



# Simplified Trade System (STS) Consultation Paper response template

## General

- Tell us about your business, sector, product or service and location/s.
- **Intercultural consulting- working freelance for various companies delivering programs for clients on relocation for companies. Included is materials development**
- What is your role in the end-to-end trade environment (importer, exporter, customs broker etc)?
- **It would be exporter**
- What are the major pain points for your business to get your product to, from and across the border?
- Referral from overseas or from within Australia. Delivery mode/ used to be all face to face or telephone. But before COVID-19 more online.
- Where and how do you believe the cross-border trade system can be simplified?
- A main issue is material development – much provided by commercial companies is trite boring and uninformative. If I use my own the clients LOVES it and wants to own it.
- **Effective material takes knowledge/ enthusiasm, energy and care to develop.**
- **Like music – we want to be paid for that**
- What changes in the trade process have you incorporated or seen as result of the COVID-19 pandemic that would be beneficial to continue? **Online delivery – instead of whole days face to face the client can choose two hrs /day for a week usually from 8am**  
**COPYRIGHT issues remain**
- What have you seen in other countries' current trade processes that you think could be implemented in Australia?
- I often work for US companies – they are better client orientated, sharper and more switched on overall. I worked in Japan for years – they also are more switched on.

## 1. Reviewing red tape

- Which government processes or regulations could be improved (made simpler, more integrated or less duplicative)?
- Which government requirements take the most time to meet and what impact does that have on your business?
- If available, please provide data on the time taken to complete these processes/regulations, and/or the costs to your business.
- **My own tax return is busy**

## 2. Digital transformation

- What tools/systems are you using to move goods across (Australia's?) borders? Do you use the systems of brokers or other third-party service providers to facilitate trade activity? If you use brokers or other third-party services, why?
- Which part/s of your trade processes are still using paper and/or scanned documents and attachments to emails?
- How old is your current technology? What is your future technology roadmap, and what is the timeframe?
- **We are mostly up to date – here are still difficulties. Clients will want some 'take-away' like a small booklet to review as an ongoing process.**
- What technology changes have you incorporated or seen as a result of the COVID-19 pandemic that you would like to continue?
- What changes would you like to see to government systems and what impact could this have on your business?
- What aspects of a 'tell us once' digital service would have the biggest impact on your business and why? **Case studies in video.**

## 3. Data

- How can the government make information requirements clearer or less duplicative?
- How could government better support use of common trade-related data standards within the trade sector?
- Do you have examples of where your business has experienced increased administrative complexity, cost or delays because government systems do not 'talk' to or share data with each other?
- What opportunities are there for any of your data holdings to be used in other ways to improve cross-border trade?

## 4. Federal, state and territory governments

- What is currently working well in interactions across government jurisdictions that could be expanded or replicated?

- Which information required by federal, state or territory government is difficult or costly to obtain?
- Which processes or information requests are duplicated by federal, state or territory authorities and how does this impact your business?

## 5. Measuring performance

- Where have you seen data used effectively across the trade environment to measure success?
- What data sources does your business use to measure and track its performance?
- **Clients direct feedback on a paper. Totally useless**
- Can you provide examples of metrics measuring cross-border trade? **it is all cross border. Eg an Australian client is going to Cleveland US for 4 years – I move heaven and earth to find a telephone link / call to someone who can advise and help.**

## 6. Innovation in the future trade system

- What innovations does your business use, or plan to use, to improve the way you trade?
- Bidder reliance on Graphic representations – smarter working materials – fractured time, outside help, Adobe Creative cloud.
- What innovations have you used or seen elsewhere – including those introduced in response to the COVID-19 pandemic - that would be valuable to continue?
- **As above but more often Currently there is no follow up in our business – but it would be a very good thing for both client and consultant**
- What barriers prevent you from incorporating innovation or emerging technology?
- **None except it is time consuming. Hrs spent learning Adobe applications, hrs spent making smart materials . taking pics etc and again COPYRIGHT>**
- **It means that I need to consider the possibility that my materials will be stolen everytime. If kept for the client this is OK but then what**
- **Other issues with online delivery ( I Have worked for the NSW Dept of Ed distance Ed ) is that we received payment for one client but several come in to watch. The delivery can be recorded without permission and the materials captured.**

Sorry for typos

-