



Australian Government

Australian Quarantine and Inspection Service

## Eastern Creek Post Entry Animal Quarantine Station

60 Wallgrove Road Eastern Creek NSW 2766 Telephone: 02 9625 4566 Fax: 02 9832 1532

E-mail: [easterncreek.aqs@aqis.gov.au](mailto:easterncreek.aqs@aqis.gov.au)

### Visitor Orientation Package

Your pets are housed in Cattery / Kennel Row \_\_\_\_\_ Pen/s \_\_\_\_\_

The animal attendant caring for your pet is: \_\_\_\_\_

Direct telephone contact: \_\_\_\_\_

<b>Office hours</b>	Monday to Friday	<b>8.00 am- 12pm &amp; 1pm – 4.30pm</b>
<b>Visiting</b>	Tuesday & Thursday	<b>1.30 pm – 3.30 pm</b>
<b>Exercising/ Grooming</b>	Weekday mornings	<b>by Appointment ONLY between 8.30am – 10am and 10.30am – 12pm</b>

#### Owner, representative or agent

Any person(s) other than the importer named on the import permit, must have written authority from the importer to receive information on and to visit an animal at Eastern Creek Post Entry Animal Quarantine Station (“the station”).

#### Animal release

Any person(s) other than the importer named on the import permit, **must** have written authority from the importer to receive an animal upon its release from the station. Photographic ID **must** be presented on release.

#### Transport boxes / crates

Your pets transport box or crate is your property. The station will store transport crates during your animals quarantine period. The transport crate will be removed from storage for your collection within the last week of your pets quarantine period. If your transport crate is not collected upon release of your animal, it is considered abandoned to the Commonwealth, and will be disposed of without notice.

## Important information for visitors

Please read the following information carefully before signing this agreement.

Eastern Creek Post Entry Animal Quarantine Station (“the station”) is a Commonwealth Government run facility specifically designed to accommodate domestic animals (dogs, cats and horses) following their importation into Australia.

**Visitors to the station are required to comply with all directions issued by a Quarantine Officer. It is an offence under the *Quarantine Act 1908* to provide misleading information or to fail to follow a quarantine direction from a Quarantine Officer.**

Visitors in breach of a Quarantine Officer’s direction and/or the written directions in this orientation package will be asked to leave and will not be permitted to re-enter the station.

Entry to the station and dog walking permissions is at the discretion of management.

- Alcohol and non-prescription drugs are not permitted on the station.
- Persons under the influence of alcohol or drugs will not be permitted to enter the station.
- Persons behaving in an anti-social or aggressive manner will not be permitted to enter the station.
- Smoking is not permitted inside the kennel and cattery rows or pens.

Please observe the following procedures when entering the station:

- Report to the administration office.
- Sign the visitor’s register.
- Display a visitor’s pass.
- Proceed without diversion to the allocated pet’s kennel.
- Respect other visitor’s comfort and privacy by not disturbing their visit.
- Do not leave valuables unattended anywhere on the station.
- Sign the visitor’s register and return visitor’s pass on departure.

## Special visits and exercising

Our general visiting hours are Tuesday and Thursday afternoons between 1.30pm and 3.30pm.

There are a limited number of appointments outside of these hours **which must be booked no later than 15:30 the day before the appointment**. Appointments can be made the day after the arrival of your animal and are available Monday to Friday; these can be arranged directly with the office. Please note that there is a **maximum of two 30 minute appointments per importer per week**.

If you wish to cancel an appointment please do this within 24 hours of your appointment, failure to do this may result in AQIS cancelling future appointments you have made.

**Pets can not be exercised or groomed in the grooming row in initial 7 days following import.**

Animals will not be permitted to leave their kennels for exercising where:

- the AQIS import conditions have not been met
- there are exotic disease concerns
- a veterinarian has advised that an animal should not be exercised

For occupational health and safety purposes the exercise yards are closed in wet weather conditions and extreme heat. Please also note that exercise yards may be closed at any time at the discretion of station management without notice.

