

出國報告(出國類別:實習)

赴澳大利亞及紐西蘭參訪檢疫犬 作業與交流報告書

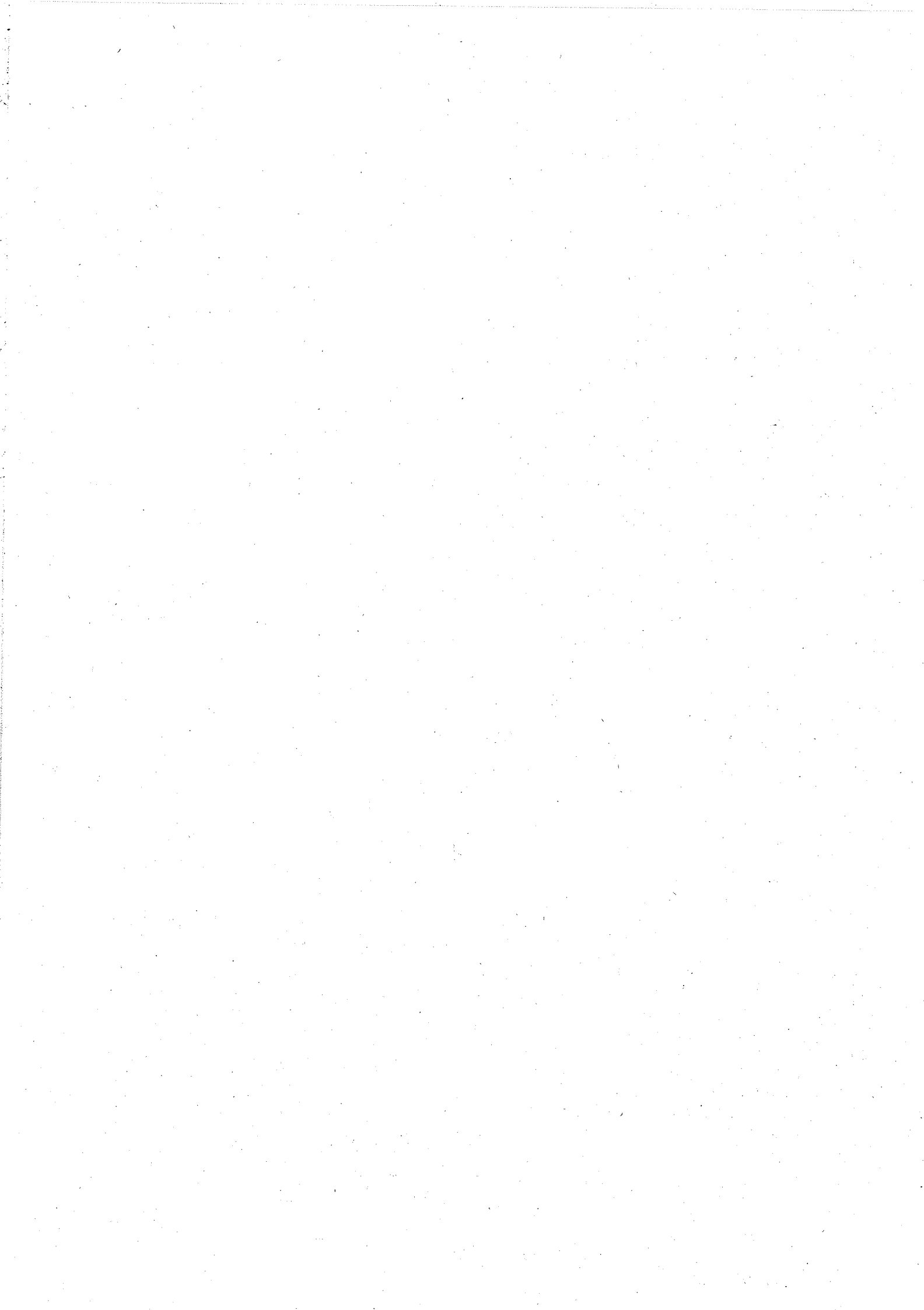
服務機關：行政院農業委員會動植物防疫檢疫局

職稱姓名：科長甯順熙

派赴國家：澳大利亞及紐西蘭

出國期間：100年7月10日 100年7月17日

報告日期：100年9月9日



行政院及所屬各機關出國報告提要

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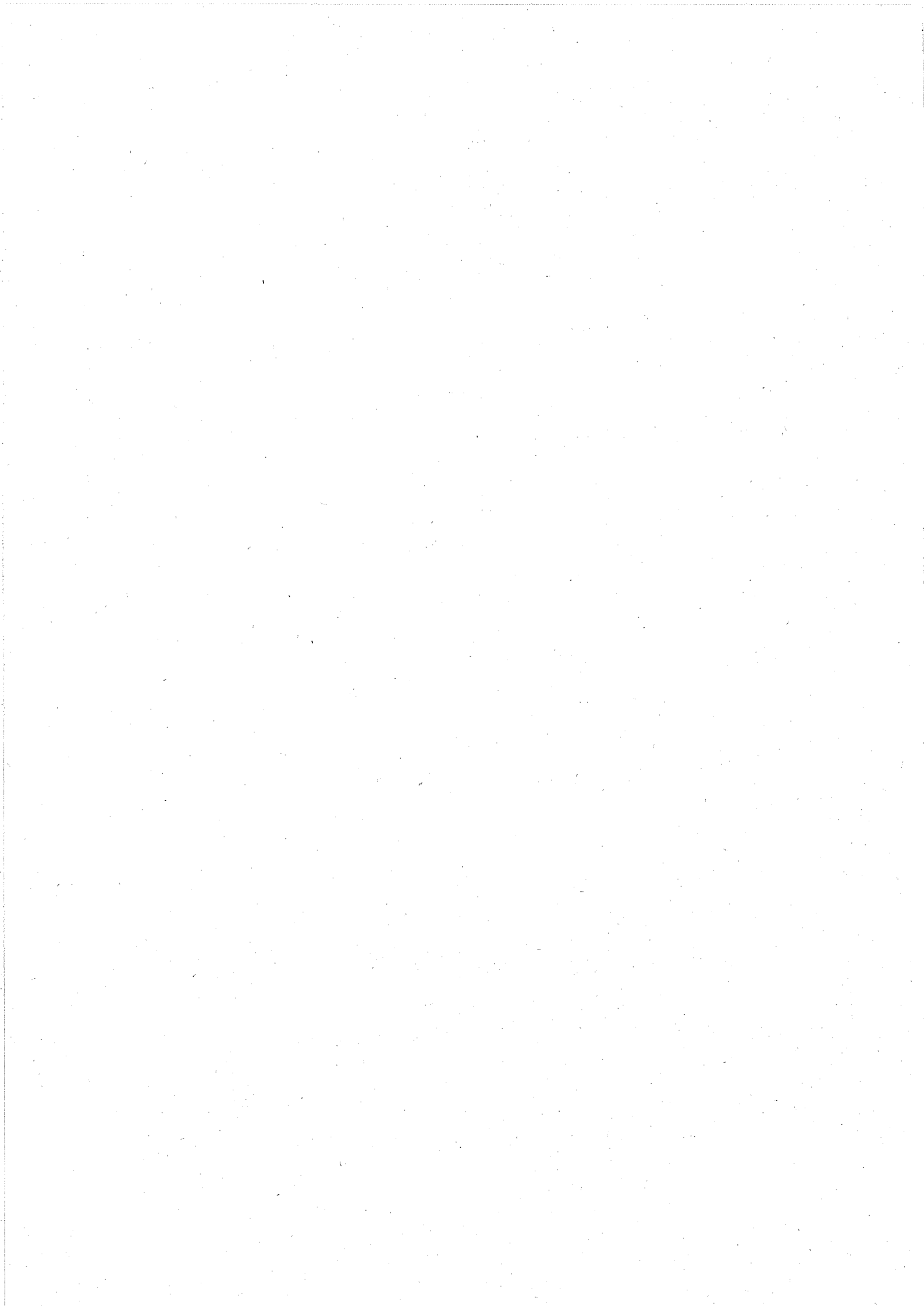
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內容摘要：

澳大利亞及紐西蘭兩國之檢疫犬配置於機場、港口、郵件中心進行偵測已有快有二十年歷史，其犬組訓練及管理作業均十分成熟，對於攔截旅客及郵包攜帶動植物產品之成效亦非常良好。為使我國檢疫犬計畫更加完善，藉由了解該兩國檢疫犬組相關訓練、執勤及管理方式之優點，以作為行政院農業委員會動植物防疫檢疫局執行檢疫犬作業及管理施政之參考。

