



## Identity fraudsters dealt another blow

Improvements to data collection and analysis will help lift a veil of mystery surrounding the loss each year of several hundred Australian passports sent through the mail and lead to a stronger, more robust passport system, according to acting Commonwealth and Postal Industry Ombudsman Mr Ron Brent. Releasing the findings of his investigation into passports lost in the mail, Mr Brent today said that the vast majority of passports sent through the post reached their destination.

‘But it is the security and financial implications related to their loss – the risk of identity theft, and the costs involved in replacing a passport and rearranging travel plans – rather than the number that go missing, that demand we take the issue seriously,’ he said.

The Ombudsman investigation, which included the examination of relevant Department of Foreign Affairs and Trade (DFAT) and Australia Post policies and procedures, public and other information, found that:

while DFAT records how many Australian passports are reported as lost or stolen each year, it does not distinguish between different types of loss (except for those sent through the post)

Australia Post does not treat lost passport complaints separately to complaints about other lost items, which are primarily grouped by postcode.

‘I accept DFAT’s view that individual passport security is ultimately a matter for the passport holder, just as the choice of postal services used by foreign diplomatic missions issuing visas to Australian passport holders is a matter for the government concerned.

‘However, it would be invaluable if DFAT extended its role in educating the public about general passport security to include advice about postal services,’ the acting Ombudsman said. ‘For example, in DFAT’s experience, significantly fewer passports are lost in the post when sent by registered mail.’

Mr Brent said that Australia Post could also assist in improving passport security.

‘In not tracking lost items by content as well as postcode, Australia Post is missing an opportunity to identify spikes in passport-related complaints that could provide police with investigative leads,’ he said. In addition to addressing this opportunity, Mr Brent recommended that Australia Post:

employ a consistent definition of ‘passport’ in all of its documents to help avoid confusion and prevent inconsistent outcomes

redraft in plain English all information about how to send passports through the post, including any compensation payable if a passport is lost

ensure that sufficient information about the different postal services is publicly available, including on products such as envelopes and satchels. The acting Ombudsman welcomed commitments from both agencies to act on his recommendations. The report, Australia Post and Department of Foreign Affairs and Trade: Passports lost in the mail, is available from <http://www.ombudsman.gov.au/reports/investigation/2010>.

# Campsie Food Festival a massive success!

## MORE THAN 16,000 FOOD LOVERS VOTE WITH THEIR TASTE BUDS

The Mayor of the City of Canterbury, Cr Robert Furolo MP, has declared the 2010 Campsie Food Festival a massive success with more than 16,000 food lovers flooding Beamish Street for a taste of one of Sydney’s biggest Food Festivals.

“The Campsie Food Festival is definitely going

from strength to strength and every year more and more people from all over Sydney come out to experience the amazing atmosphere we’ve come to expect from this annual extravaganza,” Mayor Robert Furolo said.

“The rain definitely had us worried for a little while but we were so lucky that it held out long enough for everything to go as planned.

“Every year we try and bring new and exciting things to the Festival and this year’s first ever Kim Chi and Noodle eating competitions were a definite favourite amongst the crowd.

“Our competitors downed big bowls of noodles and Kim Chi for a chance at winning Ayam Noodle Hampers and \$100 Franklins gift vouchers.

“Our celebrity chef cooking demonstrations were also another popular feature with 2009 Masterchef finalist Justine Schofield showing the audience a few of her favourite recipes.

“Well-known Korean chef Chung Jae Lee and Chinese



Radio’s Cecilia Lau also cooked up a storm in our Anzac Mall kitchen.

“Food

Thai, Korean, Brazilian, Colombian and Fijian to Greek, Himalayan and Turkish.

“We also had free Korean desserts and Chinese dumpling samples as well as a bustling market place with a variety of products to choose from.



“The amazing live entertainment and cultural performances had the crowd on their feet, helping us burn off those extra calories we couldn’t help but indulge in.

“Kids had their hands busy all day with free lantern making workshops and amusement rides and learnt all about healthy eating.

“We had so many fantastic competitions on throughout the day and Effy Fartono from Campsie was lucky enough to win two return flights to her choice of either Korea, China or Vietnam thanks to our major sponsor Lebara Mobile.

“It was great to see people of all ages and backgrounds coming together to be a part of this great event.

“I’d like to thank all the sponsors, stallholders, volunteers and staff who worked so hard to make the 2010 Campsie Food Festival such a fantastic success. See you next year!” Mayor Furolo

lovers got to sample food from around the world with 60 stalls dishing out exotic cuisine including

The 2010 Campsie Food Festival was proudly sponsored by Lebara Mobile, Torch Publishing, Commonwealth Bank Campsie, Homequip Trading Australia, Campsie R.S.L, City Rail, Ayam, Campsie Centre, Din Tai Fung and Franklins.