



Notice to Industry

33/2005-06

**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 and Canberra during the Christmas/New Year period (23 December 2005 – 3 January 2006). The operating hours for major AQIS locations are:

Sydney

23 December: 7.30am – 4.00 pm (5.00pm for Counter). Normal services provided.
24 – 27 December: Limited services available. Urgent inspections are available if booked and confirmation received by AQIS prior to 1.00pm on 23 December.
28 December: Limited services available. Entry processing will be available from 7.30am – 4.00 pm. Inspections will be provided if booked prior to 23 December and will be charged at the overtime rate.
29-30 December: 7.30am – 4.00 pm (5.00pm for Counter). Normal services provided.
31 December – 2 January: Closed
3 January: 7.30am – 4.00 pm (5.00pm for Counter). Normal services provided.

For urgent issues during this period, please contact the Air Cargo Unit on 02 8334 7570. Contact for air freight fresh produce inspections is 0419 602 007.

Melbourne

23 December: 8.00am – 5.00 pm. Normal services provided.
24 – 25 December: Closed
26-27 December: Limited services available. Inspections will be provided if booked prior to 22 December and will be charged at the overtime rate.
28 December: Limited services available. Entry processing will be available at Tullamarine office from 8.00am – 4.00pm. Inspections will be provided if booked prior to 22 December and will be charged at the overtime rate.
29 – 30 December: 8.00am – 5.00pm. Normal services provided.
31 December – 2 January: Closed
3 January: 8.00am – 5.00pm. Normal services provided.

The contact number during this period is 03 8318 6700 (business hours).

Brisbane

Friday 23 December:	8.00am – 4.30 pm
24 – 25 December:	Closed
26 - 27 December:	Limited services available. Inspections will be provided if booked prior to 22 December and will be charged at the overtime rate.
28 December:	Limited services available. Entry processing will be available from 8.00am – 4.00 pm. Please call 07 3246 8755 if you have an urgent entry. Inspections will be provided if booked prior to 23 December and will be charged at the overtime rate.
29 – 30 December:	07.30am – 4.30pm. Normal services provided.
31 December – 2 January:	Closed
3 January 2006:	7.30am – 4.30pm. Normal services provided.

The contact number during this period is 07 3246 8755 (business hours).

Perth

23 December:	8.00am – 4.00 pm. Normal services provided.
24 – 25 December:	Closed
26-27 December:	Limited services available. Inspections will be provided if booked prior to 22 December and will be charged at the overtime rate.
28 December:	Limited services available. Inspections will be provided if booked prior to 22 December and will be charged at the overtime rate. Entry processing will be available. AIMS Liaison (08 9334 1500) and Centralised Appointments (08 9334 1527) will be contactable from 9.00am – 12.00pm.
29 – 30 December:	8.00am – 4.00pm. Normal services provided.
31 December – 2 January:	Closed
3 January:	8.00am – 4.00pm. Normal services provided.

Adelaide

23 December:	7.30am– 5.00 pm. Normal services provided.
24 – 25 December:	Closed
26-27 December:	Limited services available. Inspections will be provided if booked prior to 22 December and will be charged at the overtime rate. Entry processing will be available on 28 December from 8.00am –5.00pm.
28 December:	Limited services available. Entry processing will be available from 8.00am –5.00pm. Inspections will be provided if booked prior to 22 December and will be charged at the overtime rate.
29 – 30 December:	7.30am – 5.00pm. Normal services provided.
31 December – 2 January:	Closed
3 January:	7.30am – 5.00pm Normal services provided.

The contact number during this period is 08 8201 6007 (business hours)

Tasmania

23 December:	8.00am – 4.00 pm. Normal services provided.
24 – 25 December:	Closed
26-27 December:	Limited services available. Inspections will be provided if booked prior to 22 December and will be charged at the overtime rate.

28 – 30 December: 8.00am – 4.00pm. Normal services provided.
31 December – 2 January: Closed
3 January: 8.00am – 4.00pm. Normal services provided.

The after hours contact number during this period is 0419 352 357.

Darwin

23 December: 8.00am – 4.30 pm. Normal services provided.
24 – 25 December: Closed
26-27 December: Limited services available. Inspections will be provided if booked prior to 22 December and will be charged at the overtime rate.
28 December: Limited services available. Entry processing will be available. Inspections will be provided if booked prior to 22 December and will be charged at the overtime rate.
29 – 30 December: 8.00am – 4.30pm. Normal services provided.
31 December – 2 January: Closed
3 January: 8.00am – 4.30pm. Normal services provided.

The contact number during this period is 08 8920 7040.

Far North Queensland

23 December: 8.00am – 4.00 pm. Normal services provided.
24 – 27 December: Closed
28 – 30 December: Limited services available. Inspections will be provided if booked prior to 22 December. Overtime rates apply for inspections performed on 28 December.
31 December – 2 January: Closed
3 January 2006: 8.00am – 4.00pm. Normal services provided.

The contact number during this period is 0417 749 256 (Cairns) and 0407 571 347 (Townsville).

Newcastle

23 December: 7.30am – 4.00 pm. Normal services provided.
24 – 27 December: Closed. Inspections will be provided if booked prior to 22 December and will be charged at the overtime rate.
28 December: 7.30am – 4.00pm. Inspections will be charged at the overtime rate.
29 – 30 December: 7.30am – 4.00pm. Normal services provided.
31 December – 2 January: Closed.
3 January: 8.00am – 4.00pm. Normal services provided.

Port Kembla

23 December: 7.30am – 3.30 pm. Normal services provided.
24 December – 2 January: Closed. Any operational issues or requests for inspections should be forwarded to either Mal Stannard, 0409 609 786, or Graham McWhirter, 0409 049 665.
3 January: Normal services provided.

ACT Regional Office

23 December: 8.30am – 3.00 pm. Normal services provided.
24 December – 2 January: Closed. Urgent enquiries can be directed to 0407 252 836.
3 January: Normal services provided.

CMR Helpdesk

The AQIS CMR Help Desk will be providing support over the Christmas/New Year period (24/12/05 to 02/01/06) as outlined below. Support will be provided over this period via an on-call officer with a mobile phone. Support will be limited to urgent situations.

AQIS CMR Helpdesk 1800 170 548
Friday 23 December: 8.00am – 6.00 pm.
Saturday 24 December: 8.00am – 6.00 pm.
25 – 27 December: Closed
28 – 31 December: 8.00am – 6.00 pm.
1 – 2 January: Closed
3 January: 8.00am – 6.00 pm.

Canberra

Import Clearance

23 December: 9.00 – 12.30
24 – 27 December: Closed
28 – 30 December: 9.00 – 12.30, 1.30 – 4.00
Contact details: Phone: 02 6272 5597
Fax: 02 6272 5888
Email: entrymanagement@aqis.gov.au

Plant Programs

23 December: 9.00 – 12.30
24 – 28 December: Closed
29 – 30 December: 9.00 – 4.00
Contact details: Phone: 02 6272 3518
Email: plantquar@aqis.gov.au

Biologicals Unit

23 December: 9.00 – 12.30
24 – 28 December: Closed
29 – 30 December: 9.00 – 12.30, 1.30 – 4.00
Contact details: Phone: 02 6272 4578
Fax: 02 6273 2097
Email: biologicals@aqis.gov.au

Live Animal Imports

23 December: 9.00 – 12.30
24 – 28 December: Closed
29 – 30 December: 9.00 12.30, 1.30 – 4.00
Contact details: Phone: 02 6272 4454
Fax: 02 6273 3110
Email: animalimp@aqis.gov.au