



Australian Government

Australian Quarantine and Inspection Service

Notice to Industry
2 June 2011

56/2011

Operating hours for AQIS cargo offices in major ports and Canberra during Foundation Day and the Queen's Birthday for 2011

The purpose of this notice is to advise industry of the Australian Quarantine and Inspection Service (AQIS) cargo operating hours for major ports for Foundation Day (WA only) public holiday on Monday 6 June 2011 and the Queen's Birthday long weekend (all states and territories except WA) public holiday on Monday 13 June 2011.

Overtime charges will apply as per the [Fees and Charges for Import Clearance \(Cargo\) and Seaports Program Charging Guidelines](#).

The operating hours for major AQIS locations are:

Regional Offices 6 June 2011

South West Region – Perth WA

Office closed. Processing for urgent perishable cargo only, to be booked by close of business Thursday 2 June 2011. For urgent cargo issues during this period, please phone: 0411 724 510. For urgent seaports issues during this period, please phone: 0413 156 958.

Note: The Entry Management National Coordination Centre located in South Australia (SA) is responsible for processing entries for Adelaide, Perth, Darwin and Cairns. As 6 June 2011 is a public holiday in Western Australia (WA), the Entry Management National Coordination Centre SA will be staffed to process entries for WA cargo on 6 June 2011. For urgent issues during this period, please phone: 08 8201 6054.

Regional Offices 13 June 2011

Central East Region – Sydney NSW (Crewe Place)

Air Cargo Unit operating hours 5 am to 11 pm. Entry Management/Documentation Assessment closed. Urgent inspections are available if booked and confirmed prior to Friday 10 June 2011. External Container Inspection Routine operating hours 7 am to 3.30 pm. Shipping officer on-call. For urgent issues during this period, please phone the Air Cargo Unit: 02 8334 7570. For air freight fresh produce inspections, phone: 0407 028 896 or 0417 066 381. For urgent cargo and seaports issues during this period, please phone seaports shipping officer: 0408 179 487 or 0409 045 217.

Central East Region – Newcastle NSW

Office closed. Shipping officer on-call. Urgent inspections are available if booked and confirmed prior to Friday 10 June 2011. For urgent cargo and seaports issues during this period, please phone: 0438 440 950.

Central East Region – Port Kembla NSW

Office closed. Shipping officer on-call. For urgent cargo and seaports issues during this period, please phone: 0409 049 665.

South East Region – Melbourne VIC

Office closed. Urgent inspections are available if booked and confirmed prior to Friday 10 June 2011. Inspection bookings phone: 03 8318 6940. Document processing booking to be emailed to Vicimportdocs@aqis.gov.au or phone: 03 8318 6923. For urgent Melbourne seaports issues during this period please phone: 0417 682 985.

South East Region – Geelong and Portland VIC

Office closed. Officer on-call. For urgent Geelong seaports issues during the period, please phone: 0418 970 028. For urgent Portland seaports issues during the period, please phone: 0407 518 487.

South East Region – Tasmania

Office closed. For urgent issues during this period, please phone: 03 6233 3352. For urgent seaports issues during the period, please phone: 0418 125 634.

North East Region – Brisbane QLD

Office closed. Limited inspections are available if booked and confirmed prior to close of business Friday 10 June 2011. For urgent issues during this period, please phone: 07 3246 8755. For urgent seaports issues during the period, please phone: 0400 919 001.

North East Region – Townsville QLD

Office closed. Limited inspections are available if booked and confirmed prior to close of business Friday 10 June 2011. For urgent issues during this period, please phone: 0407 571 347.

North East Region – Mackay QLD

Office closed. For urgent issues during this period, please phone: 0427 861 911.

North East Region – Gladstone QLD

Office closed. For urgent issues during this period, please phone: 07 4972 0461.

North East Region – Bundaberg QLD

Office closed. For urgent issues during this period, please phone: 07 4152 2511.

South West Region – Adelaide SA

Office closed. Processing for urgent perishable cargo only, to be booked by Close of business Thursday 9 June 2011. For urgent issues during this period, please phone: 08 8201 6054.

Northern Region – Darwin NT

Office closed. Freight clearances to be booked and confirmed prior to close of business, Friday 10 June 2011. Phone: 08 89207041 or ntcargo@aqis.gov.au. For urgent cargo issues during this period, please phone: 0409 678 675. For urgent seaports issues during this period, please phone: 0408 678 675.

Northern Region – Cairns QLD

Office closed. For urgent issues during this period, please phone: 0417 749 256.

Northern Region – Far North Queensland

Office closed. Limited inspections are available if booked and confirmed prior to close of business Friday 10 June 2011. For urgent issues during this period, please phone: 0417 749 256.

ACT Regional Office

Closed. For urgent issues during this period, please phone: 0417 406 132.

National Coordination Centres (NCC) 13 June 2011**Bulk Commodities – Newcastle**

Office closed. Urgent inquiries phone: 0417 675 667 email: fertiliser.chemical@aqis.gov.au.

Container – Brisbane

Office closed. Clients requiring urgent services on this day must contact the Container NCC by midday Friday 10 June 2011. Phone: 07 3637 7730 email: CAL.screener@aqis.gov.au.

Seaports Maritime

Office open 7 days a week 6.30 am to 6.30 pm. Phone: 1300 004 605 all hours.

Machinery and Military

Office closed. Urgent inquiries phone: 0438 274 720 email: aqis.military@aqis.gov.au; aqis.machinery@aqis.gov.au.

Entry Management – South Australia

Office closed. Processing for urgent perishable cargo only, to be booked by Close of business Thursday 9 June 2011. For urgent issues during this period, please phone: 08 8201 6054.