

As a small business that frequently imports items from overseas I feel like this change in the law is overall going to make things a lot worse for consumers and businesses. My main reason for this is simply due to the lack of forethought put into the processing of goods through customs.

At the moment to even have goods over \$1000 AUD comes with a fee of \$90 just for them to look over and handle the paperwork. Presumably for smaller orders this amount will be reduced. But with these smaller orders, especially with the shift from dealing with people who mostly understand the process to people who won't understand it at all, it is arguable that dealing with these people might actually take longer than some of these larger orders take to deal with. So a huge argument here is where will the payments for all the extra costs incurred by customs work come from because a simple 10% of every order coming in isn't going to cover what is currently billed at \$90 per delivery. So most likely we will experience additional import declaration charges even on small purchases to cover the shortfall.

Further to this we have already experienced at first hand that especially around christmas and busy holidays that customs gets slammed already. They already run up to a week behind normal expectations during these periods and that's with just what they have to do at the moment. Add to that every online overseas purchase and the system is going to come to a crawl. Even with more staff added, the sheer number of trained and reliable staff available to cover what would most likely be hundreds of thousands of parcels during this period is unfathomable. Keep in mind this isn't a job just anyone can do which was evidenced by the mass layoffs due to drug smuggling which happened just a few years ago.

So based on the above, clearly the only thing this change will bring is delays and surcharges both of which will not help consumers and local businesses. Whilst the overall increase revenue seems attractive but realistically the costs incurred to put it in place are going to be much greater and any plan that says otherwise hasn't taken into account all the aspects involved in just how something