

ABOUT AUSTRALIAN QUARANTINE

Australia's remoteness creates an environment unlike any other on Earth. To protect it, the Australian Quarantine and Inspection Service (AQIS) screens or x-rays all luggage on arrival in Australia.

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

Items from overseas, 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 and vegetation – such as camping gear and hiking boots – also poses a threat.

Failing to declare quarantine items like these upon entry into Australia could devastate our unique environment, agriculture and tourism industries.

If you don't declare:

- you will get caught;
- you could be fined \$220 on-the-spot;
- you could be prosecuted and fined more than \$60,000 and risk 10 years imprisonment.

DECLARE OR BEWARE.



Wooden articles, artefacts and handicrafts can house wood borers, which pose a risk to Australia's unique environment.

CONTACT INFORMATION – ENQUIRIES, PAYMENT AND COLLECTION OF GOODS

Location	Inquiries 8.30am – 4pm Mon - Fri	Postal address for payment of fees	Collection of goods
Sydney	Ph: (02) 8334 7551 Fax: (02) 8334 7540	Collector of Public Monies, AQIS NSW, PO Box 657, Mascot NSW 1460	AQIS NSW, 1 Crewe Place, Rosebery NSW 2018
Melbourne	Ph: (03) 8318 6983 Fax: (03) 8318 6988	Collector of Public Monies, AQIS VIC, PO Box 1006, Tullamarine VIC 3043	AQIS VIC, Cnr Landside Drive and Grants Road, Tullamarine VIC 3043
Brisbane	Ph: (07) 3246 8670 Fax: (07) 3246 8660	Collector of Public Monies, AQIS QLD, PO Box 222, Hamilton Central QLD 4007	AQIS QLD, 42-44 Qantas Drive, Eagle Farm QLD 4007
Coolangatta	Ph: (07) 5536 2464 Fax: (07) 5536 5890	Collector of Public Monies, AQIS QLD, PO Box 222, Hamilton Central QLD 4007	AQIS S-E QLD, Gold Coast International Airport, Terminal 2, Bilinga QLD 4225
Cairns	Ph: (07) 4030 7800 Fax: (07) 4035 9578	Collector of Public Monies, PO Box 96, Airport Administration Centre, Cairns QLD 4870	AQIS FNQ, Ground floor, AAC, Airport Avenue, Cairns Airport Cairns 4870
Perth	Ph: (08) 9311 5365 A/h: (08) 9475 2600 Fax (08) 9475 2666	Collector of Public Monies, AQIS WA, PO Box 1410, Canning Vale WA 6970	AQIS WA, Market City, 280 Bannister Road, Canning Vale WA 6155
Adelaide	Ph: (08) 8234 3266 Fax: (08) 8234 3337	Collector of Public Monies, AQIS SA, PO Box 63, Port Adelaide SA 5015	AQIS SA, Building 5, Adelaide Airport, Adelaide SA 5950
Canberra	Ph: (02) 6230 7979 Fax: (02) 6230 7986	Collector of Public Monies, AQIS ACT Regional Office, PO Box 7193, Canberra Business Centre, Canberra ACT 2610	AQIS ACT, 3 Tyson Drive, Canberra Airport ACT 2609
Darwin	Ph: (08) 8945 3014 Fax: (08) 8945 3016	Collector of Public Monies, AQIS NT, PO Box 1970, Berrimah NT 0828	AQIS/ACS Shopfront, Ground floor, Darwin Airport Terminal, Henry Wrigley Drive, Marrara NT 0812

Quarantine Matters!

What's happening to your goods?



Get more information about what you can bring into Australia at www.aqis.gov.au

Quarantine Matters!



Australian Government

Australian Quarantine and Inspection Service



Australian Government

Australian Quarantine and Inspection Service

Your goods have been detained by the Australian Quarantine and Inspection Service (AQIS) because they do not meet Australian quarantine import conditions. The recommended option for your goods has been ticked.

To collect your goods, please retain your Quarantine Notice, which includes your reference number.

■ OPTION 1 – TREATMENT

Some items are treated to reduce the quarantine risk they pose.

Prior to treatment, you must pay a fee, which includes the required treatment, handling, packaging and, where appropriate, return postage within Australia.

Your goods require the following treatment:

- Gamma irradiation
- Heat treatment or fumigation
- Other

In some instances, treatment may 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

- Please collect your goods in person from AQIS (see contact information on back panel).
- Your goods will be returned to you by mail or authorised courier.

If you want to arrange for a courier to collect your goods, you **MUST** provide them with:

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

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

For detained items that you sent to Australia in **unaccompanied baggage**, please send your payment for treatment to your nearest **COLLECTOR OF PUBLIC MONIES** (see contact information on back panel). **PLEASE NOTE:** goods will be held by AQIS for **30 days**. **If you do not pay the holding fee or contact AQIS during this time, your goods may be destroyed.**



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

■ OPTION 2 – IMPORT PERMIT

To bring your goods into Australia under quarantine laws, you may be able to apply for an import permit. To do this, you must:

- complete an import permit application form (obtained from a Quarantine officer); and
- fulfil the import requirements related to your goods, which must be verified by AQIS.

In addition to an import permit application fee, you must also pay a holding fee. This is valid for 30 days and must be renewed if goods will be held for a longer period of time. **Detained goods may be destroyed by AQIS if your holding fee is not renewed every 30 days.** Contact AQIS to find out how to extend your holding fee.

■ OPTION 3 – HELD FOR RE-EXPORT

This option is only available if you are departing Australia from the place where your goods are being held. Detained goods are not permitted to travel within Australia. If your goods require special storage conditions, including refrigeration, please advise a Quarantine officer.

You may elect to have your goods re-exported:

- immediately, by post (at your expense), prior to your departure from Australia; or
- with you, upon your departure from Australia.

Your goods will be held initially for up to 30 days, then returned to you when you leave Australia. A holding fee applies to goods awaiting re-export. This fee is valid for 30 days and must be renewed if goods will be held for a longer period of time.

Detained goods may be destroyed by AQIS if your holding fee is not renewed every 30 days.

To **collect your goods** you must present AQIS with your Quarantine Notice:

At the airport

- prior to check-in at the AQIS shopfront (for larger items); or
- at the immigration line after check-in (for hand luggage items).

Or

If your goods are held at an AQIS office (see details on back panel), make sure that you present your Quarantine Notice and identification (licence/passport) to a Quarantine officer when arranging re-export of your goods.

■ OPTION 4 – DESTRUCTION

You can elect to have your goods destroyed by AQIS at no cost.



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