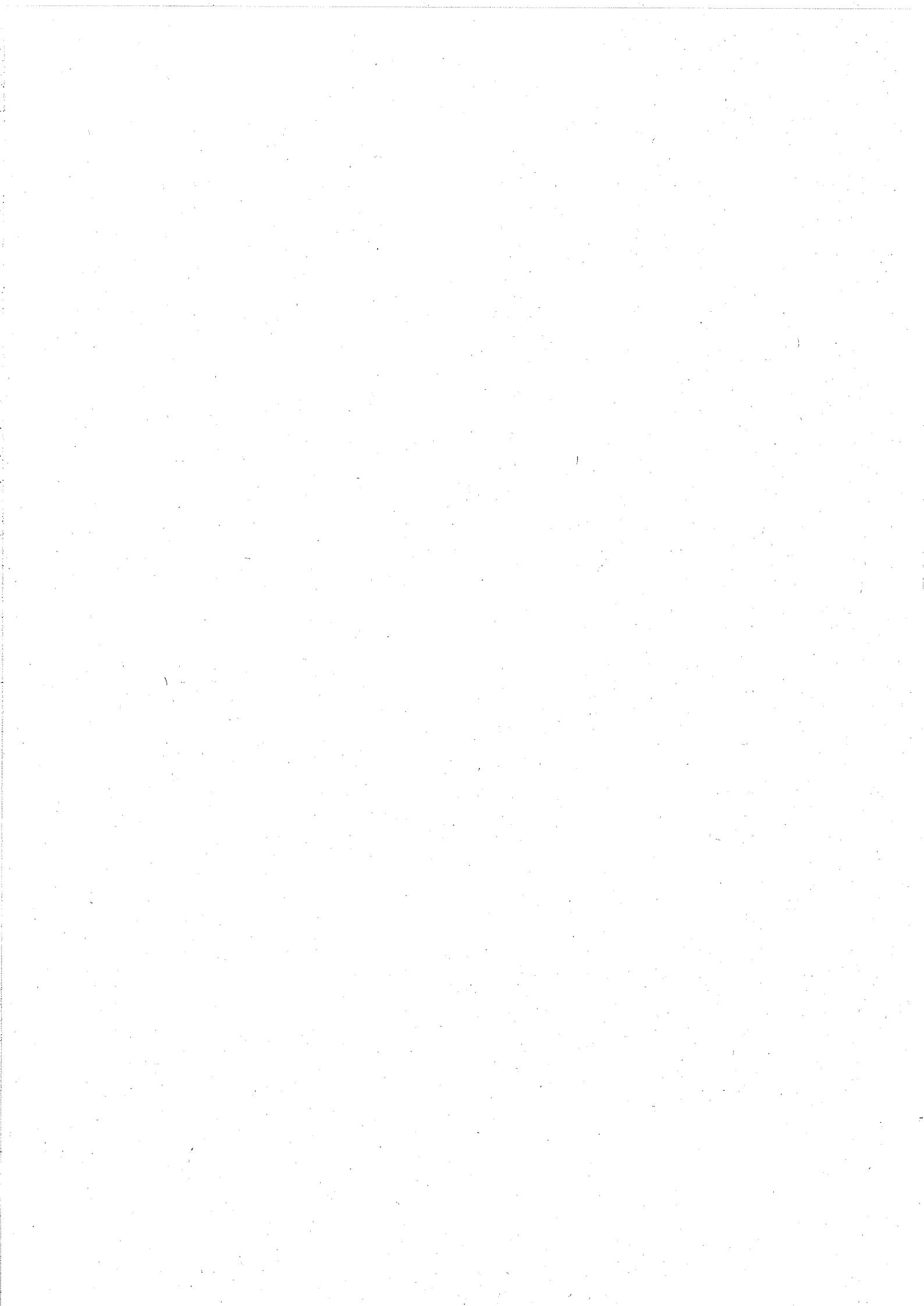
由於該兩國執行檢疫犬計畫比我國有更豐富經驗，為因應目前我國面臨檢疫犬隻來源不足、犬隊數需求越來多、經費需求逐年增加、以及未來檢疫犬發展規劃等問題，正所謂「他山之石，可以攻錯」藉由實地參觀相關場所，並與執行計畫之官員與訓練師進行意見交流，從中獲取可供我國學習之內容，以打造最適合我國之檢疫犬作業未來之方向與管理方式。



摘 要

澳大利亞及紐西蘭兩國之檢疫犬配置於機場、港口、郵件中心進行偵測已有快有二十年歷史，其犬組訓練及管理作業均十分成熟，對於攔截旅客及郵包攜帶動植物產品之成效亦非常良好。為使我國檢疫犬計畫更加完善，藉由了解該兩國檢疫犬組相關訓練、執勤及管理方式之優點，以作為行政院農業委員會動植物防疫檢疫局執行檢疫犬作業及管理施政之參考。

由於該兩國執行檢疫犬計畫已有比我國有更豐富經驗，為因應目前我國面臨檢疫犬隻來源不足、犬隊數需求越來越多、經費需求逐年增加、以及未來檢疫犬發展規劃等問題，正所謂「他山之石，可以攻錯」藉由實地參觀相關場所，並與執行計畫之官員與訓練師進行意見交流，從中獲取可供我國學習之內容，以打造最適合我國之檢疫犬作業未來之走向與管理方式。



目 次

壹、前言及目的	1
貳、行程及工作紀要	1
參、參訪重點內容	3
一、機場旅客入境室	3
二、國際郵件處理中心及快遞貨運站	4
三、犬舍	5
四、檢疫犬計畫之組織架構與管理	7
五、育種與犬種	9
六、訓練	10
肆、心得及建議	10
伍、附圖：	
一、澳大利亞雪梨機場旅客通關檢查示意圖	13
二、澳大利亞檢疫犬計畫組織及分工架構圖	14
三、紐西蘭檢疫犬計畫組織及分工架構圖	15
陸、照片	16
柒、附件	
一、澳大利亞檢疫犬計畫簡報	
二、澳大利亞檢疫中心動物檢疫之介紹	
三、紐西蘭檢疫犬之簡介	
四、紐西蘭檢疫犬育種計畫相關文件	

壹、前言及目的

我國為確保農業生產及自然環境之安全，避免國外動植物疫病害蟲等藉由旅客或郵包等方式攜帶至國內，行政院農業委員會動植物防疫檢疫局(簡稱防檢局)特規劃自 2002 年起成立我國檢疫犬之制度，並指派防檢局 3 名檢疫員前往美國佛羅里達州奧蘭多檢疫犬訓練中心，接受為期十週之領犬員訓練，因 3 組檢疫犬組於機場攔截旅客違規攜帶農產品及對民眾宣導成效良好，後又邀請紐西蘭訓練專家協助訓練犬組，以及派遣我國領犬員至美國完成我國訓練師之訓練，陸續增加我國檢疫犬隊之規模，目前我國已有 3 位訓練師、3 位助理訓練師及 40 位領犬員，執行偵測之地點亦由機場旅客擴展至郵輪旅客、郵件中心及快遞貨物等，除原有被動偵測犬外，亦增加主動偵測犬以加強偵測效果及範圍。

澳大利亞及紐西蘭兩國使用檢疫犬均較我國早，其檢疫犬組之制度、訓練、人員及犬隻之管理作業均十分成熟。為因應目前我國面臨檢疫犬隻來源不足、犬隊數需求越來越多、經費需求逐年增加、以及未來檢疫犬發展規劃等問題，希望藉由該兩國檢疫犬相關經驗，找出適合我國方式，因此派員赴該兩國了解現行之檢疫犬組相關組織分工、訓練計畫、執勤方式、犬隻來源、人員及犬隻管理方式，以供防檢疫未來規劃執行檢疫犬計畫方向施政參考。

貳、行程及工作紀要

- 7 月 10 日 上午 6 點 25 分搭乘國泰航空 CX463 班機飛至香港機場轉換 CX4VM,63 班機抵達至澳大利亞雪梨市 (SYDNEY)，再轉搭往市區之火車，夜宿新南威爾斯省雪梨市 (住宿：Park Regis City Centre Sydney)。
- 7 月 11 日 上午由澳大利亞防疫檢疫局(Australian Quarantine and Inspection Service, AQIS)檢疫犬計畫負責經理 Mr. Matt Holloway、訓練技

- 術經理 Mr. Geoffrey O' Neil 兩名官員帶領，並由我國駐澳大利亞代表處經濟組李組長冠志先生陪同前往快遞貨運站檢疫犬作業情形。後於 AQIS 雪梨地區辦公室進行簡報及意見交換。下午前往參訪雪梨郵件中心 (Sydney Gateway Facility) 檢疫犬執勤作業情形及中心內相關犬隻設施。之後前往雪梨地區的犬舍 (Eastern Creek kennels)，參觀該犬舍設施及相關作業。夜宿新南威爾斯省雪梨市 (住宿：Park Regis City Centre Sydney)。
- 7月12日 上午至雪梨機場旅客入境室，瞭解檢疫犬執勤狀況及相關設施，並於機場內 AQIS 辦公室內討論有關執勤、宣導活動及犬隻培育計畫等工作。
- 下午前往私立國際犬隻訓練學院 (International dog academy) 參觀新犬組訓練過程及內容。夜宿新南威爾斯省雪梨市 (住宿：Park Regis City Centre Sydney)。
- 7月13日 移動：上午由雪梨機場搭乘 9 點 20 分起飛之智利航空 LN8000 班機飛往紐西蘭奧克蘭機場 (AUCKLAND)，於紐西蘭時間下午 2 點 30 分抵達，由紐西蘭檢疫犬負責經理 Mr. Stuart Rawnsley 接機。夜宿奧克蘭市 (住宿：All Seasons Auckland Hotel)。
- 7月14日 上午由紐西蘭農林部生物安全局 (Ministry of Agriculture and Forestry, Biosecurity) 檢疫犬計畫管理經理 Mr. Stuart Rawnsley、訓練經理 (訓練師) Mr. Alan Willox 人於機場辦公室 (Auckland Biosecurity Centre) 介紹該國檢疫犬制度、訓練、入境旅客檢疫風險管理、領犬員與犬隻管理及未來發展方向等雙方進行交流
- 下午參觀奧克蘭機場旅客入境室，瞭解檢疫犬執勤狀況及相關設施，並與督導員及領犬員交換意見。夜宿奧克蘭市 (住宿：All Seasons Auckland Hotel)。
- 7月15日 上午於郵件中心參觀國際郵包及郵件之執勤狀況及設施，並與領犬員進行意見交換。後於訓練教室參觀新犬組之訓練，並與訓練師對新犬組訓練、工作中犬組之期中考核方式等，進行經

驗交換與討論。後於機場辦公室聽取紐西蘭海關 Mr. David Huff 先生介紹該國海關偵測犬之應用及意見交流。

下午於機場辦公室聽取培育計畫經理 Mrs. Kirsty Ansell 介紹新犬隻培育，並參觀犬舍及設施。夜宿，夜宿奧克蘭市（住宿：All Seasons Auckland Hotel）。

7月16日 資料整理。夜宿奧克蘭市（住宿：All Seasons Auckland Hotel）。

7月17日 由奧克蘭市搭乘上午6點25分國泰航空CX118班機飛至香港機場轉換CX400班機回桃園機場。

參、參訪重點內容

一、機場旅客入境室

雪梨機場(Sydney Airport) 是全球持續運營時間最長的機場之一，是大洋洲最繁忙的機場。AQIS 為確保檢疫品質及通關之順利，目前入境澳洲旅客須填寫入境申報表，其內容包含有動植物產品、食品、煙酒等，而 AQIS 資深檢疫官即依該申報表、班機起飛地點及族裔等判斷攜帶檢疫物之風險，引導旅客前往免檢查通關之走道（即我免申報通關）、或經檢疫犬偵測、或經 X 光偵測、或至海關櫃檯，而檢疫犬偵測櫃檯、X 光檢疫偵測與海關櫃檯之數量比例約 2：10：3。在檢疫犬偵測櫃檯部分，AQIS 檢疫人員會要求一次約 10 至 15 名旅客於檢疫櫃檯前依序排列，並將行李(包含托運行李、隨身行李及手提包或背包)放置於地面，以利檢疫犬組偵測，而一般情況檢疫犬組來回各偵測一次即完成偵測工作（約 2-3 分鐘），旅客即算完成通關檢查，等這批偵測完旅客走開後，換下一批旅客進行偵測，若檢疫犬對旅客有反應時，則請該名旅客連同其行李移至一旁之檢疫櫃檯查驗（參考附圖一）。澳方一般認為檢疫犬偵測效果較 X 光檢疫偵測正確率佳速度亦較快，據 Mr. Geoffrey O' Neil 表示走 X 光機偵測因人員判斷及機器呈現顏色效果因素，仍有部分農畜產品可能遺漏，所以檢疫犬有時亦會於 X 光檢查櫃檯附近進行偵測。在參觀同時，排隊等候動植物檢疫之旅客人數約有一百人以上，相對海關檢查

