



Notice to Industry

19/2007-08

Opening Hours for AQIS Import Clearance Offices in Major Ports and Canberra during the Christmas/New Year period

The purpose of this notice is to advise industry of AQIS Import Clearance operating hours for major ports during the Christmas/New Year period (25 December 2007 – 1 January 2007). The operating hours for major AQIS locations are:

Sydney

- 25-26 December: Limited services available. A very limited number of urgent inspections are available if booked and confirmed prior to 21 December.
- 27 December: Entry processing will be available from 7.30am – 4.30pm. Limited inspection services available if booked and confirmed prior to 21 December. Some AQIS Manned Depots will be operational. 7.30am – 4.00pm (5.00pm for Counter). Normal services provided.
- 28 & 31 December: 7.30am – 4.00pm (5.00pm for Counter). Normal services provided.
- 1 January: Limited services available. Urgent inspections are available if booked and confirmed prior to 28 December.

For urgent issues during this period, please contact the Air Cargo Unit on 02 8334 7570. For air freight fresh produce inspections, contact 0419 602 007 or 0417 066 381. For inspections in AQIS Manned Depots on 27 December, contact 02 8334 7653. ECIR redline Containers contact 0417 029 971 or 0418 200 063

Melbourne

- 25-26 December: Limited services available. Urgent inspections are available if booked and confirmed prior to 21 December.
- 27 December: Entry processing will be available at Tullamarine office and Customs House Latrobe Street from 8.30am – 4.30pm. Limited inspection services are available if booked and confirmed prior to 21 December.
- 28 December: Normal services provided.
- 31 December: Normal services provided with the exception that Customs House Latrobe Street will be closed.
- 1 January: Limited services available. Urgent inspections are available if booked and confirmed prior to 28 December.

For urgent issues during this period, please phone 03 8318 6700 (business hours).

Brisbane

- 25-26 December: Limited services available. Urgent inspections are available if booked and confirmed prior to 21 December.
- 27 December: Reduced levels of entry processing will be available at the AQIS regional office from 8.30am – 3:30pm. Limited inspection services are available if booked and confirmed prior to 21 December.
- 28 & 31 December: 07.30am – 4.30pm. Normal services provided.
- 1 January: Limited services available. Urgent inspections are available if booked and confirmed prior to 28 December.

For urgent issues during this period, please phone 07 3246 8755 (business hours).

Perth

- 25-26 December: Limited services available. Urgent inspections are available for priority freight if booked and confirmed prior to 21 December. Penalty rates apply.
- 27 December: Limited services available. Urgent inspections are available if booked and confirmed prior to 21 December. AIMS Liaison (08 9334 1500) and Centralised Appointments (08 9334 1527) will be contactable from 9.00am – 12.00pm.
- 28 & 31 December: Normal services provided.
- 1 January: Limited services available. Urgent inspections are available for priority freight only if booked and confirmed prior to 28 December. Penalty rates apply.

For urgent issues during this period, please phone 0411 724 510.

Adelaide

- 25-26 December: Limited services available. Urgent inspections are available if booked and confirmed prior to 21 December.
- 27 December: Entry processing will be available from 8.00am – 5.00pm. Limited inspection services are available if booked and confirmed prior to 21 December.
- 28 & 31 December: 7.30am – 5.00pm. Normal services provided.
- 1 January: Limited services available. Urgent inspections are available if booked and confirmed prior to 28 December.

For urgent issues during this period, please phone 08 8201 6007 (business hours)

Tasmania

- 25-26 December: Limited services available. Urgent inspections are available if booked and confirmed prior to 21 December.
- 27 December: 8.00am – 4.00pm. Normal services provided.
- 28 & 31 December: 8.00am – 4.00pm. Normal services provided.
- 1 January: Limited services available. Urgent inspections are available if booked and confirmed prior to 28 December.

For urgent issues during this period, please phone 0419 352 357.

Darwin

25-26 December:	Limited services available. Urgent inspections are available if booked and confirmed prior to COB 24 December.
27-28 December:	Entry processing will be available from 8.00am – 4.30pm. Limited inspection services are available if booked and confirmed prior to COB 24 December.
29-30 December:	Limited services available. Urgent inspections are available if booked and confirmed prior to COB 28 December
31 st December:	Entry processing will be available from 8.00am – 4.30pm. Limited inspection services are available if booked and confirmed prior to COB 28 December.
1 January:	Limited services available. Urgent inspections are available if booked and confirmed prior to COB 31 December.

For urgent issues during this period, please phone 08 8920 7040 or 0409 678675 after hours

Far North Queensland

25-27 December:	Limited services available. Urgent inspections are available if booked and confirmed prior to 21 December.
28 & 31 December:	8.00am – 4.00 pm. Normal services provided.
1 January:	Limited inspection services are available if booked and confirmed prior to 28 December.

For urgent issues during this period, please phone 0417 749 256 (Cairns) or 0407 571 347 (Townsville).

Newcastle

25-26 December:	Closed
27 December	Limited Service if booked and confirmed prior to 21 December
28 & 31 December	Normal Business hours (All inspections will be by appointment only)
1 January:	Closed

AQIS Newcastle on call phone number is 0438 440 950.

Port Kembla

25-26 December:	Closed
27 December	Limited Service if booked and confirmed prior to 21 December
28 & 31 December	Normal Business hours (All inspections will be by appointment only)
1 January:	Closed

AQIS Port Kembla on call phone number is 0409 609 786.

ACT Regional Office

25-27 December:	Closed.
28-29 December	Officer on call from 8:30am to 4:30pm, contact 02 6230 7979.
1 January:	Closed.

For urgent issues during this period, please phone 0407 252 836.

Note: Permanently staffed depots requiring AQIS services on AQIS Holidays must request this service in writing. This includes Christmas Day (25 December), Boxing Day (26 December), the Australian Public Service (APS) Public Holiday (27 December) and the AQIS Collective Agreement Days (28 & 31 December).