



Australian Government

Australian Customs and
Border Protection Service

VICTORIA STATE NOTICE 2012/01

Closure of the Client Services Counter at Customs House, Docklands.

From close of business, Friday 29 June 2012, Customs and Border Protection will no longer provide a public counter service at Customs House Docklands.

From Monday 2 July 2012, most transactions (see details below) that were processed at the Docklands public counter will be processed at:

**Level 1
Customs House
Cnr of Centre and Grants Road
Melbourne Airport.**

These include:

- Cashier services for over the counter payments;
- The acceptance of documents required by Customs and Border Protection;
- Issuing restricted goods permits;
- Processing *Unaccompanied Personal Effects Statements*; and
- Processing Carnets and S162A clearances.

The following services will still be provided by staff at Customs House, Docklands, although not available via a public counter:

- the receipt of bulk *Unaccompanied Personal Effects Statements* lodged by High Volume Specialist Operators;
- access to Customs Brokers boxes on the ground floor (additional boxes will be allocated for the drop off and collection of documents);
- A telephone for internal calls will be available for use by clients.

Redline documents may be hand delivered to either Customs House Melbourne Airport or Customs House Docklands or emailed to redlinevic@customs.gov.au or faxed to (03) 9244 8010. The secure box at Docklands will continue to be available for use.

Enquiries from the general public regarding the import or export of goods should be made through the Customs Information and Support Centre on 1300 363 263.

Enquiries from industry clients relating to the Integrated Cargo System (ICS) should be made through the Customs Information and Support Centre on 1300 558 099.

If you have any queries about the new arrangements please contact the Manager, Client Services on (03) 9244 8665 or e-mail mark.lewer@customs.gov.au.

Please note that DAFF Biosecurity will continue to provide counter services for commercial consignments at Docklands. This will be subject to ongoing consultation with clients as to alternative options for clearing their goods.

Graham Krisohos
Regional Director Victoria

7 May 2012