



Help protect Australia's border

**CUSTOMS WATCH**

**1800 06 1800**

Australian Customs and Border Protection Service

NEWSLETTER  
December 2011

## MERRY CHRISTMAS AND HAPPY NEW YEAR FROM *CUSTOMS WATCH*

On behalf of the Australian Customs and Border Protection Service, we wish you and your family a very happy festive season, and a safe and productive new year.

### 2011: A YEAR IN REVIEW

As we approach the Christmas and New Year period, it is a good time to reflect on the successes of 2011, the 20th year of Customs and Border Protection's Community Participation Programs.

It has been a busy year, significantly with the change to Customs Watch, the detection of large quantities of illicit drugs, the delivery of numerous presentations on indicators of suspicious activity in every state and territory, and the signing of new industry members.

Some of the significant detections for 2011 include 27 kilograms of heroin and two large seizures of cocaine (23.5 kilograms and 21 kilograms). These seizures represented sophisticated attempts by criminal networks to import narcotics into Australia.

Other items seized at our border as a result of referrals included illicit cigarettes and tobacco, amphetamines, cannabis, prohibited weapons and performance and image enhancing drugs.

All of these seizures demonstrate the importance of industry and community referrals to targeting Customs and Border Protection's border intervention efforts on high-risk activities, and keeping illicit goods off our streets.

To allow it to continue to fulfil this responsibility to the Australian community, Customs and Border Protection undertook the merger of the Frontline and Hotline programs into a single program: Customs Watch.

This merger took place on 1 October 2011, and has seen a shift in the way Customs and Border Protection manages its information collection efforts. In addition to the 1800 06 1800 telephone number, Customs Watch now provides industry and community members the opportunity to report suspicious activity via a dedicated website.

As with all reporting to Customs Watch, this can be done anonymously if desired. Customs Watch has also changed the way in which the Agency engages with its industry and community partners, having produced a new suite of promotional material, indicator sheets and posters to stimulate discussion and provoke referrals.

As we enter 2012, Customs and Border Protection sees Customs Watch as a key element of the Agency's multi-dimensional response to border risks.

Customs Watch will see Customs and Border Protection officers from all work areas actively engaging with industry members and community groups exposed to high or emerging risks.

Engagement will be focused on identifying common risk indicators, and will reiterate the importance of timely and accurate information reporting.

Over the years, reporting suspicious activity to Customs Watch has been demonstrated to help Customs and Border Protection protect Australia's border.

We thank you for your contributions over 2011 and look forward to your continued support into 2012 and beyond.

Customs and Border Protection and our Customs Watch Coordinators would like to wish you all a safe and happy Christmas and New Year.

## CONTACT *CUSTOMS* *WATCH*

Your information could be the missing link that assists in the detection of an importation of prohibited items. Contact *Customs Watch* on 1800 06 1800 or on the internet at [www.customs.gov.au/customswatch](http://www.customs.gov.au/customswatch) if you see or hear anything suspicious.

To find out more about the *Customs Watch* program, please visit the website at [www.customs.gov.au/customswatch](http://www.customs.gov.au/customswatch) or contact us at [customswatch@customs.gov.au](mailto:customswatch@customs.gov.au).

# CERTIFICATE OF APPRECIATION TO CHINA SHIPPING

On the 24th November Jo Cassell, NSW *Customs Watch* co-ordinator and Dave Andrew, Manager Intelligence Collection NSW visited China Shipping (Australia) to present them with a Certificate of Appreciation and items under the new Acknowledgement Program which came into effect under the new *Customs Watch* program.

China Shipping's support of the program is much appreciated and has resulted in great results for Australian Customs and Border Protection.



Dave Andrew presents Fady Hayek, General Manager China Shipping with Certificate of Appreciation.

## CUSTOMS WATCH WELCOMES A NEW MEMBER

The QLD *Customs Watch* co-ordinators met with the team from Evans International Freight Consolidators this month. Evans International was welcomed to the *Customs Watch* program as new members. Their head office is in Brisbane, with sales and booking offices in Sydney and Melbourne.



QLD *Customs Watch* Coordinators Clair Skyring and Nathan Matheson presenting Lance Evans, Managing Director of Evans International Freight Consolidators, with a *Customs Watch* membership certificate.

# COMMON INDICATORS OF SUSPICIOUS BEHAVIOUR, ACTIVITIES AND GOODS - INTERNATIONAL MAIL OPERATIONS

The Christmas period brings with it a great increase in the amount of mail being processed and delivered throughout Australia. Some of the most important seizures made by Customs and Border Protection during this time occur as a result of information supplied by someone in Industry who becomes aware of unusual activity and reports it. Industry information is valuable as it comes from people who are experienced to recognise indicators that may point to illicit activities.

- Is the article excessively taped?
- Do the consignee or address details on the article appear misspelt or fictitious?
- Is the consignee's address incomplete or insufficient for delivery?
- Are there any unusual marks or messages on the parcel, e.g. "I know you'll enjoy these"?
- Is the weight and declared value inconsistent with the description of the goods?
- Has excessive postage been paid on the parcel given the nature of the goods description and value?
- Are there stains, discolouration or unusual odours associated with the parcel?
- Are there any sounds of movement or scratching coming from within the parcel indicating the presence of something "live" inside?
- Has the consignee recently either opened a post office box, Keep Me Posted (KMP) box or had articles addressed to them care of your facility?
- Is the consignee from another town or state?
- Is the consignee reluctant to provide identification?
- Are there a number of consignments from the one consignor to a number of different consignees that use your facilities?
- Is the person collecting the goods not associated with the delivery address?



Where one or a combination of these indicators applies, it may be of interest to *Customs Watch*.

**If it doesn't seem right, report it!**

**Customs Watch phone number  
1800 06 1800**

**[www.customs.gov.au/customswatch](http://www.customs.gov.au/customswatch)**