櫃檯則僅有少數旅客通過該櫃檯進行檢查，Mr. Matt Holloway 坦言，現行的作法雖然對動植物檢疫而言是比較周嚴，但嚴重影響通關速度，大量排隊等待檢疫的旅客，造成他們相當大的困擾及壓力，雖然大多數旅客均會配合，但仍有部分旅客會對此檢查模式有所抱怨。

奧克蘭機場（Auckland Airport）為紐西蘭最大和最繁忙的國際機場，亦是大洋洲第四大國際機場。紐西蘭 MAF 人員類似澳大利亞 AQIS 之做法，亦是依照旅客所填寫之申報表所列事項，及班機起飛地點及族裔等因素判斷攜帶檢疫物之風險，引導旅客通過 X 光機檢查(動植物檢服用)區，或經由免檢查通關之走道（即我國免申報通關）。該國檢疫犬於機場執行區域是在旅客出證照查驗區開始一直到提領行裏區，通常執勤時與其他領犬員或督導員（Team leader）互相協助，一位帶犬偵測另一位協助查驗，如犬隻有反應時該員即會檢查旅客之行李內是否有檢疫物，原則每偵測搜索 30 時分鐘休息一次，但領犬員會依旅客多寡及犬隻狀況進行調整，每一領犬員均配帶有對講機及錄音機，當遇狀況時可隨時請求支援，故同一時間同一航廈內，可能有 1 至 3 組犬組行偵測作業，而領犬員是賦予執行公權力，故領犬員可直接隊可疑之行李進行檢查。另檢疫犬組有可能於免檢查通關之走道執勤，若旅客於該走道或 X 機被查獲攜有動植物產品未申報或未自動丟棄者則將可能予以罰款，但在行李轉盤及證照查驗檯後方查獲者，除蓄意犯者，僅輔導申報或以協助丟棄方式居多。

二、國際郵件處理中心及快遞貨運站

雪梨及奧克蘭之郵件中心及貨運站均鄰近國際機場，除每日均有郵件及貨物通關外，各郵件中心及貨運站有其通關尖峰、離峰時段。紐澳檢疫犬組偵測郵件中心及貨運站，是選擇通關尖峰時間前往執勤，量少時則再移動前往其他郵件中心或貨運站進行偵測。當檢疫犬有刨抓反應時，領犬員會立即拆開信件或郵包進行檢查，或交由其他在場之檢疫人員進行物品確認，若非檢疫物則將外包裝復原後即可，經開過郵包或信件復原前會夾一張通知

書，告知收件者因檢疫需要包拆開過該信件或郵包。該兩國為因應世界各國習俗，在郵包雇請各種族，例如有華人、泰國、馬來、回教國家等，以協助辨別不同國家文字所標示的檢疫物，並配合全球各地民俗節慶如中秋節與春節等進行加強檢查，例如中秋月餅、臘肉、肉粽等檢疫物之檢查。

在執勤環境方面，在郵件中心內紐澳檢疫犬組與我國相同，於輸送帶、推車及整理區地面進行偵測作業，紐澳之「信件」與「郵包」均在同一郵件中心，故能在有限的時間內發揮檢疫犬組最大的功能。郵件輸送帶上，有約 5 至 7 公尺之檢疫犬作業區，並明確標示該區為檢疫犬工作區，此舉可確保犬組於該區域內作業不會受其他人事物干擾。

而在澳大利亞的快遞貨運站中，只要是位於管制區內，檢疫犬組就可進行偵測作業，若檢疫犬有所反應，無論是通關前、通關後或已裝載至貨車上，快遞業者均須配合將貨物取下接受檢查。

三、犬舍

(一)犬舍設計

澳大利亞之檢疫犬舍為長方型水泥隔間之設計，每棟前方有一空間為配料室，並記錄每隻犬所住位置及餵食注意事項，每棟約有 20 個籠位，大小犬隻分別住不同棟，共計 4 棟犬舍，每籠室內空間大小約為 1.5x1.5 公尺供作犬隻休息，並連接約 1.5x3 公尺之室外活動區，檢疫犬可自由進出室內外的空間。

犬舍外另有室外活動區，但每隻檢疫犬均配有相對面的兩間犬舍輪流使用，據犬舍工作人員表示，此目的在可確保檢疫犬所使用的空間乾爽乾淨，且可使犬舍消毒藥劑完全揮發後再讓檢疫犬居住。而紐西蘭檢疫犬舍基本設置與澳大利亞相似，但隔間為菱形鐵絲網，室內、外部分每間均約 2x2.5 公尺，每棟檢疫犬舍有 6 至 8 個籠位，數量亦為 4 棟，其中一棟為育種

專用。

由於紐澳冬季均較台灣寒冷，故其均有防寒設施，澳大利亞主要以為犬隻添加外套的方式，但部分排斥外套的檢疫犬則以保溫燈加熱保暖，紐西蘭犬舍則使用暖氣機維持室內溫度。另外紐澳兩國人員在進入犬舍前均要踩踏之消毒池(消毒墊)做為防疫措施。

(二)地點

澳洲雪梨檢疫犬舍位於 Eastern Creek 隔離檢疫中心內，經詢問該中心犬舍負責人，是否會因增加檢疫犬感染疾病之風險？該官員表示有其可能性，但無論是畜、禽或是犬貓寵物若符合澳大利亞政府相關規定得以(或必須)於該檢疫中心隔離者，表示其已按規定接種疫苗或投藥，並設有高約 2 公尺區隔用之鐵皮圍牆，且距離最近之犬貓隔離舍至檢疫犬舍亦有一定距離(約 30 公尺)，所有人員在進入檢疫犬舍前，必須踩踏消毒池(消毒墊)，故其受感染之風險即降至相當低，檢疫犬隻進出犬舍是由另一專用出入口，與隔離動物之出入口不同，該官員表示，檢疫犬在犬舍被隔離動物感染的可能性，遠低於在執行偵測時被感染。

而紐西蘭犬舍則在機場 MAF 辦公室後方，檢疫犬訓練教室為於同一地點，該教室同時供海關訓練使用，由於地點就在機場範圍內，對於犬隻及人員之執勤、在職訓練或不同執勤地點的移動均相當便利。

(三)執勤地之犬隻暫置室

紐澳於執勤地點均有相當完善且獨立之犬隻暫置室，可確保檢疫犬於休息時不受外界干擾。而澳大利亞甚至於郵件中心設置二處暫置區，其一為位於室內，備有數個犬籠供檢疫犬短暫休息用，另一供長時間休息時，暫置於戶外的獨立建築，其標準已達犬舍規格，籠位亦當寬敞約 1.5x1.5 公尺，並備有與犬舍相同之軟墊供犬隻使用。

(四) 犬隻運輸車

紐澳對於犬隻運輸均採用人犬分離之小卡車，人員乘坐空間與犬隻完成分開，人員乘坐空間完全不會有犬隻味道。犬籠為固定式，其空間設計依犬隻大小不同而異，其空間設計具有良好通風性，上方還有增加通氣效果之裝置，下方塑膠墊易於清洗。

四、檢疫犬計畫之組織架構與管理

(一) 澳大利亞檢疫犬計畫組織架構

澳大利亞目前共計有 65 組被動反應犬組、22 主動反應犬組，合計共 87 組犬組，分布於全國 4 主要機場及 8 次要機場或港口，執行檢疫偵測工作。每年平均每一犬組預算約 130,000 澳幣，包含人員薪資、犬舍、訓練、照護……等相關費用。檢疫犬計畫由一專責計畫經理負責統籌規劃及訂定工作方向，其下有負責技術之技術經理（亦為訓練師），及管理行政之行政經理，另有委外訓練中心，該中心依照 AQIS 要求訓練檢疫犬及領犬員，僅負責至結訓為止，之後由 AQIS 技術人員負責，其資深技術人員（Technique Coordinator）還需負責各派駐地技術人員、領犬員技術指導、督導考核及協調等工作（附圖二）。該國主、被動領犬員薪資相同，另 AQIS 聘僱有計時工作(Part time)之領犬員可彈性調整運用。

(二) 紐西蘭檢疫犬計畫組織架構

紐西蘭目前共計有 37 檢疫犬組，分布於全國 4 機場及其貨運站與郵件中心，執行檢疫偵測工作，而港口則為機動派遣。每年檢疫犬計畫總算約 3,000,000 紐幣，包含人員薪資、犬舍、訓練、照護……等所有有關於檢疫犬之事物。檢疫犬計畫由一位計畫經理負責，但仍須辦理其他檢疫相關業務，其工作為統籌規劃檢疫犬計畫，訂定工作方向，其下有負責技術之訓練師，其負責訓練檢疫犬及領犬員，包含轉訓，給予領犬員指導，

考核領犬員、資深領犬員。另有育種計畫之經理，專責犬隻的繁殖育種，目前以米格魯為主。另有督導員（Team leadres），負責排定領犬員班表，督導考核領犬員差勤與執勤情形（附圖三）。而主、被動領犬員薪資相同，若同時帶有兩隻犬隻時，其薪資亦無增加。

(三)紐澳檢疫犬組考核

紐澳兩國對檢疫犬計畫管理似乎均由「計畫經理」統籌規劃方向，但並非由計畫經理實際執行各項細節，而是分別由「技術」及「管理」二區塊負責，如技術部分最高執行者分別為「技術經理」（澳大利亞）及「訓練師」（紐西蘭），並經由分層負責，達到管理效果。

