

**Australian Quarantine and Inspection Service (AQIS)
Deputy Secretary and Executive Director, Dr Cliff Samson
Quarantine Operations Division
Executive Manager, Tim Chapman (A/g)**

Dear Dr Samson,

date.....

I have just arrived in Australia by yacht and completed quarantine formalities in the port of
I would like to take this opportunity to express my concerns about AQIS regulations and charges. My understanding is that there are clean hull requirements because of concerns about biosecurity and that these requirements are under review.

Please understand that most yachts arrive in Australia not as commercial ventures but rather as tourists and can make a valuable contribution to the Australian economy. It is estimated that each visiting yacht may spend approximately \$30,000 while in Australia.

At the present time many foreign yachts are avoiding Australia because of what is seen as draconian and inflexible regulation. Yachts have a vested interest in having a clean hull and even without regulation would assume responsibility. Most yachtsmen routinely (annually) renew antifouling paint and inspect the underwater portion of their vessel before a long passage. This is, of course, in stark contrast to commercial ship practice. My understanding is that large ships are exempt from the same 'clean bottom' policy enforced on yachts.

AQIS charges for quarantine clearance are also in contrast to other nations. New Zealand quarantine service also very closely guards its fragile ecosystem but there is no fee. Because the current charge of \$240 may be a disincentive to tourism and disadvantage Australian commercial interests, an exemption is requested for yachts.

Please understand that many in the yachting community feel that AQIS does a good and valuable job safe guarding Australia but is out of touch with the needs of the yachting public.

Since visiting yachts are difficult, if not impossible to contact by telephone for feed back, below is client satisfaction data that may be useful.

Each attribute of AQIS service is rated with a number between 1 (extremely dissatisfied) to 10 (extremely satisfied)

- _____ Staff professionalism
- _____ Expectations are clear
- _____ Staff technical competence
- _____ Responsive to needs
- _____ Understands needs of business
- _____ Timely and accurate invoices
- _____ Adopting team approach
- _____ Flexible
- _____ Value for money

I would very much appreciate an acknowledgement of receipt of this letter and any information that would further clarify the issue.

Yours truly,

Yacht
Email contact:

Postal contact: