



27 June 2019

Supporting the
Minister of Customs
July – December 2019

New Zealand Customs Service



NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

Protecting
New Zealand's
Border

Purpose

- This document provides you with an approach to help you get to know Customs.
- It supports the information you have received via the document *Briefing to the Incoming Minister – June 2019*.
- It provides you with:
 - a suggested approach to learning about Customs through your regular meetings with Customs Officials
 - a list of specific additional briefings we will provide you relating to matters of immediate interest
 - suggested visits to learn more about specific parts of Customs' business
 - an outline of key briefings and activities we expect will require your attention from July to December 2019 (noting this is subject to change during the year).
- We will support you on a regular basis with:
 - regular meetings at your convenience with the Acting Comptroller and senior managers
 - weekly Ministerial report
 - briefings on specific activity.

Proposed approach to getting to know Customs

➤ Initial weekly meetings with Officials

- Customs Officials will meet with you regularly.
- Option to work through parts of the business at each meeting, along with topical matters e.g.
 - Week 1: introduction to the Acting Comptroller, Customs Executive Board, Customs Strategy and key matters
 - Weeks 2 – 5: each week discuss how Customs' current Ministerial priorities support government priorities
 - *Reducing the harm to families through increased disruption to the supply of illicit drugs into New Zealand*
 - *Strengthening New Zealand's trading links to support exporters*
 - *Eliminating the gender pay gap, paying the Living Wage and increasing diversity in Customs' workforce*
 - *The co-design of future border systems*
 - Week 6: Customs' organisational health and key investments

➤ Introductory briefings

- We will provide you with specific briefings on key matters that require your attention in the short-term, support your weekly meeting with Officials, and inform any visits you do.

➤ Getting to know Customs out and about

- We have outlined places to visit to help you see and hear about the work of Customs.
- We can work with your office to co-ordinate visits as part of your other Ministerial work.

➤ An overview to December 2019

- We have provided you with a high level summary of matters that may require your attention or you may wish to engage in with Customs.

Getting to know Customs out and about

We can work with your office to schedule visits to Customs' related activity. This can be one-off or combined with other visits you may make throughout New Zealand.

Induction

We would like to discuss with you/your office options for potential visits to the following key Customs sites to help you learn about our core activity.

➤ **Border Operations – Auckland**

- International Mail Centre, Auckland Airport, Air Cargo Inspection Facility.

➤ **Intelligence, Investigations and Enforcement – Auckland**

- Integrated Targeting Operations Centre, Joint Border Data Analytics, Source to Shore, Child Exploitation Operational Team.

General Visits

- Wellington – Customhouse and international airport.
- Christchurch – Customhouse and international airport.

Events and Media

- Over the coming months there will be opportunities to engage with Customs. These are shown on the Indicative Key Activity slides and include meeting with senior Customs leaders, new staff graduation ceremonies and staff medals and long service awards.

Ongoing

- As other opportunities arise we will check your availability and interest.

Indicative Key Activity July – August 2019

Key Briefings

July

- s9(2)(g)(i) OIA [Redacted]
- s9(2)(g)(i) OIA [Redacted]
- Minister to take discussion document on goods cost recovery to Cabinet, for consultation on new rates (DEV).
- s9(2)(g)(i) OIA [Redacted]
- s9(2)(g)(i) OIA [Redacted]
- s9(2)(g)(i) OIA [Redacted]

August

- s9(2)(g)(i) OIA [Redacted]
- [Redacted]

Events and Media

- Medal and Long Service awards.
 11 July – Tauranga 17 July – Dunedin 25 July – Christchurch 31 July – Wellington 1 August – Auckland 2 August – Auckland (2 ceremonies)
- 6 August 2019: Customs Senior Leadership Team (tiers 1 – 4) – Auckland.
- August 2019: E-gate expansion of user nationalities to Japan and South Korea (timing TBC).

Government Accountability

- August 2019: Customs' achievement of output performance for the 2018/19 financial year (the 4th quarterly report)
- August 2019: Approval of Minister's report on the 2018/19 non-departmental appropriations (for attachment to Customs' Annual report).

Indicative Key Activity September – October 2019

Key Briefings

September

- s9(2)(g)(i) OIA [Redacted]
- s9(2)(g)(i) OIA [Redacted]
- Summary of goods cost recovery submissions to Minister.

October

- s9(2)(g)(i) OIA [Redacted]
- s9(2)(g)(i) OIA [Redacted]

Events and Media

- Will confirm with your office closer to the time.

Government Accountability

- September/October 2019: Customs Annual report provided for information and presenting to the House

Indicative Key Activity November – December 2019

Key Briefings

November

➤ s9(2)(g)(i) OIA [Redacted]

➤ s9(2)(g)(i) OIA [Redacted]

➤ s9(2)(g)(i) OIA [Redacted]

December

➤ Report back of the Royal Commission of Inquiry into the Attack on Christchurch Mosques on 15 March 2019.

➤ s9(2)(g)(i) OIA [Redacted]

➤ s9(2)(g)(i) OIA [Redacted]

Events and Media

- 5 November 2019: Customs Senior Leadership Team.
- November 2019: Graduation of new operational trainee staff.
- 1 December 2019: Low value goods go-live.
- November 2019: E-gate expansion of user nationalities to Austria, Sweden, Norway, Switzerland, Spain (timing TBC).

Government Accountability

- November 2019: Customs' achievement of output performance for the 2019/20 financial year (the 1st quarterly report).
- November/ December 2019: Review/provide feedback on Customs' answers to Select Committee questions for the 2018/19 Annual review prior to Customs' appearance at the hearing.