在領犬員的考核上，亦分為技術與執勤二部分，技術部分在澳大利亞是由「技術人員」（類似我國之訓練師及助理訓練師）進行考核，若不通過亦由資深技術人員或技術人員給予在職訓練，若仍無法達到水準以上則該員則無法繼續擔任領犬員一職。而在紐西蘭則為「訓練師」及「資深領犬員」（類似我國助理訓練師）考核，若技術出現缺失未能通過考核，則需回到訓練中心由訓練師進行訓練，若於訓練中訓練師認為該員不適任或該員無法通過訓練，則該員將回歸一般檢疫員身分，不得再擔任領犬員。

而在差勤上領犬員均不能自行排訂班表，須由管理者排定，如紐西蘭是由督導員（Team leader）（類似我國分局檢疫犬管理員）排定，由領犬員配合執行，考核亦然。

(三)領犬員懷孕、育嬰

因女性在聲音、音調控制上較男性具有優勢，故在紐澳領犬員與我相同，以女性佔多數，故紐澳兩國亦經常發女性領犬員懷孕等情形。紐澳兩國對於懷孕領犬員是否還要帶犬隻執勤是取決於個人自由，是否請產假、育嬰假或轉任其他工作均由領犬員自行決定，如紐國亦曾有領犬員於生產前 6 日才始轉任

其他工作的案例。而在紐西蘭請產假或育嬰假之領犬員，其原先搭配之檢疫犬，必定轉訓予其他領犬員，是否於銷假後繼續搭配原領犬員則依其請假日數、將視犬隻狀況及犬隻調度情形而定；但在澳大利亞，因 2 至 3 名領犬員共同搭配 5 至 6 隻檢疫犬，非一人帶一隻或兩隻犬，故無犬隻轉訓問題。

(四)檢疫犬與領犬員搭配

澳大利亞之檢疫犬與領犬員搭配方式也有所差異。澳大利亞訓練技術經理 Mr. Geoffrey O' Neil 表示，數年前犬隻搭配仍與紐西蘭及我國相同，為一人一犬(犬隻屆退役時為一人搭配一新一舊兩犬)方式執勤，於近年始改變為為 2 至 3 名領犬員，共同搭配 5 至 6 隻檢疫犬，除可避免檢疫犬受傷或生病時領犬員無犬隻可用或領犬員請長假檢疫犬閒置等情形，主要原因為可避免領犬員將所有精力及情感投注於單一檢疫犬，分散其情感於數隻檢疫犬，不會使領犬員對檢疫犬有無法割捨的情形，有利於犬隻調度。

但紐西蘭訓練師 Mr. Alan Willox 並不完全認同澳洲這樣犬隻與領犬員搭配模式，Mr. Alan Willox 表示數年前紐西蘭領犬員亦經常發生對檢疫犬情感無法割捨造成犬隻調度上的困擾，但日後檢視發現問題來源可能為當時招募之領犬員，絕大多數為「愛狗人士」，犬隻情感遠大於對檢疫重要的認同，故在發現此一問題後，領犬員轉向由 MAF 內部檢疫人員招募，並對原任領犬員進行在職教育，使其了解並認同檢疫犬來自於檢疫的重要，故現任領犬員均能體會此一觀念，故在犬隻調配領犬員時雖仍有情感，但可接受犬隻調度的安排。

五、育種與犬種

世界各國用為檢疫犬之犬隻均相類似，絕大多數為米格魯，拉不拉多次之，其他尚有黃金獵犬、西班牙史賓格犬波音達犬……等。紐澳兩國絕大多數亦為米格魯與拉布拉多，但僅有紐西蘭進行犬隻育種，因澳大利亞訓練技術經理 Mr. Geoffrey

O' Neil 表示澳大利亞米格魯原為打獵用，不適合用於偵測犬，且經委外嘗試育種成功率並不如預期，故現今均以直接購買犬隻方式居多，又米格魯種原不足及適用之因素，故將逐漸以拉不拉多犬為主，亦會嘗試以不同品種有計畫性雜交所得之犬種，以綜合其優點試作為檢疫犬隻可能性。

而紐西蘭 MAF 有相當良好且適合作為偵測犬之米格魯種源，並已進行育種工作多年，成功率達七成以上，且於檢疫犬計畫中亦有負責育種之部門行育種相關工作，故澳洲 AQIS 亦推崇其育種計畫。紐西蘭育種仍以米格魯為主，但近來配合訓練及整體計畫亦嘗試進行拉不拉多育種。除育種所得之犬隻外，紐西蘭亦於收容中心或一般民捐贈犬種中找尋合適犬隻，亦無特定品種，如參訪時郵包中心看到之主動偵測犬 DECEL，即是來收容所，故無法確知其品種之混種犬。

六、訓練

澳大利亞檢疫犬初級訓練是委託民間辦理，本次參訪為私立國際犬隻訓練學院 (International dog academy)，該訓練中心現有 9 位訓練師，其中一位訓練師 Mr. Ken Innes 則是負責訓練犬隻之偵測工作，曾經訓練過被動偵測犬 60 幾組及主動偵測犬 40 幾組，曾經訓練過有澳大利亞警犬隊、海關偵測犬、檢疫偵測犬、日本檢疫犬等計畫。

紐西蘭檢疫犬制度亦源自美國，現任訓練師 Mr. Alan Willox 與曾經協助我訓練師 Mr. Rene Gloor，為同一期於美國接受檢疫犬訓練，故該國訓練方式與我國類似。

在如何加強訓練師自我訓練部分，紐澳兩位資深訓練師認為，藉由實施現場觀察，及以其他訓練師案例討論，以及與不同領域使用之偵測犬訓練師進行交流，亦可至大學選修有關犬隻相關課程。

另透過紐西蘭檢疫機構 (MAF) 協助，由紐西蘭海關簡介該國海關之偵測犬，其偵測目的為旅客是否攜帶毒品及偽鈔，目標毒品是藉由國際海

關合作交換訊息更新毒品資訊，偽鈔則是以紐幣、澳幣及美金為標的，其訓練方式與檢疫犬類似，雙方亦討論犬隻對毒品反應不佳之可能原因，並討論未來偵側犬可能發展方向。

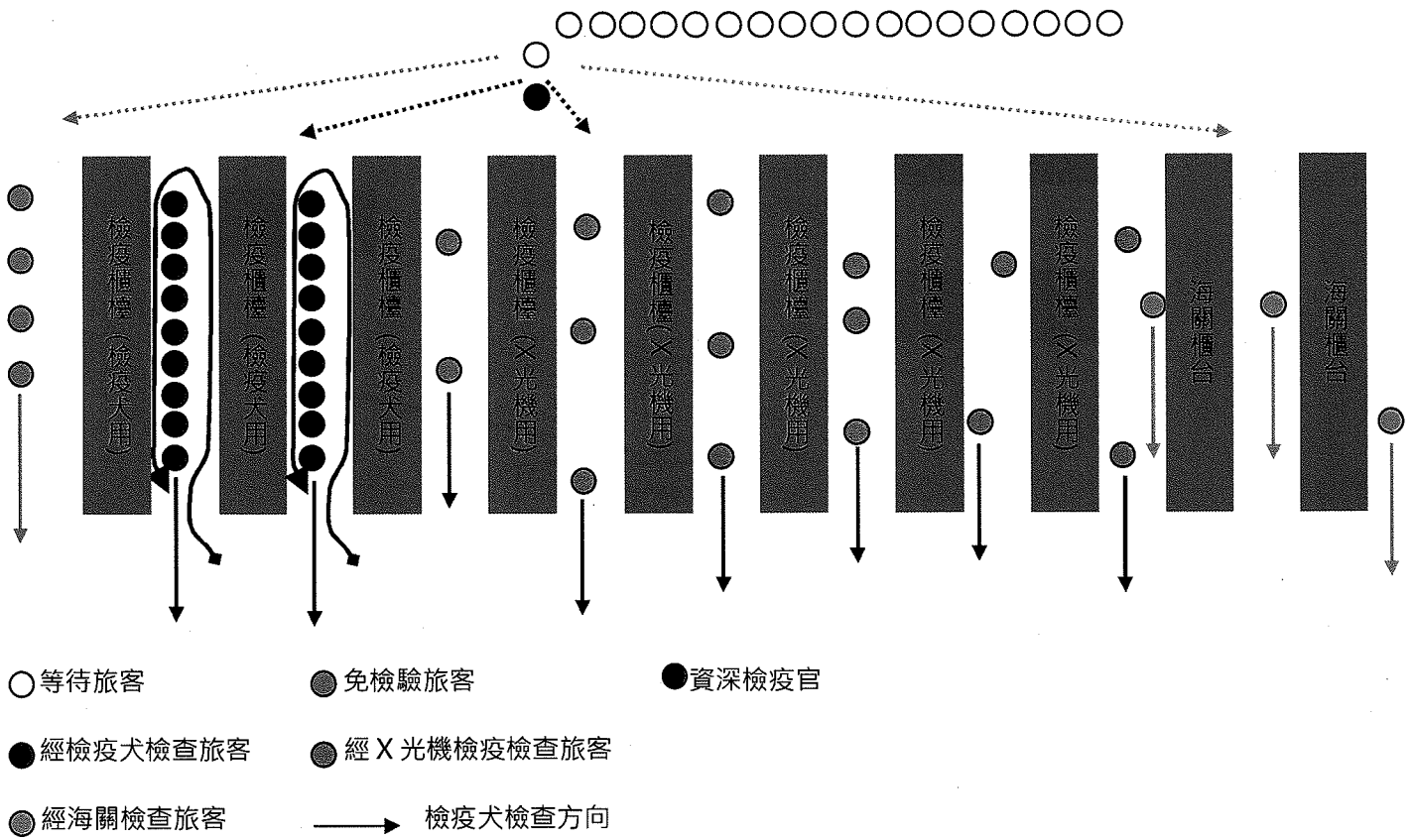
肆、心得及建議

- 一、紐澳兩國對動植物檢疫工作非常重視，由檢疫犬計畫即可看出每年所花費之人力、物力及費用均很龐大，要維持檢疫犬計畫成功，費用部分絕對是重要基本因子，另在人力方面，在執行計畫時因行政事務非常複雜，其重要性不亞於技術性之訓練工作，故組織分工應區分技術及行政兩大部分，由專人負責執行年度計畫之規劃及管理。
- 二、在參觀紐澳兩國之國際郵件中心，發現除有檢疫犬協助偵測外，仍配有多名檢疫人員進行檢查工作，他們在檢查後會將檢疫物扣留，及通知收信者，未發現檢疫物亦會留一張通知書，告知收件人因檢疫須要曾打開郵件或包裹查驗，若發現有故意輸入者，亦會進一步偵辦調查及予以罰款。
- 三、目前我國檢疫犬於國際郵包中心執勤，若犬隻有反應時，因領犬員不能立即拆封檢查，故無法當下得知檢疫犬反應為正確或錯誤反應，若為錯誤反應無法當下即進行加強訓練，為因應我國領犬員非正式公務人員之故，但如能於國際郵包中心若配置足夠之檢疫員，於犬隻反應即進行拆封檢疫作業，亦可達到相同的效果。另外各轄分局亦可不必再派員至郵局檢疫，其檢疫效果應勝於現行方式。
- 四、在未來發展方向，大家不約而同是如何更有效利用犬隻，例如一隻犬同時具有主動及被動偵測能力，至不同地點執勤犬隻會自動轉換偵測方式。若犬能適應此種方式桃園國際機場旅客及快遞部分，台北機場與郵包中心將可更多組犬隊可供彈性利用，這方面將可作為我國規劃未來訓練的方向。
- 五、紐澳兩國檢疫犬計畫中之訓練師均由資深訓練師帶領，他們會依

