

Thank you for your enquiry to the ABF Industry Engagement team and the Customs Licensing team regarding arrangements for ABF Cargo/Client Services during the Christmas / New Year period.

In line with the provisions of the Department of Home Affairs Enterprise Agreement 2024-27, Australian Border Force (ABF) Officers will be observing a Christmas Closedown between **25 December 2024 and 1 January 2025 (inclusive)**. There will be some staff availability on **30 and 31 December 2024** to ensure provisions under Regulation 12 of the Customs Regulations 2015 are maintained.

Please see the regional contact points and availability below:

Region	Contact	Cargo/Client Services – Availability during Christmas Closedown 25 Dec 2024 to 1 Jan 2025, inclusive
NSW	counteropsnsw@abf.gov.au	Desk services will be in place during regular business hours.
VIC	clientservicestullamarine@abf.gov.au (or cmc@abf.gov.au for B959 requests)	ABF officers will be available to receive applications from 0830 to 1700 on 30 and 31 December and on other days from Monday to Friday other than public holidays: <ul style="list-style-type: none"> via email – clientservicestullamarine@abf.gov.au (or cmc@abf.gov.au for B959 requests) in person at 808 Bourke St Docklands. Persons presenting in person at 808 Bourke Street Docklands should call (03) 9339 1146 on arrival and an ABF Officer will collect any documents being submitted.
QLD	cargoservicesqld@abf.gov.au 07 31367192 If there are issues requiring urgent attention on 30 and 31 December, please contact the duty Superintendent on 0400 220 799.	Officers will be on duty in Air Cargo from 30 to 31 December. The RCU is available for any urgent enquiries outside of those dates.
NT	08 89202503 ntclientservices@abf.gov.au	The Northern Territory Client Service Counter will be operating under alternate arrangements. Notices will be placed out the front of 21 Lindsay Street advising that the site is closed. The sign will display the contact phone numbers and email addresses that will be active during the stand down. Darwin International Airport will be open and will act as the service counter. During this time, they will be able to accept manual applications.
WA	08 9430 161 RCUWA@abf.gov.au	The Cargo Services Front Counter will be closed from 25 December to 1 January but will be available for the processing of urgent clearances only on 30 and 31 December (08:30 – 17:00 AWST). The Cargo Services Mailbox will be monitored on 30 and 31 December (0830-1700 AWST). <ul style="list-style-type: none"> 30 and 31 December: Email to Cargo Services WA (cargoserviceswa@abf.gov.au) and cc Air Cargo WA (acowa@abf.gov.au). Urgent cargo issues will be dealt with by Air Cargo teams and will be limited to urgent and or perishable items only. For urgent clearances on public holidays and weekends, email cmc@abf.gov.au , cargosupport@abf.gov.au and RCUNSW@abf.gov.au .
SA	08 8447 9377 rcu_sa@abf.gov.au ;	Teams will be on duty and will attend as required. The number on the Client Service door (0419 833 871) will be diverted to another number during this period.

We also note the following information, which will be included in an automated response from the Industry Engagement team during the Shutdown period (25 December to 1 January, inclusive).

Query Type	Contact	Availability
Routine ICS Technical Support (including status updates, held cargo, underbond issues)	cargosupport@abf.gov.au or call 1300 558 099	07:00 to 20:15 AEDT Monday to Friday 09:00 to 17:00 AEDT Saturday & Sunday
Urgent Clearance matters	cmc@abf.gov.au or call 02 6275 6100	07:00 to 20:00 AEDT Monday to Friday 09:00 hrs AEDT to 17:00 hrs AEDT Saturday and Sunday
Trade Compliance Passenger Clearance Intervention and CMP	redlinensw@abf.gov.au	07:00 to 17:00 local time (30 and 31 December) *urgent matters only
	redlinevic@abf.gov.au	
	redlineqld@abf.gov.au	
	redlinewa@abf.gov.au	
	redlinesa@abf.gov.au	
cmp@abf.gov.au		
Australian Trusted Trader	TrustedTraderOperations@abf.gov.au	09:00 to 17:00 AEDT Monday to Friday
Regional Operations		
Western Australia	RCUWA@abf.gov.au	24/7
South Australia	RCUWA@abf.gov.au	24/7
Northern Territory	RCUOPSNT@abf.gov.au	24/7
Queensland	RCUQLD@abf.gov.au	24/7
New South Wales	RCUNSW@abf.gov.au	24/7
Victoria	rcviccc@abf.gov.au	24/7

Kind regards,

Asha

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