



# Pet Relocation

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Cats and dogs entering Australia must meet all of the AQIS import conditions prior to export. This is to minimise the risk of exotic diseases being introduced into Australia. Australia is free from many animal-related diseases found in other parts of the world.

To import a cat or dog into Australia, you must apply for an AQIS import permit via the Live Animal Imports Program, except for cats and dogs from New Zealand. AQIS officers will assess the application and—provided that the animal meets the import permit requirements—grant an import permit.

An AQIS import permit is required to book a space at an AQIS post-arrival animal quarantine station.

There are three government animal quarantine stations equipped to accommodate cats and dogs in Australia. They are located in Sydney, Melbourne and Perth.

Please be aware there may be availability restrictions at the quarantine stations. It is recommended that you contact the relevant quarantine station to determine if a waiting period applies at the time of your intended importation.

## **Where will my pet travel in the aircraft?**

All pets travel in the special livestock hold of the aircraft, this is fully pressurised & heated, exactly the same conditions as the passengers upstairs

## **How will my pet cope with the flight?**

Pets travel very well, far better than people actually. They don't know they are 30,000 feet in the air, there is no sensation of moving and no windows with anything rushing past. As far as the pets are concerned, they are sitting in a comfy kennel in a very boring room, so they quickly just go to sleep. This is why they look so much better than we do after a long haul flight

## **My pet doesn't like loud noises, will he be scared on the aircraft?**

Aircraft noise is loud, but it is also very constant, like a droning in the background. There are no sudden bangs & crashes, so the pets settle very quickly

## **Will my pet have enough space & how will he go to the toilet?**

The IATA approved travel kennels need to allow enough space for your pet to stand & turn & be comfy, airlines will simply reject anything that is too small. It is always good not to feed your pet on the day of the flight, this reduces the need for them to go to toilet. You can't help certain accidents, but by far the majority of pets arrive clean & tidy at their destination. All approved kennels will have drinking facilities so your pet has water throughout the flight

## **Will my pet have to do quarantine on arrival?**

Dogs & cats travelling to Australia will have to complete a mandatory quarantine on arrival. The quarantine stations are at Sydney, Melbourne & Perth.

## **Do I have to travel with my pet?**

As your pet travels as "cargo", ie has it's own flight reservation, then no, you can travel whenever you like. As the pets will be going into quarantine, many clients like to send their pets to Australia in advance of their own travel. This allows for some "pet free" time before and after their arrival

## **Visiting your animal**

You can visit and interact with your animal during the quarantine period. As visiting hours differ, please refer to the individual quarantine station information for further details. However you will not be able to visit your pet on the day of arrival.

## **Exercise**

Whilst AQIS staff do not generally exercise the animals, each quarantine station is equipped with outdoor exercise yards for dogs. Importers may exercise their dogs, weather permitting, subject to the availability of the yards.

Importers may employ the services of a private dog walker, at their own expense.

## **Toys and treats**

If you wish to bring in treats for your animal, please discuss their suitability with AQIS staff to ensure that your animal is not overfed.

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

## **Feeding**

Your animal will be fed a high quality nutritionally balanced commercial cat or dog food.

As feeding differs between the quarantine stations, please contact the relevant quarantine station for further information.

It is the importer's responsibility to provide any special dietary requirements, including prescription diets, to the quarantine station for your animal/s if required. Please be advised that AQIS is unable to reduce the daily accommodation animal fee where importers choose to supply their own food.

Do not send food with your animal/s as it will be destroyed upon arrival due to quarantine risk.

## **Bedding**

Bedding which travels in the crate with your animal is generally soiled and may be destroyed on arrival due to quarantine risk. If you wish to send bedding for your animal's stay in quarantine it should be attached to the outside of the crate.

Alternatively bedding can be sourced in Australia and mailed to the quarantine station or supplied by you during a visit.

Beanbags and hammock beds are not permitted as a form of bedding.

## **Grooming**

Importers are welcome to groom their animals during the quarantine period or to arrange for a private groomer.

The quarantine stations' grooming rooms are available by appointment only. Appointments must be arranged with the administration office 48 hours in advance. Medicating animals whilst in quarantine.

Importers can also arrange for a professional groomer to attend to their animals. Please speak to the relevant quarantine station regarding private grooming arrangements.

Importers of long coated cats and dogs should arrange for private grooming. If an animal arrives at the quarantine station in a matted condition or is difficult to groom, it is the responsibility of the importer to arrange for a private groomer.

All private grooming fees are at the importer's expense.

## **Veterinary attendance for animals**

An AQIS veterinary officer examines your animal within three days of arriving at the quarantine station. AQIS veterinary officers only investigate exotic disease symptoms.

If AQIS staff identify an illness in your animal, veterinary attention must be provided by a private veterinarian at the importer's expense.

A Veterinary Attendance and Treatment Authorisation form must be completed at the time you submit your import permit application. This form gives AQIS the authorisation to seek veterinary services for your animal during the quarantine period, if required.

# Resources

## **Pet Transport companies worldwide and within Australia**

An International Trade Association of animal handlers, pet moving providers, kennel operators, veterinarians and others. You will find details of reputable pet moving providers on this website.

**Website:** [www.ipata.com/](http://www.ipata.com/)

## **Australian Quarantine and Inspection Service**

The AQIS department is responsible for keeping your pets quarantined once they enter Australia. For more information about where your pet will be quarantined visit the AQIS website or contact one of the regional quarantine stations below.

**Website:** [www.daffa.gov.au/aqis](http://www.daffa.gov.au/aqis)

## **Quarantine Stations**

### **Sydney, New South Wales**

Eastern Creek

Postal Address: 60 Wallgrove Road, Eastern Creek, NSW 2766

Physical Address: 60 Wallgrove Road, Eastern Creek, NSW 2766

Phone: +61 2 9625 4566

Fax: +61 2 9832 1532

Email: [EasternCreek.AQS@aqis.gov.au](mailto:EasternCreek.AQS@aqis.gov.au)

### **Melbourne, Victoria**

Spotswood Quarantine Station

Postal Address: PO Box 1079, Newport VIC 3015

Physical Address: 43-47 Craig Street, Spotswood VIC 3015

Phone: +61 3 9391 1627

Fax: +61 3 9391 0860

Email: [Spotswood.Quarantine@aqis.gov.au](mailto:Spotswood.Quarantine@aqis.gov.au)

### **Perth, Western Australia**

Byford Quarantine Station

Postal Address: PO Box 61, Byford, WA 6122

Physical Address: 106 Nettleton Road, Byford, WA 6122

Phone: +61 8 9525 1763

Fax: +61 8 9526 2199

Email: [byfordq@aqis.gov.au](mailto:byfordq@aqis.gov.au)