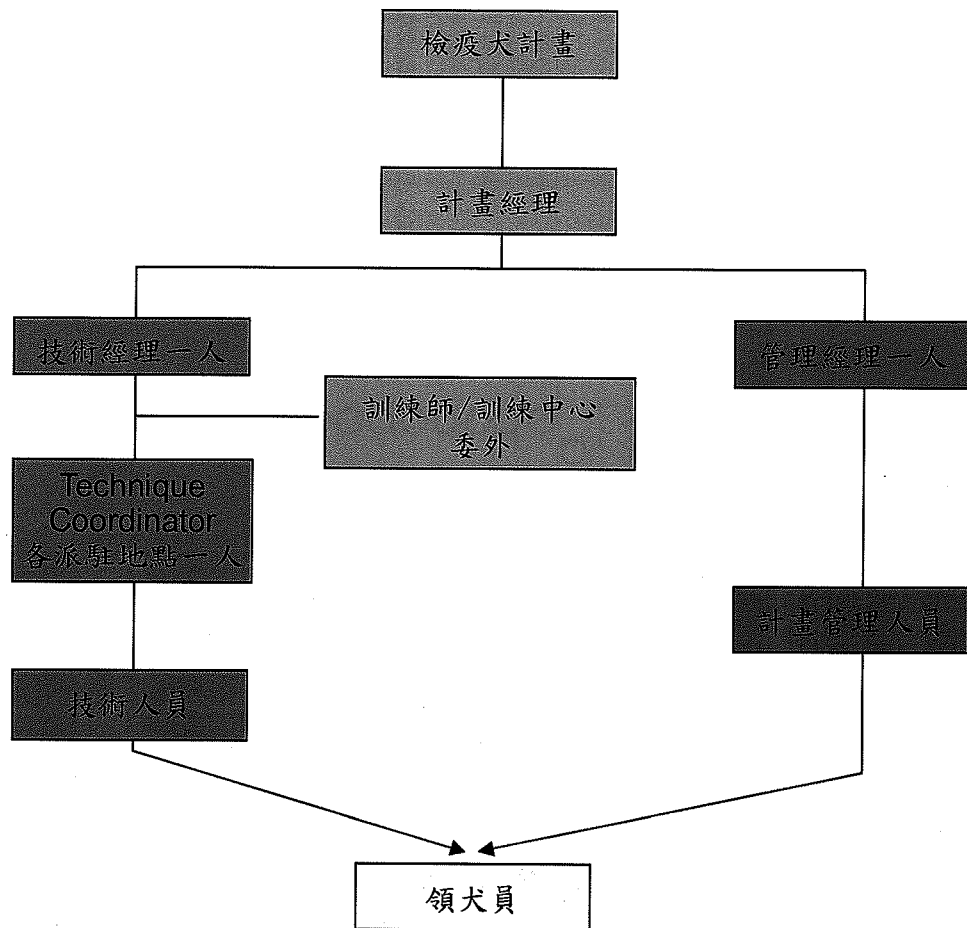
實際需要調整訓練、執勤方式，並配合整體動植物檢疫需求調整執勤方式，例如雪梨機場旅客入境室檢疫犬作業模式即是幾年才開始，以前亦是於旅客行裏轉盤附近進行偵測。我國目前檢疫訓練師資歷尚淺，應多充實自我加強訓練，及至大學選修有關犬隻相關課程，若有機會可前往不同國家瞭解各使用檢疫犬國家之狀況。平時應可藉由案例討論累積經驗，並與海關偵測犬、消防局搜救犬等不同領域之偵測犬訓練師進行交流增進技術，吸收新知識與觀念。

六、對犬隻之而言，戶外活動場為犬舍重要的基本設施之一，由於紐澳之檢疫犬舍占地寬廣，故其戶外活動場亦相當寬廣，而每棟檢疫犬舍間之空間亦有效利用設置維護外活動場，並有大小不一之戶外活動場。這樣設計可能是為「大型犬與中型犬分開使用」的原則及區分個別犬隻活動，有助避免犬隻互相攻擊而產生之危險。另外在進入犬舍之消毒池(消毒墊)設計、犬舍通風性及犬籠內外活動空間等，這些都是可供我們未來規劃犬舍時納入參考。

澳大利亞雪梨機場旅客通關檢查示意圖

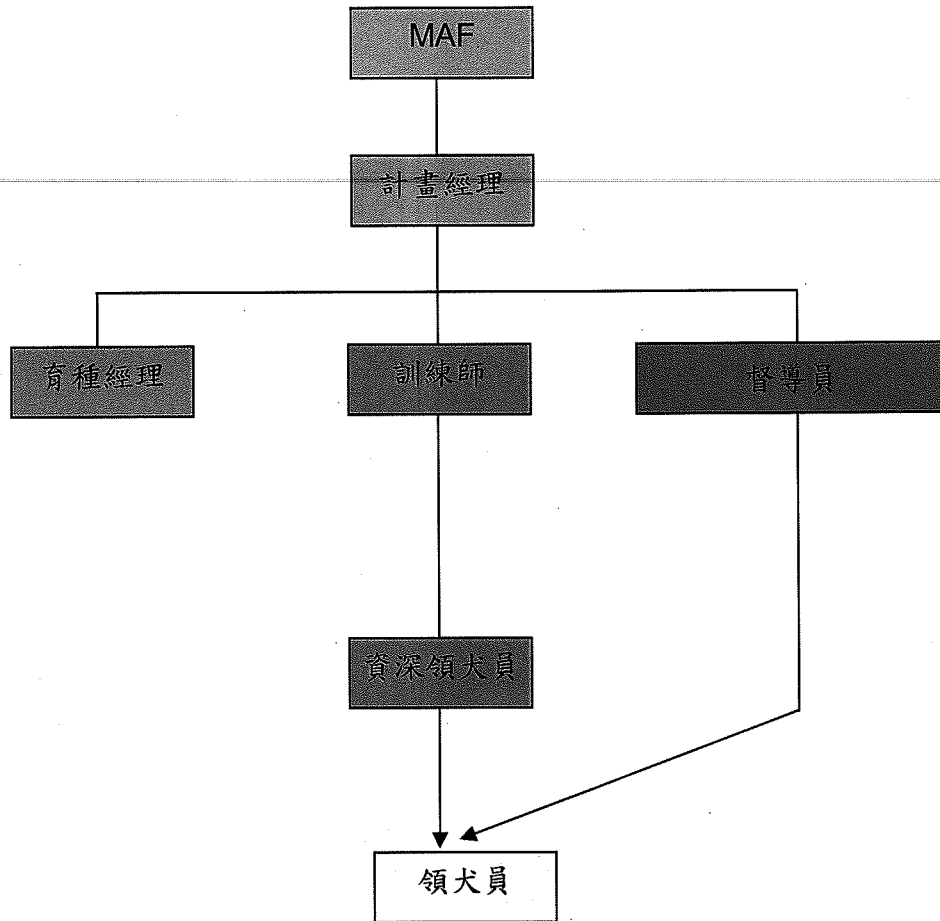


澳洲檢疫犬計畫組織及分工架構圖



- 1 計畫經理：統籌規劃檢疫犬計畫，訂定工作方向。
- 2 技術經理：提供計畫經理技術支援或諮詢，督導或輔導各派駐地點人員。
- 3 訓練師/訓練中心：為委外訓練中心，依照 AQIS 要求訓練檢疫犬及領犬員，僅負責至結訓為止。
- 4 資深技術人員（Technique Coordinator）：工作 3 年以上之技術人員，提供各派駐地技術人員、領犬員技術指導，督導考核，協調各派駐地點外單位或各部會。
- 5 技術人員：各派駐點一人，給予領犬員技術指導，安排領犬員相關在職訓練，督導及考核領犬員。
- 6 管理經理：管理其他非技術相關事宜，督導考核差勤。
- 7 計劃管理人員：管理會計、差勤……等庶務事宜。
- 8 領犬員：帶領檢疫犬執行偵測工作。

紐西蘭檢疫犬計畫組織及分工架構

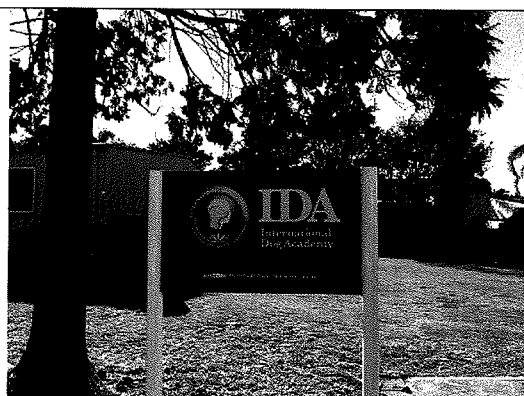


- 1 計畫經理：統籌規劃檢疫犬計畫，訂定工作方向。
- 2 訓練師：依照計畫經理要求訓練檢疫犬及領犬員，包含轉訓，給予領犬員指導，考核領犬員、資深領犬員。
- 3 育種經理：依計畫經理及訓練師要求進行犬隻育種，安排犬隻育種相關事宜。
- 4 資深領犬員：給予領犬員技術指導並協助訓練或帶領 2 組檢疫犬。
- 5 督導員 (Team leadres)：非技術人員，負責排定領犬員班表，督導考核領犬員差勤與執勤情形。
- 6 領犬員：帶領檢疫犬執行偵測工作。

