



Notice to Industry
 20 December 2011

133/2011

Opening Hours for DAFF Biosecurity Offices in Major Ports and Canberra during the Christmas/New Year period for 2011–2012

The staff of DAFF Biosecurity (formerly known as AQIS) wish all importers, agents, shipping and other stakeholders the very best for Christmas and the New Year.

This notice outlines our operating hours in major ports for the Christmas/New Year period (23 December 2011 to 3 January 2012). Overtime fees (if applicable) will be charged as per the [Fees and Charges for Import Clearance](#).

We thank you for your cooperation throughout the past year and look forward to working even more closely with you in 2012 to protect Australia's biosecurity.

| Sydney | |
|---------------------|---|
| 24 December 2011 | Entry Management, Inspections, ECIR, Depots – closed. Seaports 'on call' for urgent operations. Urgent inspections are available on overtime fee for service rates if booked and confirmed prior to 23 December. Aircargo Unit operating 5 am to 11 pm. |
| 25 December 2011 | Entry Management, Inspections, ECIR, Depots – closed. Seaports 'on call' for urgent operations. Aircargo Unit operating 5 am to 11 pm. |
| 26–27 December 2011 | Entry Management, Inspections, ECIR, Depots – closed. Seaports 'on call' for urgent operations. Urgent inspections are available on overtime fee for service rates if booked and confirmed prior to 23 December. Aircargo Unit operating 5 am to 11 pm. |
| 28 December 2011 | Entry Management coverage 7.30 am to 4 pm. Some manned depots will operate during normal hours 7 am to 3.30 pm. ECIR will operate during normal hours 7 am to 3.30 pm. Inspections - limited services available. A very limited number of urgent inspections are available on overtime fee for service if booked and confirmed prior to 23 December. Aircargo Unit operating 5 am to 11 pm. |
| 29–30 December 2011 | Entry Management normal coverage 7.30 am to 4 pm. Normal inspection appointments operating. Some DAFF Biosecurity manned depots will be operational 7 am to 3.30 pm. ECIR will operate during normal hours 7 am to 3.30 pm. Aircargo Unit operating 5 am to 11 pm. |
| 31 December 2011 | Entry Management, Inspections, ECIR, Depots – closed. Seaports 'on call' for urgent operations. Urgent inspections are available on overtime fee for service rates if booked and confirmed prior to 30 December 2011. Aircargo Unit operating 5 am to 1 pm. |

| | |
|----------------------------|---|
| 1–2 January 2012 | Entry Management, Inspections, ECIR, Depots – closed. Seaports ‘on call’ for urgent operations. Urgent inspections are available on overtime fee for service rates if booked and confirmed by 30 December 2011. Aircargo Unit operating 5 am to 11 pm. |
| 3 January 2012 | Business as usual. |
| For urgent issues (Sydney) | Air Cargo Unit: 02 8334 7570 Air freight fresh produce inspections: 0407 028 896 or 0417 066 381 DAFF Biosecurity Manned Depots on 29 December 2011: 02 8334 7653 or fax 02 8334 7222 ECIR redline Containers: 0407 269 031 Seaports 'on call' contact number: 0408 179 487. |

Newcastle

| | |
|-------------------------|--|
| 24–27 December 2011 | Office closed. |
| 28 December 2011 | Office open. Limited service on overtime if booked and confirmed prior to 23 December. |
| 29–30 December 2011 | Office open. Normal business hours. Inspections by appointment only. |
| 31 Dec 2011 –3 Jan 2012 | Office closed. Limited service on overtime if booked and confirmed prior to 31 December. |
| For urgent issues | DAFF Biosecurity Newcastle on call phone number is 0438 440 950. |

Port Kembla

| | |
|-------------------------|--|
| 24–27 December 2011 | Office closed. |
| 28 December 2011 | Office open. Limited service on overtime if booked and confirmed prior to 23 December. |
| 29–30 December 2011 | Office open. Normal business hours. All inspections will be by appointment only. |
| 31 Dec 2011 –3 Jan 2012 | Office closed. Limited service on overtime if booked and confirmed prior to 31 December. |
| For urgent issues | DAFF Biosecurity Port Kembla on call phone number is 0409 049 665. |

Melbourne

| | |
|---------------------|---|
| 26–28 December 2011 | Office closed. Limited services available. Urgent inspections are available if booked and confirmed prior to 23 December. |
| 29–30 December 2011 | Office open. Normal services provided. |
| 2 January 2012 | Office closed. Limited services available. Urgent inspections are available if booked and confirmed prior to 30 December. |
| 3 January 2012 | Normal services resumed. |
| For urgent issues | Inspection bookings: 03 8318 6940 Document processing booking to be emailed to Vicimportdocs@aqis.gov.au or ph: 03 8318 6923 Imported Food processing to be emailed to vicimpfood@daff.gov.au A Seaports/Shipping officer will be on call throughout this period to perform Seaports functions, as required. |

Tasmania

| | |
|------------------------|---|
| 25–27 December 2011 | Office closed. Limited (overtime) service if booked and confirmed prior to 23 December. |
| 28–30 December 2011 | Office open. Normal services provided. |
| 31 Dec 2011–2 Jan 2012 | Office closed. Limited (overtime) service if booked and confirmed prior to 23 December. |
| 3 January 2011: | Normal services resumed. |
| For urgent issues | DAFF Biosecurity 0418 125 634. |

