



WESTERN AUSTRALIA STATE NOTICE NO. 2008/01

Closure of the Fremantle Customs House Public Counter

The public counter at Customs House in Fremantle will close permanently on Friday 21 November 2008.

From Monday 24 November 2008, most transactions (see details below) that were processed at the Fremantle public counter will be processed at:

**Customs House
Fricker Road
Perth International Airport**

These include:

- the acceptance of Customs documents such as manual import and export declarations and unaccompanied personal effects declarations (B534s);
- Cashier services for over the counter payments
- the issuing of restricted goods permits; and
- the provision of face-to-face Customs information and advice.

The following activities will still be processed by staff at Customs House, Fremantle, although not via a public counter (see the table below for further details on alternative arrangements):

- clearance of overseas vessels, including yachts and the payment of AMSA levies;
- temporary importations, including carnets; and
- drop-off of redline documents.

Arrangements for services still performed at Customs House Fremantle	
Redline documents	Can be dropped off and picked up via secure boxes in the former counter area of Customs House, Fremantle. Can be emailed to: redlinewa@customs.gov.au for receipting and dissemination. Can be faxed to (08) 9430 1765
Clearance of overseas vessels, including yachts, and the payment of AMSA levies.	No changes to current arrangements. Shipping staff can be contacted via a telephone in the former counter area. Boxes will be available to drop off and collect documents.
Carnets and temporary imports	Can still be presented at Customs House Fremantle however any payments relating to securities can only be processed at Fricker Road.. A telephone in the former counter area will be available to contact relevant staff.

Payments	Payment of revenue and other import related charges can be made at Customs House, Perth International Airport. Alternatively, payments can be made by either mailing a cheque to Customs or by using the Customs Online Payment Facility – visit www.customs.gov.au and click on the home page quick link.
Unaccompanied Personal Effects	Must be lodged at Customs House, Fricker Road, Perth International Airport
Lodgement of manual import declarations	Must be lodged at Customs House, Fricker Road, Perth International Airport
Lodgement of manual export declarations	Must be lodged at Customs House, Fricker Road, Perth International Airport
Issue of restricted goods permits	Must be done at Customs House, Fricker Road, Perth International Airport

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 or email on information@customs.gov.au

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 or email on cargosupport@customs.gov.au

Clients with specific enquiries can contact the following areas directly:

WA Customs Telephone Contacts	
Unaccompanied Personal Effects and other manual import and export declarations.	(08) 9477 8600
Tariff Enquiries	(08) 9430 1445 or (08) 9430 1406
Carnets and Temporary Imports	(08) 9430 1347
Shipping and vessel clearance	(08) 9430 1561
Cargo Examinations	(08) 9477 8601

Enquiries regarding the closure of the Fremantle Customs House counter can be directed to Chris Roberts on (08) 9430 1397.

Amanda Leigh
Regional Director

November 2008