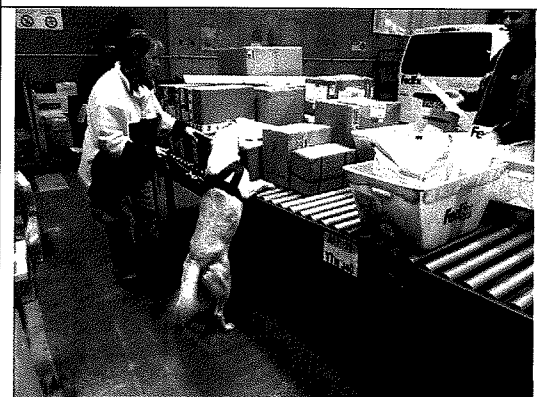
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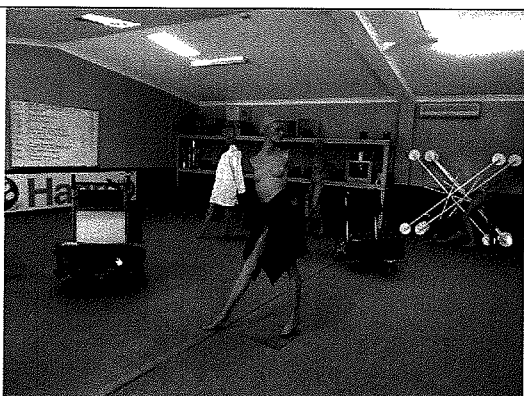
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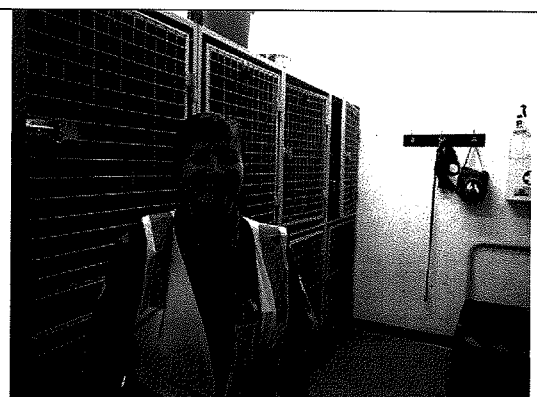
澳大利亞國際犬隻訓練學院外觀



澳大利亞檢疫犬於快遞倉偵測



澳大利亞國際犬隻檢疫犬教室



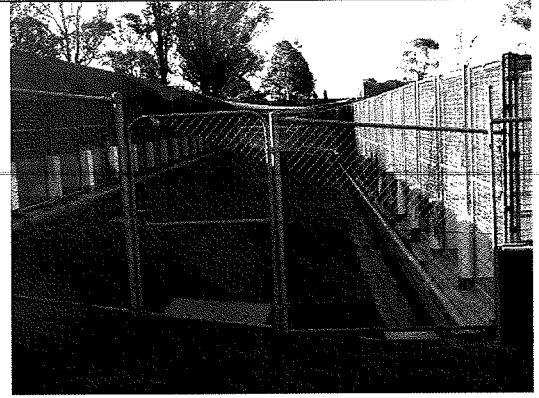
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澳大利亞郵件中心戶外等待區



澳大利亞犬舍室內



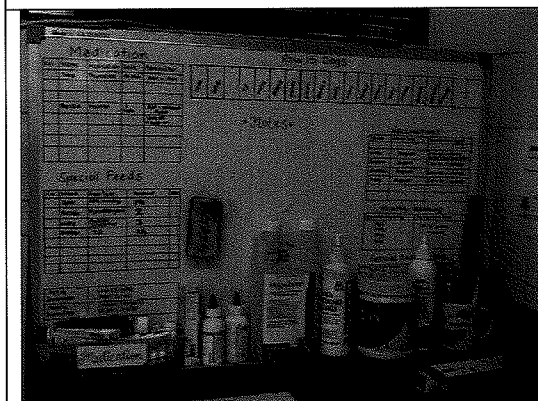
澳大利亞犬舍室外活動場



澳大利亞犬舍入內消毒



澳大利亞犬舍室外活動場



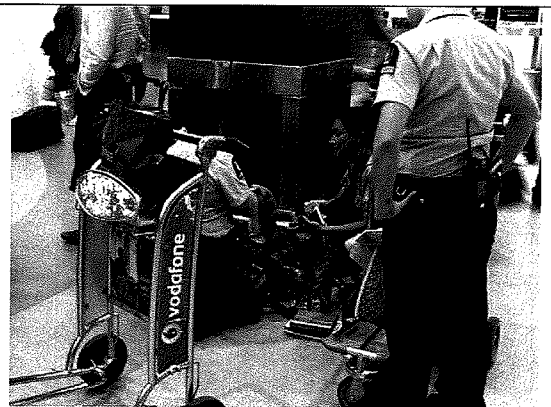
澳大利亞犬舍內犬隻餵食記錄



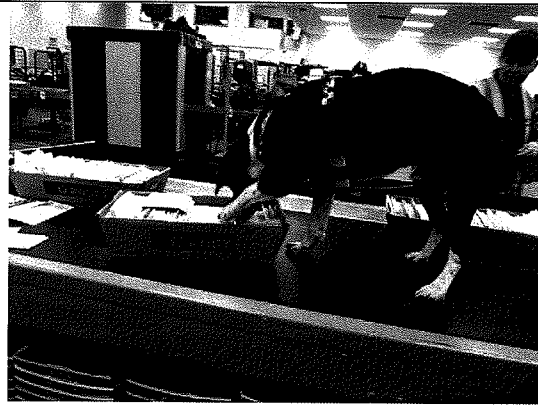
澳大利亞檢疫犬運輸車



紐西蘭檢疫犬於旅客入境室偵測



紐西蘭領犬員於入境室詢問旅客



紐西蘭檢疫犬於郵件中心偵測



紐西蘭檢疫犬於郵件中心偵測



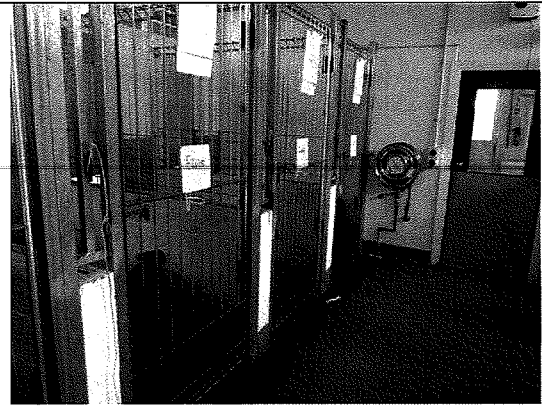
紐西蘭檢疫犬訓練中心



紐西蘭檢疫犬訓練教室內



紐西蘭檢疫犬舍預備室



紐西蘭檢疫犬舍內部



紐西蘭檢疫犬舍戶外活動場



紐西蘭檢疫犬運輸車



紐西蘭收集各國檢疫犬工作服



紐西蘭機場檢疫棄置箱



Australian Government
Australian Quarantine
and Inspection Service

Mail and Detector Dog Program

Matthew Holloway
National Program Manager
11 July 2011

DEPARTMENT OF AGRICULTURE, FISHERIES AND FORESTRY

History and Development of AQIS Detector Dog Operations

Screening tool used by AQIS to reduce the risk of unwanted pests & diseases being introduced into Australia

1992 – Passive Response “sit” detector dogs introduced into international airports

1995 - Active Response “dig” detector dog introduced at international mail centres and commercial air couriers

History and Development of AQIS Detector Dog Operations

2001 – Detector Dog Program expanded after the FMD outbreak in UK



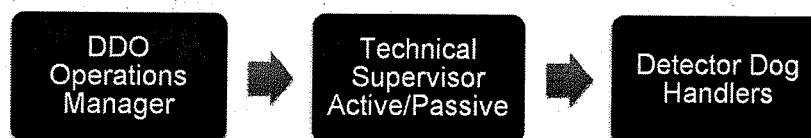
2009 – Detector Dog and Operational Services Program merged with International Mail Program as part of Border Branch restructure

Mail and Detector Dog Program receives government funding. Each dog team costs \$130,000 per year

