



AUSTRALIAN CUSTOMS AND BORDER PROTECTION NOTICE NO. 2015/22

New website – border.gov.au

From 1 July 2015, The Australian Customs and Border Protection Service (ACBPS) will integrate with the Department of Immigration and Border Protection (the Department) and the Australian Border Force (ABF) will be established.

To support the integration, a new website will be launched at www.border.gov.au. From this date, internet searches for the immi.gov.au and customs.gov.au homepages will be indefinitely redirected to the new address.

Design

The new site has been developed in close consultation with industry stakeholders to ensure relevant information is easily accessible. The website will have a new look and feel and will be optimised for mobile devices.

Content

The new website will combine information from the Department and ACBPS websites and include new information about the ABF.

Extensive user research informed the development of the website. Workshops were conducted with a diverse range of stakeholder groups including staff, industry, importers, visa applicants, citizenship applicants, businesses and migration agents. Based on research findings, information pathways and content have been reorganised to put users first. A prominent search feature and drop-down mega menus make information easier to find.

Some other websites owned by the Department will remain in their current form. The Translating and Interpreting Service website will remain at its current web address and content will not change. The Office of the Migration Agents Registration Authority website will be updated to reflect the new brand of the Department but will continue to be located at its current web address.

Content from www.citizenship.gov.au and www.cargosupport.gov.au will be moved to www.border.gov.au. A redirect from the www.cargosupport.gov.au homepage only will take users to relevant cargo support content on the new site. The Minister's and Assistant Minister's websites will be moved to the border.gov.au domain, however content will not change.

There will be ongoing updates to the website after 1 July 2015.

Links

You will need to fix any broken links, bookmarks or favourites in your systems from 1 July 2015. The new URLs to specific web pages will not be available before this date.

Email addresses

As part of this change, the Department's email addresses will change to firstname.lastname@border.gov.au. While information sent to existing @immi.gov.au and @customs.gov.au email addresses will be delivered to the intended @border.gov.au recipients, please update your contact details for the Department on 1 July 2015.

Applications

Applications that are currently accessed using the immi.gov.au or customs.gov.au websites, such as the Customs Connect Facility, Visa Entitlements and Verification Online, and ImmiAccount will not be affected by this change and will continue to function as normal.

Sara Minehan

Digital Business Strategy

CANBERRA ACT

June 2015