



Help protect Australia's border

CUSTOMS WATCH

1800 06 1800

Australian Customs and Border Protection Service

NEWSLETTER
SEPTEMBER 2011

CUSTOMS AND BORDER PROTECTION INTRODUCES THE CUSTOMS WATCH PROGRAM

From 1 October 2011, Frontline and Hotline will be combined to form *Customs Watch*. The program has been improved and strengthened to better support our intelligence-led, risk-based intervention approach to detect and prevent threats at the border.

The intent of *Customs Watch* is to develop the program into a national intelligence collection capability that enables Industry and the community to play a greater role in the border protection effort.

The community-industry based program has proven highly successful. The last three years has yielded terrific results:

- 1277 industry referrals were received, resulting in 297 positive results, a strike rate of 23.25%; and
- 3290 community referrals were received in the same period, resulting in 466 positive results, a strike rate of 14.16%.

It has long been recognised that Customs and Border Protection and Industry members working more closely together, with shared expectations and responsibilities, will generate efficiencies that will benefit both parties. This attitude drove the success of the Frontline program, and *Customs Watch* will adopt a similar approach to ensure its long-term success.

Customs Watch will operate under a strategy of targeted engagement, which will give industry members more guidance about how to respond to specific threats. By reducing uncertainty and

increasing knowledge within members' workplaces, *Customs Watch* will continue to build on the valuable partnership that already exists between Customs and Border Protection and Industry.

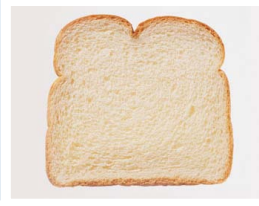
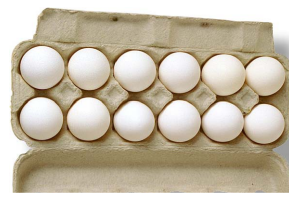
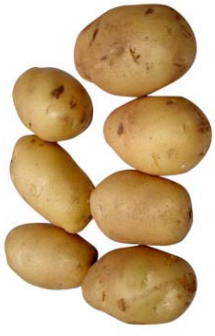
Industry members will see a more holistic approach to engagement from Customs and Border Protection. All officers in the organisation, whatever their work area, will have an understanding of the *Customs Watch* program, and be able to give advice about indicators of suspicious behaviour in their work environment. The provision of timely and accurate advice can make all the difference in identifying suspicious behaviour, and it is hoped that using this engagement strategy will see *Customs Watch* continue to yield results.

Industry members who are currently Frontline members will shortly receive new *Customs Watch* posters to display in their work area. New *Customs Watch* member certificates will be sent out soon afterwards, along with some new merchandise with the *Customs Watch* logo.

Customs Watch members can obtain more information about the program from the new internet site at www.customs.gov.au/customswatch. The internet site also allows for anonymous referrals to *Customs Watch* using a new referral form.

For more information about the new and improved program, email customswatch@customs.gov.au or talk with your regional *Customs Watch* coordinator.





In 1991...

| | |
|---------------------|----------|
| 285 ml beer | \$1.47 |
| Case of beer | \$20.00 |
| 1 kg potatoes | \$0.76 |
| 1 dozen eggs | \$2.00 |
| 1 L petrol | \$0.70 |
| 1 L milk | \$0.90 |
| Loaf white bread | \$1.44 |
| Average weekly wage | \$595.00 |

Frontline and Hotline Highlights

| | |
|--|---------------------------|
| Largest number of referrals in calendar year | 1603 in 2009 |
| Largest number of site visits in calendar year | 1033 in 2009 |
| 'Strike rate' over last three years | 13.75% |
| Current member sites | 1553 |
| Significant Cocaine Seizure | 140 kg in machinery, 2008 |
| Significant Heroin Seizure | 27 kg in lathes, 2011 |

Frontline and Hotline Highlights

| | |
|--|----------------------------|
| Significant Amphetamine Seizure | 166 kg in chairs, 2008 |
| Significant Asylum Seeker Detection | 24 people in Shark Bay, WA |
| Significant Foreign Fishing Vessel Detection | Arafura Sea, NT |

Since 1991, there have been...

7 federal elections, and
12 different Ministers for Customs.

Our intrepid Frontline Coordinators have had some interesting experiences in the course of their duties over the last 20 years. From being locked in a Customs vehicle on a hot day to dodging a swarm of tiger snakes, from falling off chairs during Frontline presentations to manufacturing balloons full of 'drugs' to support an external agency presentation, they have put their bodies on the line to engage with our partners to ensure that the Frontline message gets across.

MESSENGER POST AWARE AND ALERT!

On 30 August 2011, a Frontline maintenance visit with a difference took place at the Adelaide Office of Messenger Post Couriers. After many successful referrals from Messenger Post staff over the past 2 years, National *Customs Watch* Coordinator Robert Gunn, Frontline Coordinator South Australia Adam Gourlay and Targeting Analyst Vic Beard caught up with staff to thank them for their efforts.

After providing feedback on the previous referrals from the Messenger Post Couriers staff, it was evident that they all take pride in their work and providing the Australian Customs and Border Protection Service with quality referrals resulting in a very high detection rate.

Over the past 10 years, Messenger Post Couriers State Manager Keith Robbins has seen many illegal packages come through the postal environment which have resulted in seizures. Keith stated "We find the greatest benefit is the satisfaction of making the community safer and helping protect the quality of life we enjoy in Australia".

The Targeting Analyst then gave staff an awareness session on some current indicators that have been identified in the international mail environment, and provided some scenario-based examples to help increase staff awareness of suspicious behaviour.



Pictured from left to right: Adam Gourlay Frontline Coordinator SA, Robert Gunn National Coordinator Frontline, Keith Robins State Manager SA/NT Messenger Post Couriers and Mark Wardle International Operations Messenger Post.

The National Coordinator then spoke about the intent of the *Customs Watch* program, to be launched on 1 October 2011, which is to develop the program as a national intelligence collection capability that enables industry partners and community members to provide information that assists Customs and Border Protection to better target their border intervention efforts. Having a Targeting Analyst engaging with industry partners to discuss current indicators of suspicious activity is an example of how *Customs Watch* will differ from the Frontline program.

On the upcoming program launch of *Customs Watch*, Keith said that “Messenger Post Couriers believe the structural changes being implemented along with the name change will help promote what the program is really about. It is clear and concise. A stronger engagement with relevant industries will help better inform participants while focus on industry specific indicators will result in more successful identification of banned substances being detected.”

Messenger Post Couriers is looking forward to the launch of the new *Customs Watch* program. This will be a opportunity for all *Customs Watch* members to renew their awareness of indicators specific to their work environment. Frontline member organisation sites will receive a separate introduction to *Customs Watch* and are encouraged to continue reporting suspicious activity to the *Customs Watch* program.

WHAT TO LOOK OUT FOR

Indicators for delivery drivers

The Address is:

- Misspelt, misleading, incomplete or vague;
- Not appropriate for the goods described;
- Abandoned or for sale; or
- A hotel or public place.

The Consignee is:

- Waiting at the front of the premises;
- Acting nervously;
- Refusing to open the door or not allowing you to see his/her face;
- Refusing reasonable assistance;
- Using an obvious fictitious or generic name;
- Using a third person or a taxi to collect the package; or
- Providing last minute changes to the delivery instructions.

The Goods are:

- Incorrectly labelled or lack information to complete the delivery;
- Inconsistent in their weight and packaging for the described item;
- Emitting sounds, movement or a unusual odour; or
- Showing signs of tampering or modification.