June 2011

3

Management Structure and relationships with other commonwealth canine units

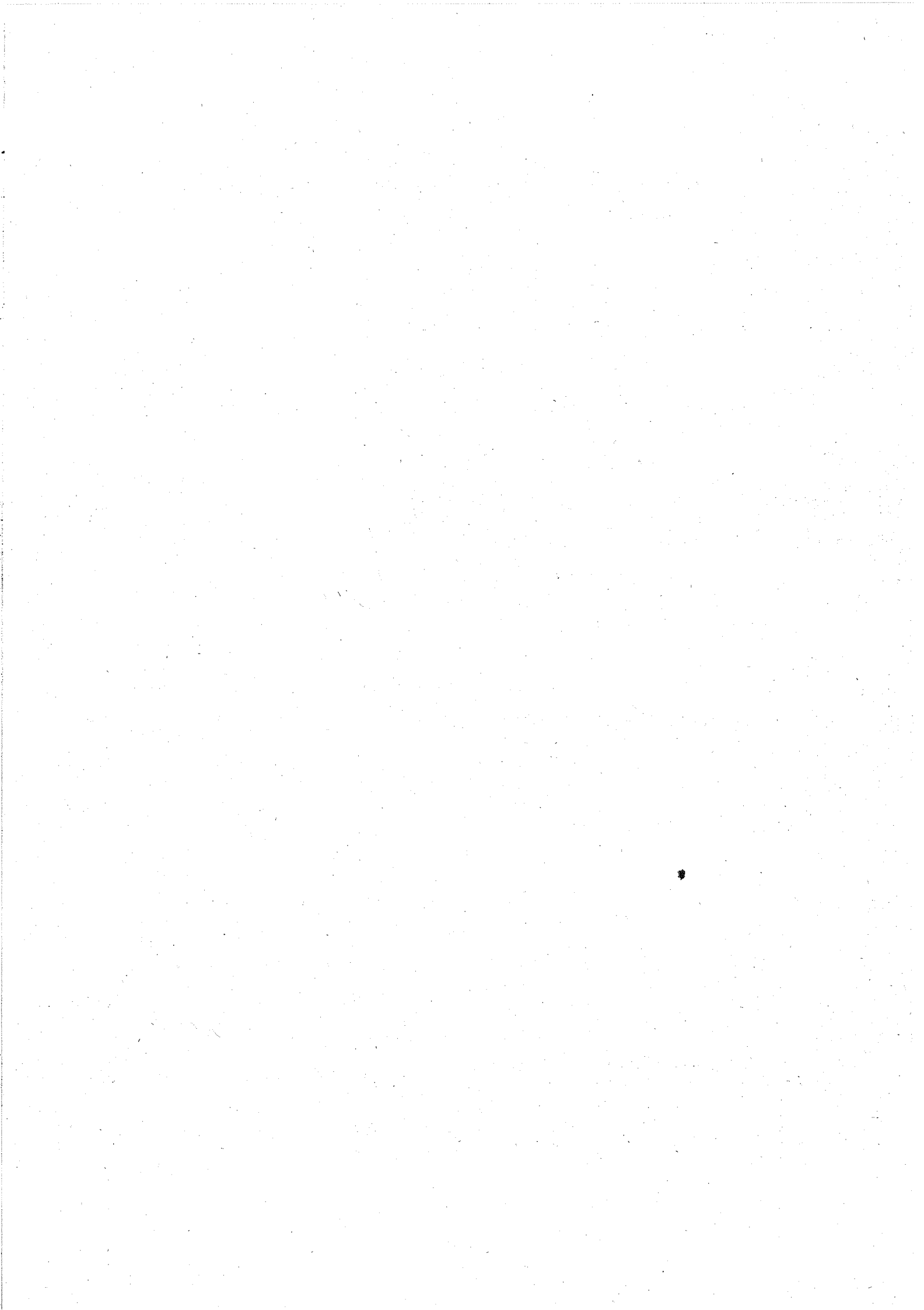


July 2011

4

Risk Management Approach

- ❖ **Implementation and refinement of targeted risk based intervention methodologies to effectively and efficiently manage the quarantine risks in International Mail consignments**
- ❖ **These methodologies will allow AQIS Officers working at the International Mail Gateway Facilities to spend more time considering high risk consignments**
- ❖ **Increased use of Lesser Intervention Agreements with Australia Post and Australian Customs and Protection Service**
- ❖ **Potential for new initiatives for AQIS Detector Dogs used at the Gateway Facilities**





Australian Government
Australian Quarantine
and Inspection Service

Mail and Detector Dog Program

Matthew Holloway
National Program Manager
12 July 2011

DEPARTMENT OF AGRICULTURE, FISHERIES AND FORESTRY

Recruitment of Handlers and Canines

- ❖ Dogs are initially sourced from Australian Customs and Border Protection dog breeding program (Labradors), dog breeders or private donation
- ❖ Most handlers are recruited from within AQIS. They undergo a training course and when they return to their region are recognised as novice handlers
- ❖ Over a time they work to reach full proficiency as a dog handler



Training and Assessment

- ❖ Initial training of detector dogs is carried out by contracted trainers in Sydney. Having a contracted trainer ensures uniformity and consistency of performance standards.
- ❖ Passive dogs undergo a 8 week training course
- ❖ Active dogs undergo a 10 week training course
- ❖ Courses for new dogs and handlers consist of
 - 1) 5 weeks with dogs alone
 - 2) 8 weeks with dogs and handlers



July 2011

3

Training and Assessment

- ❖ Ongoing development of trainee dogs & handlers is managed by Technical Supervisors & the Technical Coordinator
- ❖ The Technical Manager and Technical Coordinator manage training associated with current operational needs such as new target odours and screening environments

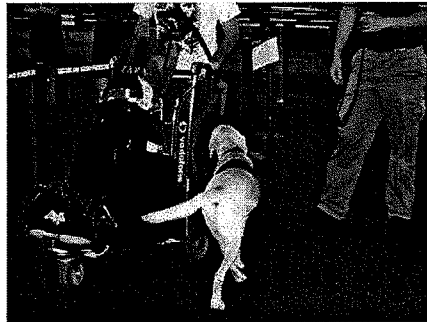


July 2011

4

Use of canines as a public relations tool

- ❖ The AQIS dogs are a very visible display of AQIS presence especially in airports where they interact with the passengers
- ❖ Detector dogs are used for media and community events to raise public awareness of AQIS's role in protecting Australia



July 2011

5

Rostering and Deployment

- ❖ **Passive Response Dogs**
 - Work at international airports and on incoming cruise ships to screen passengers, crew and their luggage
 - Are trained to sit when a target odour is detected
- ❖ **Active Response Dogs**
 - Work at the international mail centres and air couriers to screen incoming mail and cargo
 - Are trained to dig on an item when a target odour is detected

June 2011

6

Animal Care

- ❖ **AQIS recruits most of its dogs at about two years of age**
- ❖ **Professional trainers train our dogs and handlers as teams and strong bond develops**
- ❖ **AQIS dogs are housed in kennels and looked after by professional kennel hands or the trained handlers**
- ❖ **Daily kennel records are kept for each dog**
- ❖ **If a dog is sick or injured it will be taken to a veterinarian.**
- ❖ **Before retiring a dog AQIS will try to rehabilitate any injured dogs**
- ❖ **Suitable homes are found for retiring dogs, often with their handlers**



Quarantine Accommodation

Eastern Creek Animal Quarantine Station, Sydney

UPDATED MARCH 2011

Contents

1. Eastern Creek Animal Quarantine Station contact details.....	1
2. Location.....	1
3. Importer responsibility.....	2
4. Booking quarantine accommodation.....	2
5. Updating your contact information.....	2
6. Animal arrivals.....	3
7. Calls to attendants.....	3
8. Animal departures.....	3
9. Accommodation Fees.....	4
10. Animals sharing quarantine accommodation.....	4
11. Animal accommodation.....	4
12. Bedding.....	5
13. Feeding, toys and treats.....	5
14. Visiting hours.....	5
15. Grooming.....	6
16. Exercise Yards (dogs only).....	6
17. Veterinary attendance for animals.....	7
18. Animals with medical conditions.....	7
19. Medicating animals whilst in quarantine.....	7
20. Management of imported medication in the quarantine station.....	8
21. External parasite treatment.....	8
22. Heartworm prevention for dogs.....	9
23. Australian animal health and registration requirements.....	9
24. Photographs of Eastern Creek Animal Quarantine Station.....	10

1. Eastern Creek Animal Quarantine Station contact details

Postal Address: 60 Wallgrove Road, Eastern Creek, NSW 2766
Physical Address: 60 Wallgrove Road, Eastern Creek, NSW 2766
Telephone: +61 2 9625 4566
Fax: +61 2 9832 1532
Email: EasternCreek.AQS@aqis.gov.au

You can contact the administration office between the hours of 8:30 am to 4:00 pm Monday to Friday.

The administration office is closed on weekends and Australian public holidays.

2. Location

The Eastern Creek Animal Quarantine Station is located 40 kilometres west of Sydney city. 60 Wallgrove Road is between the Great Western Highway and the M4 Motorway. A location map can be viewed at [Google maps](#).

There is no direct public transport to the quarantine station. Rooty Hill train station is located approximately 40 minutes away if walking. Taxis are not available from Rooty Hill train station. The closest major train station is Blacktown from which you can take a taxi to the quarantine station.

3. Importer responsibility

The person listed as the importer on the Australian Quarantine and Inspection Service (AQIS) import permit is classified as the owner and is responsible for the animal during the quarantine period, the release of the animal from quarantine and all associated fees.

The importer may provide written permission for other persons (e.g. family members, friends or pet transport agencies) to act as their agent. An authorised agent can make enquires, visit or collect the animal at its intended release date.

This written permission must be received by the quarantine station before AQIS will permit an agent to visit, collect or request information about an animal.

Due to legislative restrictions, quarantine station staff are unable to discuss any details regarding an animal, other than to confirm the safe arrival at the quarantine station, without the written authorisation of the importer. Any other information about an animal will only be supplied to the importer or their authorized agents.

4. Booking quarantine accommodation

Once you have received an AQIS import permit, you can book quarantine accommodation for your cat or dog.

You must contact the quarantine station and provide:

- A valid AQIS Import Permit number
- Flight number and date of arrival in Australia
- Contact telephone number
- Details of any special needs your animal may have

You will need to provide an air waybill number closer to your animal's date of departure to confirm the quarantine accommodation booking.

AQIS does not allow imported cats and dogs to travel on domestic flights within Australia. Your cat or dog must arrive into Sydney on an international flight. If there are no direct international flights from the country of export into Sydney, contact the [AQIS Live Animal Imports Program](#) by telephone +61 2 6272 4454 or email animalimp@aqis.gov.au to discuss flight routes.

The granting of an AQIS import permit does not guarantee a space for your animal as the Australian Quarantine Stations may have availability restrictions.

5. Updating your contact information

You must contact the quarantine station to update your Australian contact details prior to the animal's arrival.

If you will not be in Australia during your animal's quarantine period you must provide the quarantine station with the name, address and telephone number/s of a contact person who is based in Australia. AQIS will attempt to contact this person in the event that your animal experiences any feeding or health problems.

6. Animal arrivals

A Quarantine Officer will meet your animal at the airport. You will not be able to visit your animal at the airport.

In general and wherever possible, flights should be booked to arrive in Australia between the hours of 8:00 am and 4:30 pm, Monday to Friday. AQIS recommends that you arrange for your animal to arrive in Australia early in the week. This will assist staff to settle the animal into his/her accommodation and, if required, arrange prompt veterinary attention for animals with medical conditions.

Animals must not arrive on Australian public holidays or weekends as they cannot be collected from the airport.

If your animal arrives on a morning flight the animal attendant caring for your animal will not be able to take telephone calls from you until that afternoon.

If your animal arrives on an afternoon flight the animal attendant will be unable to speak to you about your animal until the next morning. The quarantine station staff will contact you immediately if there are any issues with your animal.

Please contact the station office for further information on collection hours.

