

## ABOUT AUSTRALIAN QUARANTINE

Australia's remoteness creates an environment unlike any other on Earth. To protect it, the Australian Quarantine and Inspection Service (AQIS) screens or x-rays all luggage on arrival in Australia.

Quarantine officers work closely with other border agencies to ensure that items of quarantine concern are inspected, treated, or if necessary, confiscated and destroyed.

Items from overseas, such as food, seeds, nuts or anything made from wood, plant or animal material could introduce some of the world's most serious pests and diseases into Australia. Anything exposed to foreign soil and vegetation – such as camping gear and hiking boots – also poses a threat.

Failing to declare quarantine items like these upon entry into Australia could devastate our unique environment, agriculture and tourism industries.

If you don't declare:

- you will get caught;
- you could be fined \$220 on-the-spot;
- you could be prosecuted and fined up to \$66,000 and risk 10 years imprisonment.

### DECLARE OR BEWARE.



Wooden articles, artefacts and handicrafts can house wood borers, which pose a risk to Australia's unique environment.

## CONTACT INFORMATION – ENQUIRIES, PAYMENT AND COLLECTION OF GOODS

Location	Enquiries 8.30am – 4pm Mon - Fri	Postal address for payment of fees	Collection of goods
Adelaide	P 08 8201 6000 F 08 8201 6111	Collector of Public Monies, AQIS SA, PO Box 63, Export Park, Adelaide Airport, SA, 5950	AQIS SA, Sir Donald Bradman Drive, Export Park, Adelaide Airport, SA, 5950
Brisbane	P 07 3246 8670 F 07 3246 8660	Collector of Public Monies, AQIS QLD, PO Box 222, Hamilton Central, QLD, 4007	AQIS QLD, 42-44 Qantas Drive, Eagle Farm, QLD, 4007
Cairns	P 07 4030 7800 F 07 4035 9578	Collector of Public Monies, PO Box 96, Airport Administration Centre, Cairns, QLD, 4870	AQIS FNQ, Ground Floor, Airport Admin Centre, Airport Avenue, Cairns Airport, Cairns, QLD, 4870
Canberra	P 02 6230 7979 F 02 6230 7986	Collector of Public Monies, AQIS ACT Regional Office, PO Box 7193, Canberra Business Centre, Canberra, ACT, 2610	AQIS ACT, 3 Tyson Drive, Canberra Airport, ACT, 2609
Coolangatta	P 07 5536 2464 F 07 5536 5890	Collector of Public Monies, AQIS QLD, PO Box 222, Hamilton Central, QLD, 4007	AQIS S-E QLD, Gold Coast International Airport, Terminal 2, Bilinga, QLD, 4225
Darwin	P 08 8920 7080 F 08 8920 7077	Collector of Public Monies, AQIS NT, PO Box 37846, Winnellie, NT, 0821	AQIS/ACS NT, Shopfront Ground Floor, Darwin Airport Terminal, Henry Wrigley Drive, Marrara, NT, 0812
Melbourne	P 03 8313 8211 F 03 8313 8210	Collector of Public Monies, AQIS VIC, PO Box 1006, Tullamarine, VIC, 3043	AQIS VIC, Cnr Landside Drive and Grants Road, Tullamarine, VIC, 3043
Perth	P 08 9334 1555 Ah 08 9475 2600 F 08 9334 1666	Collector of Public Monies, AQIS WA, PO Box 606, Welshpool, WA, 6986	AQIS WA, 9 Fricker Rd, Cnr Horrie Miller Drive, Perth International Airport, WA, 6105
Sydney	P 02 8334 7551 F 02 8334 7540	Collector of Public Monies, AQIS NSW, PO Box 657, Mascot, NSW, 1460	AQIS NSW, 1 Crewe Place, Rosebery, NSW, 2018

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Get more information about what you can bring into  
Australia at [www.aqis.gov.au](http://www.aqis.gov.au)

## Quarantine Matters!



Australian Government

Australian Quarantine  
and Inspection Service

## Quarantine Matters!

# What's happening to your goods?



Australian Government

Australian Quarantine  
and Inspection Service

Your goods have been detained by the Australian Quarantine and Inspection Service (AQIS) because they do not meet Australian quarantine import conditions. The recommended option for your goods has been ticked.

To collect your goods, please retain your Quarantine Notice, which includes your reference number.

### ■ OPTION 1 – TREATMENT

Some items are treated to reduce the quarantine risk they pose.

Prior to treatment, you must pay a fee, which includes the required treatment, handling, packaging and, where appropriate, return postage within Australia.

Your goods require the following treatment:

- Gamma irradiation
- Heat treatment or fumigation
- Other

**In some instances, treatment may damage your goods. The Commonwealth does not accept liability for damage that may occur as a result of treatment.**

Treatment can take up to six weeks, or longer during peak travel periods.

### GETTING YOUR GOODS BACK

- Please collect your goods in person from AQIS (see contact information on back panel).
- Your goods will be returned to you by mail or authorised courier.

If you want to arrange for a courier to collect your goods, you **MUST** provide them with:

- your name;
- your Quarantine Notice **reference number**;
- a description of your goods;
- AQIS's address; and
- a letter of consent for the collection of your goods.

It is your responsibility to arrange and pay for the courier.

For detained items that you sent to Australia in **unaccompanied baggage**, please send your payment for treatment to your nearest **COLLECTOR OF PUBLIC MONIES** (see contact information on back panel). **PLEASE NOTE:** goods will be held by AQIS for **30 days**. **If you do not pay the holding fee or contact AQIS during this time, your goods may be destroyed.**



*Items like this toy could be stuffed with seeds or sand, which could carry pests, weeds or diseases.*

### ■ OPTION 2 – IMPORT PERMIT

To bring your goods into Australia under quarantine laws, you may be able to apply for an import permit. To do this, you must:

- complete an import permit application form (obtained from a Quarantine officer); and
- fulfil the import requirements related to your goods, which must be verified by AQIS.

In addition to an import permit application fee, you must also pay a holding fee. This is valid for 30 days and must be renewed if goods will be held for a longer period of time. **Detained goods may be destroyed by AQIS if your holding fee is not renewed every 30 days.** Contact AQIS to find out how to extend your holding fee.

### ■ OPTION 3 – HELD FOR RE-EXPORT

This option is only available if you are departing Australia from the place where your goods are being held. Detained goods are not permitted to travel within Australia. If your goods require special storage conditions, including refrigeration, please advise a Quarantine officer.

You may elect to have your goods re-exported:

- immediately, by post (at your expense), prior to your departure from Australia; or
- with you, upon your departure from Australia.

Your goods will be held initially for up to 30 days, then returned to you when you leave Australia. A holding fee applies to goods awaiting re-export. This fee is valid for 30 days and must be renewed if goods will be held for a longer period of time.

**Detained goods may be destroyed by AQIS if your holding fee is not renewed every 30 days.**

To **collect your goods** you must present AQIS with your Quarantine Notice:

#### At the airport

- prior to check-in at the AQIS shopfront (for larger items); or
- at the immigration line after check-in (for hand luggage items).

#### Or

If your goods are held at an AQIS office (see details on back panel), make sure that you present your Quarantine Notice and identification (licence/passport) to a Quarantine officer when arranging re-export of your goods.

### ■ OPTION 4 – DESTRUCTION

You can elect to have your goods destroyed by AQIS at no cost.



*Rawhide drums may carry viruses or bacteria that could introduce exotic diseases into Australia.*