



Australian Government

**Australian Quarantine
and Inspection Service**

What's happening to
your goods?



Quarantine Matters!

DEPARTMENT OF AGRICULTURE, FISHERIES AND FORESTRY

Your goods have been detained by the Australian Quarantine and Inspection Service (AQIS)

Your goods have been detained by AQIS because they don't meet Australia's quarantine import conditions.

Depending on the quarantine risk you can:

- > treat the item to make it safe*
- > store the item at the airport for collection when you leave Australia*
- > export the item*
- > have the item destroyed by AQIS.

* These options are subject to fees and special conditions may apply.

Treatment

Some items are treated to reduce the quarantine risk they pose. The recommended treatment option for your goods has been ticked. You must pay a fee for quarantine treatments: this includes handling, packing and, where appropriate, return postage in Australia.

Your goods require:

- gamma irradiation
- heat treatment or fumigation
- other

In some instances treatment could 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



Your goods will be returned to you by mail or by an authorised courier.

If you want a courier to collect your goods, you **MUST** give the courier:

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

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



Please collect your goods in person from AQIS (see contact information later in this brochure).

When collecting your goods, you **MUST** supply the following:

- > your Quarantine Notice **reference number**
- > identification (licence/passport)
- > a letter of consent for the collection of your goods if someone else is collecting them on your behalf.

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



Hold for export

You may elect to have your goods exported:

- immediately, by post (at your expense)
- with you, on your departure* (a holding fee will apply).

*This option is only available if you are leaving Australia from the city where your goods are held. Detained goods cannot travel within Australia. If your goods require special storage, such as refrigeration, please advise an AQIS officer. Your goods will be held for up to 30 days and returned to you when you leave Australia. Should your plans change, or your stay is longer than 30 days, export is only available by post. You must notify AQIS of any changes to your departure date. Should your goods not be collected after 30 days they may be destroyed.

To collect your goods you must present AQIS with your Quarantine Notice and identification (licence/passport):

- > Contact AQIS (see contact information) at least two hours prior to your departure time to arrange collection of your goods.



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

Quarantine Matters!

About Australian Quarantine

Australia's remoteness creates an environment unlike any other on Earth. To protect it, AQIS x-rays and inspects luggage on arrival in Australia.

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

Items 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, freshwater ways or vegetation (for example, camping gear, fishing equipment or hiking boots) also poses a threat.

Failing to declare quarantine items such as these could devastate our environment, agriculture and tourism industries.

If you don't declare:

- > you will be caught
- > you could receive an on-the-spot fine of up to \$220
- > you could be prosecuted, fined more than \$60 000 and risk 10 years jail and a criminal record.

Declare or beware.

Contact Information: Enquiries, Payment and Collection of Goods

OFFICE

ENQUIRIES

Mon-Fri, 8.30 am to 4.00 pm

ADELAIDE

ph: 08 8201 6000

fx: 08 8201 6111

BRISBANE

ph: 07 3246 8670

fx: 07 3246 8660

CAIRNS

ph: 07 4030 7800

fx: 07 4035 9578

CANBERRA

ph: 02 6230 7979

fx: 02 6230 7986

COOLANGATTA

ph: 07 5536 2464

fx: 07 5536 5890

DARWIN

ph: 08 8920 7080

fx: 08 8920 7077

MELBOURNE

ph: 03 8318 8211

fx: 03 9318 8210

PERTH

ph: 08 9334 1555

ah: 08 9475 2600

fx: 08 9334 1666

SYDNEY

ph: 02 8334 7551

fx: 02 8334 7540

POSTAL ADDRESS
for payment of fees

COLLECTION
of goods

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

Collector of Public Monies
AQIS QLD
PO Box 222
Hamilton Central QLD 4007

AQIS QLD
42-44 Qantas Drive
Eagle Farm
QLD 4007

Collector of Public Monies
Box 96
Airport Administration Ctr
Cairns QLD 4870

AQIS FNQ, Ground Floor
Airport Administration Centre
Airport Avenue
Cairns QLD 4870

Collector of Public Monies
AQIS ACT Regional Office
PO Box 7193
Canberra Business Centre
Canberra ACT 2610

AQIS ACT
3 Tyson Drive
Canberra Airport
Canberra ACT 2609

Collector of Public Monies
AQIS QLD
PO Box 222
Hamilton Central QLD 4225

AQIS S-E QLD
Gold Coast Int'l Airport
Terminal 2
Bilinga QLD 4225

Collector of Public Monies
AQIS NT
PO Box 37846
Winnellie NT 0821

AQIS/ACS NT shopfront
Ground Floor, Darwin Airport
Henry Wrigley Drive
Marrara NT 0812

Collector of Public Monies
AQIS VIC
PO Box 1006
Tullamarine VIC 3043

AQIS VIC
Cnr Grant and Centre Road
Tullamarine VIC 3043

Collector of Public Monies
AQIS WA
PO Box 606
Welshpool WA 6986

AQIS WA
9 Fricker Road
Cnr Horrie Miller Drive
Perth Int'l Airport WA 6105

Collector of Public Monies
AQIS NSW
PO Box 657
Mascot NSW 1460

AQIS NSW
1 Crewe Place
Rosebery NSW 2018



Australian Government

Australian Quarantine and Inspection Service

www.aqis.gov.au

email: airports@aqis.gov.au

Tips for meeting quarantine requirements

- > Make sure you dispose of all fruit, vegetables and meat products before you land in Australia or place them in the quarantine bins provided on arrival—they are not allowed.
- > Leave ALL aircraft food onboard, including nuts and snacks.
- > When filling out your incoming passenger card, if in doubt about any question tick 'Yes'.
- > To find out if a certain product is prohibited visit **www.aqis.gov.au/icon**.
- > Thoroughly clean all footwear, sporting and camping equipment to remove any soil or seeds—you still need to declare these to quarantine.
- > Pack items for inspection together, and keep them at the top of your bag so they can be reached easily.
- > Declare all water sports equipment including fishing rods and fishing equipment, wetsuits, shoes, waders and life vests.
- > Wash shoes that have been worn in rural areas including farms, markets and zoos.