



Notice to Industry
10 January 2012

03/2012

North East Regional Office - Relocation of Front Counter Entry Processing Services

Who is affected by this notice?

All DAFF Biosecurity Cargo (Air and Sea freight) clients who use the front counter, Level 1, 42-44 Qantas Drive, Eagle Farm Qld for the purpose of entry processing services.

Why relocate Front Counter Services?

DAFF Biosecurity is committed to improving our client services. It has been recognised that there are benefits to be gained for our clients through the creation of a 'one stop shop' front counter processing service in conjunction with the Australian Customs & Border Protection Service. For those consignments which require 'face to face' service, this change will allow document processing with DAFF Biosecurity and Australian Customs in the one service location.

Where is the DAFF Biosecurity Front Counter Service relocating to?

All DAFF Biosecurity Entry Management 'face to face' document processing activities for both commercial and non-commercial clients will be available at the Customs House Front Counter, 20-22 The Circuit, Brisbane Airport, Brisbane, Qld.

When is this effective from?

The front counter will close for entry processing at the close of business Tuesday, 31 January 2012.

DAFF Biosecurity Entry Management 'face to face' document processing activities for both commercial and non-commercial clients will be available at the Customs House Front Counter from 8:30am Wednesday, 1 February 2012.

Further Information?

Please contact Andrew Sparks, Manager, Entry Management, North East Region on 07 3246 8768 should you need to seek further clarification.

Contact options for DAFF Biosecurity North East Region Entry Management as of 1 February 2012 will be:

- Business Hours for DAFF Biosecurity Front Counter Services will be:
8:30 am to 5:00 Monday to Friday (excluding Public Holidays)

- Business Hours for DAFF Biosecurity Public Enquiries telephone service will be:
Ph 07 3246 8614
7:30 am to 5:30 pm Monday to Friday (excluding Public Holidays)
- Electronic lodgement of documentation for processing – qlddocprocessing@daff.gov.au
- Electronic lodgement of queries related to imported cargo – qlddocenquiries@daff.gov.au.