive liaison with external clients, industry associations and Customs and Border Protection officers.

The site provides information about the Integrated Cargo System (ICS), as well as regular communication about system enhancements and functionality.

Since 2007 numerous updates have occurred to various aspects of the site content but no review of the overall site has occurred.

Feedback received in August/September 2009 indicates that the site is in need of an overall review and general update. In addition to this feedback, a website analysis and design company reported that, when asked, Industry representatives thought that the Cargo Support website was 'pretty good' but could do with a 'refresh'.

Customs and Border Protection is undertaking a review of the website during 2010. It is hoped that the main benefits resulting from this review include an increase in site usability and ease of navigation for all users.

We would like industry stakeholders to participate in a short, online survey, to gain an idea of how they currently view the site's functionality, and what they would like to see in the future to improve their business dealings with Customs and Border Protection.

The survey will take about 3 minutes to complete. All responses and comments will remain confidential, and all suggestions will be considered.

The survey will remain on the Cargo Support website for 2 weeks.

To access the survey, go to: <http://www.surveymonkey.com/s/VTYWZ8X>