



CUSTOMS IN REGIONAL AUSTRALIA

Customs protects all 37 000 kilometres of Australia's border through the strategic use of intelligence, surveillance and response capabilities.

CUSTOMS DISTRICT OFFICES

An extensive network of Customs district offices around the country provides a physical Customs presence in remote locations where international shipping or other trade activities take place.

District offices monitor the movement of people and cargo through regional ports, and also provide a base of operations for Customs Coastwatch and marine surveillance activities.

They also play a key role in boarding 75 per cent to 80 per cent of vessels at their first port of arrival into Australia.

Customs officers in regional areas have access to 24-hour support from the state and territory offices, whenever and wherever the need arises.

Border enforcement teams are highly mobile response units, based in Customs state offices, which are capable of deploying to any area within the state or beyond.

These teams act rapidly to counter perceived threats and respond to heightened risk-assessments, which result from surveillance or other intelligence.

CUSTOMS HOTLINE

Customs relies on the help of the wider community to identify illegal activities at the border, particularly in regional Australia. Customs officers in regional locations also provide a vital link in the detection and deterrence of illegal activities by gathering information from members of the communities in which they operate.

Communities, landholders and travellers in remote and regional areas are encouraged to be alert to suspicious border activities and report information to their local Customs representative or to the Customs Hotline.

The hotline operates 24 hours a day, 365 days a year.

Customs receives more than 7 000 calls a year to the national free call number, 1800 06 1800.

ACCESS TO TECHNOLOGY

Customs officers in regional areas have access to the full range of Customs technology to detect attempts to conduct illegal activities.

Customs has an extensive waterfront closed circuit television network, which enables 24-hour, 365 day a year monitoring of remote and regional ports.

This network comprises of 231 cameras covering 95 separate wharf areas in 32 proclaimed ports. The cameras can be monitored remotely from district or state offices, or from the National Monitoring Centre in Melbourne.

A number of highly specialised Customs search technologies can be deployed to regional areas as required. These include Customs detector dog teams, mobile x-ray technology, gamma ray cavity detectors, and trace particle detectors.

Customs district offices locations

Coffs Harbour, NSW	Albany, WA
Eden, NSW	Broome, WA
Newcastle, NSW	Bunbury, WA
Richmond, NSW	Carnarvon, WA
Wollongong, NSW	Christmas Island, WA
Lord Howe Island, NSW	Dampier, WA
Portland, VIC	Esperance, WA
Bundaberg, QLD	Geraldton, WA
Coolangatta, QLD	Port Hedland, WA
Cairns, QLD	Port Lincoln, SA
Gladstone, QLD	Port Pirie, SA
Mackay, QLD	Gove, NT
Thursday Island, QLD	Burnie, TAS
Townsville, QLD	Launceston, TAS
Weipa, QLD	

SURVEILLANCE AND RESPONSE

Customs Coastwatch aircraft and vessels of the National Marine Unit regularly patrol Australia's coastline and our offshore marine territories.

Coastwatch aerial surveillance is undertaken by a fleet of 17 specialised aircraft that operate coastal and long-distance flights using electronic and visual surveillance.

The Customs National Marine Unit provides both a surveillance and response capability with its fleet of eight, 38-metre 'Bay-class' Australian Customs Vessels (ACVs).

The deployment of Customs vessels and Coastwatch assets is determined in response to intelligence analysis and a number of risk factors including, past history of illegal activities in the region, international maritime activity and coastal demographics.

District offices also have access to Rapid Response Vessels (RRVs) or Tactical Response Vessels (TRVs) for local patrols and incident response as required.

Report suspicious border activities to the

CUSTOMS hotline

1800 06 1800

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