

Frontline: Customs and industry working together



FRONTLINE
CUSTOMS AND INDUSTRY WORKING TOGETHER
1800 06 1800

Customs Frontline is a program that involves Customs working in partnership with industry. Frontline encourages people working in the importing and exporting sector to report suspicious activity to the 24-hour Customs Hotline. Customs is able to use information reported from within the sector (confidentially), to help identify and prevent the entry of illegal and harmful goods into the country.

The value of this information is demonstrated by a referral made by a Frontline member that resulted in the detection of 24 kilograms of ecstasy concealed in metal tubing furniture and the arrests of three men. The Frontline member reported their suspicions regarding the consignment. This information, together with research by Customs intelligence analysts, resulted in the consignment

being referred to the Container Examination Facility in Port Melbourne. Subsequently, a concealment of ecstasy was discovered with a street value of approximately \$4.7 million. This seizure is an excellent example of how Customs working cooperatively with the community can prevent a significant amount of a dangerous substance reaching the streets.



Customs values liaison with industry.

People do make a difference

Customs understands that those engaged in attempts to illicitly import drugs and other prohibited imports will be responsive to our interventions at the border. Continually refreshing our approach is therefore an imperative.

Customs values involvement from people working in the import/export sectors because they know their industry intimately and can quickly detect suspicious or unusual behaviour, and therefore prompt further investigation of suspected illegal activity.

Indicators of suspicious behaviour

If an 'indicator' can be applied to a consignment and/or the importer, then it may be of immediate interest to Customs.

IS A CUSTOMER:

- Overly anxious about the clearance of a particular consignment?
- Asking questions about the likelihood and/or intensity of Customs examinations?
- Attempting to conceal their identity by declining to leave a telephone number or address?
- Providing a hotel/motel or other transient location as an address?
- Really the ultimate consignee?
- Preferring to settle accounts early and in cash or bank cheque?
- Planning to collect own shipment?
- Requesting a suspicious or unusual re-direction of cargo?
- Changing the delivery address at the last minute?