7. Calls to attendants

An assigned attendant will care for your animal throughout the quarantine period. Attendants are instructed to contact you only if necessary, for example if an animal is not eating or becomes ill.

All attendants are allocated a number of animals to look after and are very busy providing care for these animals. Due to their workload attendants are not always available to receive phone calls. Clients should only directly contact attendants between 1:00 pm and 3:00 pm Monday to Friday, excluding public holidays.

Please provide the attendant with any updated contact details including your telephone number and email address.

8. Animal departures

- Monday to Friday between 8:30 am to 12:00 pm and 1:00 pm to 3:30 pm
- Weekends and Public Holidays between 10:00 am and 10:30 am

The animal will only be released to the importer or their authorised agent.

Transport crates are the property of the importer; it is the importer's responsibility to collect the crate with the animal. Any crates that are not collected will be disposed of.

Due to the large number of animals at the station, AQIS cannot guarantee the return of belongings that arrive with your animal.

9. Accommodation Fees

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

Your account must be paid prior to the release of your animal. If your animal is due for release on a weekend or public holiday, please ensure that your account is paid in full on a business day prior as payment cannot be taken on weekends.

AQIS can accept payment via EFTPOS, cash, Visa, MasterCard or American Express. Payment by bank cheque/draft must be received at least 14 days prior to collection of the animal. No personal cheques will be accepted.

Note: AQIS fees and charges may change at any time. Information on fees for government animal quarantine stations for cats and dogs is available at <http://www.daff.gov.au/aqis/cat-dogs/accom/govt-stations> .

10. Animals sharing quarantine accommodation

Animals must be of the same species to share quarantine accommodation. The animals must be sent from the same household and have the same importer and exporter as listed on the AQIS import permit.

If your animals arrive in Australia on different dates, they will not be to share accommodation until it has been determined that both animals have met the import requirements.

If one animal is eligible for release from quarantine prior to the other, they must spend a minimum of 30 days together before the animal is released. This may result in one animal spending longer in quarantine than would be required if they were not sharing accommodation.

Due to various behavioural, animal safety and occupational health and safety reasons, it is at the station's discretion to allow animals to share quarantine accommodation.

If your animals are separated you will be charged the full quarantine fees for each animal.

11. Animal accommodation

Dogs

Each kennel has an inside and outside area. The inside area is used for feeding and sleeping and is 1.5 metres by 1.5 metres. The outside area is 4.5 metres long and 1.5 metres wide.

A limited number of larger kennels are available for larger dogs or pairs of large dogs, if required. These have an outside area 4 metres long and 2.2 metres wide.

Cats

The cattery has a vertical design, allowing your cat to climb. Cat litter and water is placed at ground level. Your cat will be given an igloo and, in cooler months, a

heat mat. This is placed on a shelf approximately 1.5 metres off the ground. From this perch your cat can easily climb down runways to ground level, or up to the rooftop observation areas where they can sit and observe the surrounds.

Kennels and pens are cleaned daily and disinfected on a regular basis.

12. Bedding

Bedding which travels in the crate with your animal is generally soiled and may be destroyed upon 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 sent to us or supplied by you during a visit.

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

13. Feeding, toys and treats

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

It is the importer's responsibility to provide any special dietary requirements, including prescription diets, if required. Food can be sourced in Australia and sent to the station once the animal has arrived.

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

Please speak to your animal's attendant if you wish to provide treats, to ensure that your animal is not overfed.

AQIS is not able to reduce the daily animal accommodation fee if importers choose to supply their own food.

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 station once the animal has arrived. Do not send toys that are easily destroyed by biting or chewing, or are suspended by string, as they are a choking hazard. Tennis balls are not permitted on the station.

14. Visiting hours

- Tuesdays and Thursdays between 1:30 pm and 3:30 pm
- Weekends/Australian public holidays - no visiting allowed

To allow for check in procedures and to give your animal time to settle in, visiting is not permitted on the day of arrival.

Only importers and their authorised agents are allowed to visit the animal whilst in quarantine.

During your visit you will be allowed in your animal's enclosure. Animals are not permitted to go out of their kennel unless you have an appointment in the

exercise yards. Animal attendants will be available to discuss any issues regarding your animal.

Visitors must wear fully enclosed footwear at all times and show photo identification at each visit.

Visitors who are unwilling to comply with directions of AQIS staff may be refused future entry.

All visitors to the station must refer to the relevant orientation package:

- [Visitor Orientation Package](#)
- [Professional Dog Walking Company \(Walkers\) Orientation Package](#)
- [Private Veterinarian's Orientation](#)

15. Grooming

You are welcome to use the grooming room to groom your animals during the quarantine period, or you can arrange for a professional groomer to attend on your behalf. All private grooming services are at the importer's expense.

The grooming room is available by appointment only, between the hours of 8:30 am and 12:00 pm, Monday to Friday. Importers are restricted to a total of two x 30 minute grooming appointments per week. All appointments must be made 24 hours in advance through the administration office.

An AQIS veterinarian must examine your animal and audit the import documentation before your animal is permitted in the grooming room. Your animal must have been resident on station for seven days before you can book a grooming appointment.

AQIS recommends that you arrange professional grooming of long or thick haired cats or dogs. If an animal arrives in a matted condition or is difficult to groom, it is the responsibility of the importer to arrange for professional grooming services.

16. Exercise Yards (dogs only)

You are welcome to use the exercise yards to exercise your dogs during the quarantine period, or you can arrange for a professional dog walker to attend on your behalf. All private dog walking services are at the importer's expense.

The exercise yards are available by appointment only, between the hours of 8:30 am and 11.30 am, Monday to Friday. Importers are restricted to two x 30 minute exercise appointments per week. All appointments must be made 24 hours in advance through the administration office.

An AQIS veterinarian must examine your dog and audit the import documentation before your dog is permitted in the exercise yards. Your dog must have been resident on station for seven days before you can book an exercising appointment.

Dogs cannot be exercised during visiting hours due to the large number of clients present at the station.

Exercising will be cancelled in the event of wet or extreme weather.

17. Veterinary attendance for animals

An AQIS veterinary officer will examine your animal within three working days of the animal's arrival at the quarantine station. While AQIS' veterinarians will examine your animal for signs of exotic disease or quarantine concerns, the quarantine station does not have a resident veterinarian. A private (non-AQIS) veterinarian can be called to the quarantine station to examine and treat animals suffering from mild illness or injury.

A Private Veterinary Attendance and Treatment Declaration form must be completed at the time you submit your import permit application. This form authorises AQIS to seek veterinary services for your animal during the quarantine period, if required. It also allows you to nominate a private veterinarian of your choice. If you do not have a private veterinarian the station will contact one on your behalf.

If AQIS staff become concerned that your animal may require veterinary attention, the station will make every attempt to contact you. However, in the event of an emergency, the station will not delay in obtaining veterinary care for your animal should you be unreachable.

Private veterinary fees are not included in your quarantine fees. If a private veterinarian provides consultation for your animal, they will invoice you separately. The payment of all costs and expenses associated with attendances and treatment by a private veterinarian is the responsibility of the importer.

18. Animals with medical conditions

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

Importers should 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.

You must inform AQIS if your animal has any medical conditions when you apply for an import permit. If your animal has been diagnosed with a medical condition after the import permit has been granted, please notify the quarantine station as soon as possible. This will ensure that the welfare and medical requirements of your animal are met whilst in our care.

You must also advise the station if your animal has any medical/special requirements when you make the animal's quarantine booking.

All animals entering Australia must meet the AQIS import conditions and be certified as fit to travel and undergo Australian quarantine before leaving the country of export.

19. Medicating animals whilst in quarantine

AQIS staff will administer most kinds of medication to your animal while it is in quarantine.

If your animal requires prescription medication, you must submit a letter from your animal's veterinarian with your import permit application. This letter must outline your animal's medical history, the type of medication required and the dosage rate.

AQIS will only administer medication that has been clearly labelled with the animal's name, owner's surname, name of the medication, dose rate, frequency rate, route of administration e.g. oral, topical, ear or eye drops, and the medication expiry date.

AQIS does not supply medication.

20. Management of imported medication in the quarantine station

Due to Australian legislative requirements and the potential quarantine risk associated with imported veterinary medication, any medication that arrives with your animal can not be released from the quarantine station.

Any imported medication will be destroyed following the release of your animal. This applies to all medications, even those that may be commercially available in Australia. As such, you should only send medication in a sufficient quantity as required to treat your animal during their stay in quarantine.

AQIS recommends that you check if your animal's current medication is available in Australia. If your animal's medication is not available in Australia, you may wish to consider changing their medication to an equivalent one that is available in Australia.

You should arrange for a private veterinarian in Australia to examine your animal either during the quarantine period or after the animal is released. The veterinarian can then prescribe appropriate medication for your animal.

Medication can only be administered between the hours of 8:00 am and 4:00 pm, seven days a week. Medication cannot be administered outside these hours. These are **not** the hours that the quarantine station is open to the public.

If your animal requires the administration of medication outside the station's medicating hours e.g. diabetic/epileptic animals, you should discuss alternative treatment intervals with the animal's veterinarian prior to import into Australia.

21. External parasite treatment

Australian veterinarians recommend regular external parasite treatment of dogs and cats.

Your animal will be treated for external parasites following the last date of treatment prior to import, in accordance with manufacturer's directions, throughout the quarantine period.

Animals that undergo a longer quarantine period will be re-treated on a monthly basis. Additional treatments will be applied to individual animals showing signs of active parasite infestation during the quarantine period.

External parasite treatments are applied at the importer's expense.

22. Heartworm prevention for dogs

Heartworm disease is endemic in Australia. Its occurrence varies widely in different areas of Australia. Heartworm is caused by the microorganism *Dirofilaria immitis* and is spread by mosquitoes.

No testing or treatment for heartworm is required for your dog to be eligible for import. Preventative treatment can be provided or arranged through a private veterinarian, at the importer's expense.

23. Australian animal health and registration requirements

AQIS' role is to administer the *Quarantine Act 1908*. AQIS' primary concern is to manage the quarantine risk associated with imported goods, including animals. It is the importer's responsibility to investigate local animal health recommendations and council registration requirements upon the animal's release from quarantine. Your local veterinary hospital, animal shelter or council may be able to assist you with this information.

24. Photographs of Eastern Creek Animal Quarantine Station

Dog accommodation



Cat accommodation

