



Quarantine Accommodation

Spotswood Animal Quarantine Station, Victoria

Contact Details

Postal Address: PO Box 300, Newport, VIC 3105

Physical Address: 43-47 Craig Street, Spotswood, VIC 3105

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Email: Spotswood.Quarantine@aqis.gov.au

Office Hours

The administration office is open Monday to Friday from 8:00 am to 12:00 midday and 1:00 am 4:30 pm.

The office is closed on public holidays.

Animal Arrivals

Animals cannot be collected from the airport Monday to Friday between the hours of 12:00 midnight and 6:00 am. You will not be able to visit your animal at the Airport

Animals **will not** be received on public holidays or weekends.

Fees

The quarantine invoice will be forwarded to the importer address details as listed on the import permit within approximately 10 days of the animal's arrival

If your postal address has changed since you received your import permit, you **must** contact the quarantine station directly to update your records.

Your account must be settled prior to the release of your animal. If your animal is due for release on a weekend or public holiday please ensure that you have settled your account on a business day prior to that date AQIS will accept payment via EFTPOS, cash, Visa, MasterCard or AMEX.

Payment by bank cheque must be received at least 14 days prior to collection. No personal cheques will be accepted.

Animal Accommodation

Dogs - Each kennel has a run and a sheltered area. Kennels are provided with heating during the winter months.

Kennels are cleaned daily and disinfected on a regular basis.

Cats - Pens have an external and internal run with a trapdoor dividing them. Inside is the sleeping and feeding area, 1.8 metres by 0.8 metres with a sleeping box. Pens are provided with heating during the winter months.

Visiting Hours

Monday, Thursday and Friday

10:30 am to 12:00 midday or 1:00 pm to 4:00 pm.

Tuesday and Wednesday

1.00pm to 4.00 pm. There are no visits Tuesday and Wednesday morning.

There are no visitors allowed on weekends or public holidays. Only two visits are allowed each week when visiting your pet.

It is best to allow your pet at least 24 hours to settle after arrival before you visit.

If you are unable to visit your animal during designated visiting hours you will need to contact the Quarantine Station Assistant Manager who may be able to make special arrangements for you to visit your pet.

Staff will endeavour to exercise your pet twice a week if you are unable to visit. It is the discretion of the manager on warm days if animals can be exercised.

Visitors should wear fully enclosed footwear at all times.

Feeding

Cats and dogs will be fed a nutritionally complete and balanced commercial cat and dog food with the main meal fed in the morning. Both wet and dry food is available.

It is the importers responsibility to provide any special dietary requirements, including prescription diets, to the Quarantine station prior to the animals' arrival.

Do not send food with your animals.

Toys and Treats

If you wish to bring in treats for your pet, you will need to discuss with staff their suitability to ensure they are not overfed.

Some toys can present a hazard to your pet. Please avoid toys that are easily destroyed by biting or chewing (as they are a choking hazard) and those suspended by string. You will need to discuss the suitability of toys with your animal's attendant. Suitable toys can be sourced in Australia and sent to the quarantine station once the animal has arrived.

Animal Departures

8:00 am to 12:00 midday and 1:00 pm to 4:00 pm - Monday to Friday

9:30 am to 10:30 am on weekends and public holidays

The animal will only be released to the importer or to an authorized agent. This authority must be arranged with the quarantine station prior to the collection of the animal.

Photo identification must be presented at the time of release.

Medicating Animals whilst in Quarantine

AQIS discourages, on welfare grounds the importation of chronically ill animals.

Importers should also take into account the age and condition of their animals as well as travel and climatic stress when deciding to export their animals to Australia.

If your pet has any veterinary problems or requires medication (eg. diabetes/ epilepsy) contact the Quarantine station prior to submitting an application to discuss this with an AQIS officer or veterinarian. This medical condition should also be specified at the time of submission of your import application.

AQIS does not provide any medication. If the pet is on any kind of prescription medication a letter from your pet's veterinarian must be submitted outlining your pet's medical history, the type of medication required and the dosage rate prior to export. Quarantine staff will administer medication to your pet.

Medication can only be administered between the hours of 8:00 am to 4:30 pm - 7 days a week. There is no medication administered outside these hours.

These are **NOT** the hours that the quarantine station is open to the public.

Importers of animals that require the administration of therapeutics (eg. Diabetic/epileptic animals) outside the medication hours should discuss alternative treatment intervals with the animals' veterinarian prior to importation to Australia.

If attendance is required after hours in the case of an emergency, additional overtime charges will apply.

Photographs



Location

The Spotswood Animal Quarantine Station is located approximately 12 kilometres west of central Melbourne and approximately 25 kilometres from the Melbourne Airport. The Spotswood railway station is about 400 metres from the front gate.

A location map can be viewed at Google maps (<http://maps.google.com.au/maps>) through the following link;

[Google Maps – Spotswood Animal Quarantine Station](#)