



Notice to Industry

31/2008-09

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 2008–1 January 2009). 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 23 December.
- 29 December: Entry processing will be available from 7.30 am–4.00 pm (4.30 pm for the Counter). Limited inspection services available if booked and confirmed prior to 23 December. Some AQIS Manned Depots will be operational from 7.00 am–3.30 pm.
- 30–31 December: 7.30 am–4.00 pm (4.30 pm for the Counter). Normal services provided.
- 1 January: Limited services available. Urgent inspections are available if booked and confirmed prior to 30 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 or Fax 02 8334 7222. ECIR redline Containers contact 0417 029 971 or 0407 269 971. Seaports 24/7 contact number is 0408 179 487 or 0418 200 063.

Melbourne

- 25, 26, 29 December: Limited services available. Urgent inspections are available if booked and confirmed prior to 22 December.
- 30–31 December: Normal services provided.
- 1 January: Limited services available. Urgent inspections are available if booked and confirmed prior to 31 December.
- 2 January: Normal services provided.

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

Brisbane

24 December:	Office Open 7.30 am–4.30 pm. Normal services provided.
25–26 December:	Office Closed. Limited services available. Urgent inspections are available if booked and confirmed prior to 22 December. No front counter/zetafax processing.
29 December:	Office Closed. Australian Public Service Holiday. Limited services available. Urgent inspections are available if booked and confirmed prior to 24 December. No front counter and zetafax processing.

Please note that inspections of goods, including personal effects, on 29 December will be facilitated only where a prior booking confirmation for the inspection exists. This includes personal effects inspections at air cargo depots and the AQIS Regional Office, Qantas Drive. AQIS overtime rates are applicable to inspections conducted on the designated Australian Public Holidays.

30–31 December:	Office Open 7.30am–4.30pm. Normal services provided.
1 January:	Closed.
2 January:	Office Open 7.30 am–4.30 pm. Normal services provided.

The email address for making inspection appointments for the Brisbane metropolitan area is bdo@aqis.gov.au. Please update your contact lists accordingly.

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 23 December. Penalty rates apply.
29 December:	Office closed. Limited services available. Urgent inspections are available for priority freight if booked and confirmed prior to 24 December. Penalty rates apply. Email and Zetafax lodgement entry processing 9.00 am–12.00 pm only. No front counter processing available. AIMS Liaison (08 9334 1500) and Centralised Appointments (08 9334 1527) are contactable from 9.00 am–12.00 pm.
30–31 December:	Normal services provided.
1 January:	Limited services available. Urgent inspections are available for priority freight only if booked and confirmed prior to 30 December. Penalty rates apply.
2 January:	Normal services provided.

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 midday 22 December.
29 December:	Limited services available. Regional office open 8.00 am–5.00 pm for urgent documentary processing of AIMS entries.
30–31 December:	8.00 am–5.00 pm. Normal services provided.
1 January:	Limited services available. Urgent inspections are available if booked prior midday 22 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:	8.00 am–4.00 pm. Normal services provided.
28–31 December:	8.00 am–4.00 pm. 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 8.00 am–4.30 pm. 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 December:	Entry processing will be available from 8.00 am–4.30 pm. 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 on the 25–26 December, 1 January and after hours please phone 0409 678 675.

Far North Queensland

25–29 December:	Limited services available. Urgent inspections are available if booked and confirmed prior to 21 December.
30–31 December:	8.00 am–4.00 pm. Limited inspections available, all but emergency inspections be booked by noon on 24 December.
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.
29 December:	Limited Service if booked and confirmed prior to 23 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.
29 December:	Limited Service if booked and confirmed prior to 23 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.
29–5 January:	Officer on call from 8:30 am–4:30 pm, contact 02 6230 7979.

For urgent issues during this period, please phone 0417 690 591.

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 (29 December).