If you are unsure of any procedures or directions please ensure you seek clarification from an animal attendant immediately.

*It is our intention to provide a friendly and safe environment for you, the animals and our staff. To assist us in maintaining Quarantine integrity and achieving our occupational health and safety commitments please ensure that you follow the instructions in this Visitor Orientation Package and any directions given by Quarantine staff.*

## Visitor Authorisation Form

Authorisation to enter the Quarantine Station and interact with assigned animal:

Your Full Name:	
Name of Animals:	
Name of Animals:	

Please read the conditions in the table below and initial next to each condition. By signing this, you agree you have read and understood all these conditions, and you understand they constitute a direction given by a Quarantine Officer. Please don't hesitate to seek further clarification if required before signing.

Condition	Initial
You may ONLY interact with animals that you own or owners have provided written authorisation for.	
DO NOT enter any information on an official government form unless otherwise authorised by an AQIS Officer (eg daily monitoring sheet).	
DO NOT enter or leave any animal pens without the Animal Attendant.	
DO NOT remove cats from their pens	
You MUST inform the Animal Attendant when providing pet toys or bedding. Toys can only be shared between animals accommodated together.	
TENNIS BALLS as well as toys containing tennis balls are STRICTLY PROHIBITED.	
You MUST inform the Animal Attendant when you are supplying food or treats. All food and treats must be presented to an animal attendant for inspection and approval PRIOR to being taken into the kennel/pen area. DO NOT feed cooked bones or cooked food containing bones.	
DO NOT leave food/treat packaging or any rubbish in the animal's pen. Rubbish bins are provided.	
DO NOT photograph/film anything without prior authorisation from the Animal Quarantine Supervisor. You may ONLY photograph/film the animal you are authorised to visit. The use of photographic equipment is not permitted without prior approval.	
You MUST keep dogs on lead at all times. Retractable leads are not permitted. Dogs must be lead directly to the exercise yard by an adult; with a limit of 2 dogs per adult to be walked to the yard.	
You MUST proceed directly to and from the exercise yards with the dog. You are not permitted to walk/wander around the station.	
DO NOT allow dogs to have contact with any other animals, walkers or owners.	
You MUST collect any faeces in the exercise yards from dog you are exercising at the conclusion of exercise. Garbage bins and pooper scoops are provided for this purpose	
DO NOT leave dogs unattended in the exercise yards	
DO NOT allow dogs near the green colourbond fence.	
DO NOT feed dogs in the exercise yards.	
You MUST only exercise dogs in the assigned yard for each kennel row.	
I understand that if my transport crate is not collected on release of my animal/s it will be disposed of without notice.	

I, \_\_\_\_\_ acknowledge and agree to adhere to the directions given in the Visitor Orientation Package.

Signature: \_\_\_\_\_ Date:     /     /

AQIS Officer Name: \_\_\_\_\_

AQIS Officer Signature: \_\_\_\_\_

## Letter of Authority

### Release of animal to owner representative or agent

I, \_\_\_\_\_, being the importer of:

Animal name/s:

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Import permit number:

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Authorise:

**Name (Company):** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

To receive and/or transport the above mentioned animal/s from Eastern Creek Quarantine Station on the day of release.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

#### Contact Eastern Creek Quarantine Station:

Post: 60 Wallgrove Road, Eastern Creek NSW 2766

Email: [easterncreek.aqs@aqis.gov.au](mailto:easterncreek.aqs@aqis.gov.au)

Phone: 02 9625 4566

Fax: 02 9832 1532

# Letter of Authority

## Visit, exercise or grooming by owner, representative or agent

I, \_\_\_\_\_, being the importer of:

Animal Name/s:

_____	_____
_____	_____
_____	_____
_____	_____

Authorise:

**Name (Company):** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

To:   **EXERCISE**                      **VISIT**                      **GROOM**    (Please circle)

the above mentioned animal/s at the Eastern Creek Quarantine Station from

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ to \_\_\_\_/\_\_\_\_/\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

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