



Help Customs protect Australia's borders

Customs plays a vital role in protecting Australia's borders from the entry of illegal and harmful goods and unauthorised people.

Counter terrorism and improved quarantine intervention remain top priorities as well as intercepting illicit drugs and other things potentially harmful to the community.

Customs and industry working together to protect Australia

Frontline is a cooperative program between Customs and industry groups involved in international trade and transport. The program draws on the knowledge and expertise of people in the industry to help prevent illegal activities.

Working alongside industry, Frontline aims to prevent drug trafficking, wildlife and flora smuggling, money laundering and illegal importation or exportation of prohibited items such as weapons and chemicals.

You can help in protecting Australia's borders. You know your workplace and industry and you know what looks or sounds suspicious.

Report any suspicious border activities to the Customs hotline 24 hours a day on 1800 06 1800. Your information could lead to a successful Customs operation.

How Frontline works

Working as part of Australia's trading community you and your staff know what looks and sounds suspicious. You can use your commercial expertise to identify suspicious behaviour and assist Customs in protecting Australia's borders.

Use the opportunity of becoming a Frontline member to review your security arrangements and minimise the chance of your business becoming an unwitting participant in any illegal trade.

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Frontline members sign a Memorandum of Understanding (MOU) with Customs to formalise this cooperation. The MOU represents a voluntary commitment to cooperation by both parties to work against illegal activities. It is not a legally binding or enforceable contract.

The benefits of membership

Frontline members are acknowledged by Customs as partners in the fight against illegal activities. This establishes a good reputation for the industry, which ultimately benefits members, business clients and the community.

As a Frontline member your improved operational security will help Customs make clearance procedures more effective.

Training of Frontline members

Customs will provide comprehensive training to Frontline members to ensure they are made aware of the dangers of illegal drugs and activities. This training also includes indicators that will enable members to assist Customs in detecting illegal activities.

Confidentiality

Customs is committed to protecting member interest and confidentiality. This is an important part of the cooperative relationship between Frontline members and Customs.

Information provided to Customs will be used in confidence.

How to join

Companies interested in becoming Frontline members can contact Customs Frontline Coordinators in their capital city.

FRONTLINE Coordinators

Australian Capital Territory (National Coordinator)	02 6275 5073
New South Wales	02 9317 7090
Victoria	03 9244 8965
Queensland	07 3835 3363
Western Australia	08 9430 1492
South Australia	08 8447 9467
Tasmania	03 6230 1266
Northern Territory	08 8946 9911

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Service

For information on any Customs matters, contact the Customs Information Centre on 1300 363 263 or email information@customs.gov.au or browse the website www.customs.gov.au