Brisbane

The email address for making inspection appointments for the Brisbane metropolitan area is bdo@aqis.gov.au.

| | |
|-----------------------|---|
| 24–27 December 2011 | Office closed. |
| 28 December 2011 | Office closed. Limited services available. Urgent inspections are available if booked and confirmed prior to 23 December. |
| 29–30 December 2011 | Office open 8 am to 4.30 pm. Normal services provided. |
| 31 December–2 January | Office closed. Limited services available. Urgent inspections are available if booked and confirmed prior to 30 December 2011. |
| 3 January 2012 | Office open 8 am to 4.30 pm. Normal services provided. |
| For urgent issues | DAFF Biosecurity 07 3246 8755 (business hours). |

Townsville

| | |
|-----------------------|--|
| 24–27 December 2011 | Office closed. |
| 28 December 2011 | Office closed. Urgent inspections available on overtime fee for service rates if booked and confirmed prior to 23 December. |
| 29–30 December 2011 | Office open 8 am to 4.30 pm. Normal services provided. |
| 31 December–2 January | Office closed. Limited services available. Urgent inspections available on overtime fee for service rates if booked prior to 30 December. |
| 3 January 2012 | Office open 8 am to 4.30 pm. Normal services provided. |

Far North Queensland

| | |
|---------------------|---|
| 25–28 December 2011 | Office closed. Entry processing for urgent or perishable cargo available 9.30 am to 12.30 pm if booked and confirmed by midday 23 December 2011. Overtime fee for service rates will apply. |
| 29–30 December 2011 | Office open 8 am to 4 pm. Limited inspections available, all but emergency inspections must be booked by 12 noon on 23 December 2011. |
| 2 January 2012 | Office closed. Limited inspection services are available if booked and confirmed prior to 23 December 2011. |
| 3 January 2012 | Normal services resumed. |
| For urgent issues | DAFF Biosecurity 0417 749 256 (Cairns) or 0407 571 347 (Townsville). |

ACT

| | |
|-------------------------|--|
| 24–28 December 2011 | Office closed. |
| 29–30 December 2011 | Office open- Normal business hours. All inspections will be by appointment only. |
| 31 Dec 2011 –3 Jan 2012 | Office closed. |
| 4 January 2012 | Normal services resumed. |
| For urgent issues | DAFF Biosecurity 0417 406 132. |

Darwin

The general mailbox (ntcargo@Daqis.gov.au) will be monitored during this time

| | |
|-----------------------|--|
| 24–27 December 2011 | Office closed. Urgent inspections available on overtime fee for service rates if booked and confirmed prior to close of business 23 December 2011. |
| 28–30 December 2011 | Office open. Normal business hours. |
| 31 December–2 January | Office closed. Urgent inspections available on overtime fee for service rates if booked and confirmed prior to close of business 30 December 2011. |
| 3 January 2012 | Normal services resumed. |
| For urgent issues | On-call officer on 0409 678 675. |

| Perth | |
|---------------------|--|
| 24–28 December 2011 | Office closed. Limited services available. Urgent inspections are available for priority freight if booked and confirmed prior to 22 December 2011. Overtime rates apply. Entry processing for urgent or perishable cargo available if booked and confirmed by midday 22 December 2011 overtime rates apply. |
| 29–30 December 2011 | Office open. Normal services provided. |
| 2 January 2012 | Office closed. Limited services available. Urgent inspections are available for priority freight only if booked and confirmed prior to 30 December 2011. Overtime rates apply. |
| 3 January 2012 | Normal services resumed. |
| For urgent issues | DAFF Biosecurity 0411 724 510. Cargo Clearances – 1300 796 255 (business hours). |

| Adelaide | |
|---------------------|--|
| 26–28 December 2011 | Office closed. Limited services available. Urgent inspections are available for priority freight if booked and confirmed prior to 22 December 2011. Overtime rates apply. Entry processing for urgent or perishable cargo available if booked and confirmed by midday 22 December 2011. Overtime rates apply. Air Cargo standby arrangements available between 9 am to 1 pm: phone 0412 378 358 Shipping standby arrangements available: phone 08 8201 6054 DP World On Wharf Inspection Point closed: All tailgates must be booked and confirmed prior to midday 22 December. |
| 29–30 December 2011 | Office open. Normal services provided. |
| 2 January 2012 | Office closed. Limited services available. Urgent inspections are available for priority freight only if booked and confirmed prior to 30 December 2011. Overtime rates apply. |
| 3 January 2012 | Normal services resumed. |
| For urgent issues | Shipping clearances - 08 8201 6054 Cargo Clearances – 1300 796 255 (bus hours) Airport arrivals - 08 8201 6213. Over the Christmas period, the Maritime National Co-ordination Centre (MNCC) will be open for business as usual and will not close for public holidays. Hours of operation are 6.30 am to 6.30 pm in your regional (Australian) time zone, seven days a week. For enquiries, please phone 1300 004 605 or email maritimencc@daff.gov.au . |