

# It's an honour to share



John Drury receiving his Public Service Medal from the then Governor-General, Dr Peter Hollingworth.

**O**n Australia Day this year, Customs Deputy Chief Executive Officer John Drury was awarded the Public Service Medal for outstanding public service in the development of standards in Customs, including cargo management and border protection procedures.

The Public Service Medal was established in 1989 to recognise employees of the Commonwealth, state and territory governments who have consistently performed demanding jobs to the highest standards and have made a major contribution to the Australian community.

Mr Drury joined the Australian Customs Service in 1961 and in 1993 was appointed as one of its two Deputy Chief Executive Officers.

He has worked in nearly all aspects of Customs activities covering law enforcement, international trade and computer development. He was appointed as the founding executive of Coastwatch when it was established in Customs in 1988. In recent years he has served on the People Smuggling Task Force and has had direct responsibility for Customs border controls and marine patrols.

While extremely proud, Mr Drury sees the award not only as a tribute to 40 years of dedicated work at Customs, but also as recognition for the excellent work of the organisation.

"This award might have been made to me as an individual, but I would not have survived 40 plus years in Customs if I had simply worked, lived and behaved as an individual. What this award does is reflect the fact that Customs has value in the eyes of the Government.

"In Customs, you have enormous cooperative efforts, both with management and with the people out there in the regional offices, working at

the freight sheds, at the airports and on the boats. For me, 40 years reflects the total energy from all of those people.

"This award also recognises the links between Customs and the international trading community.

"From Customs brokers and forwarders to airline companies and stevedoring companies - those people are deeply committed to making sure that the business of imports and exports is done correctly and efficiently."

Commenting on Mr Drury's award, Customs Chief Executive Officer Lionel Woodward said, "John's achievements have influenced Customs involvement in global trade initiatives, contributing to better corporate governance, stronger values and economic stability in Customs administrations in our region.

"His professionalism and careful judgment have reflected well on our reputation internationally," Mr Woodward said.

Mr Drury has distilled 40 years of experience at Customs into two key lessons—listen and learn.

"I think the real lesson out of my 40 years is to listen to what others have got to say, be inspired by the generosity of so many people who work hard, who contribute their ideas and who don't ask for great rewards, but are simply proud of doing a good job for the organisation. And if you can't learn and extend that learning to other people, then you have missed opportunities.

"I strongly urge everyone to continue to increase their qualifications and educational opportunities throughout life, even if they are working full time.

"At Customs we have shown in recent years that our people can adapt to an array of challenges from any government and more than that I think we have now shown that we know what technology can do for us. I believe strongly in a very positive and creative future for Customs," said Mr Drury.