



Veterinary care for cats and dogs in the Post Entry Quarantine (PEQ) facility

September 2021



Frequently asked questions

Term used in this document

Person in charge of the animal – The import permit holder, usually the animal's owner or an authorised agent. They are legally responsible for the importation of the cat or dog into Australia.

When will I be notified that my pet has arrived at the PEQ for quarantine?

Biosecurity officers will notify you or your authorised agent by email within 24 hours of the animal's arrival at the PEQ. All animals are checked, weighed and microchip scanned on arrival. Biosecurity officers are present every day of the week and are on call outside of normal business hours.

What happens when my cat or dog is unwell upon arrival?

When your pet arrives from overseas, biosecurity officers collect them directly from Melbourne Airport and transport them to the PEQ.

If your pet appears to be stressed or unwell upon arrival, biosecurity officers will attempt to contact you or your authorised agent as soon as possible to organise a private veterinarian to attend the PEQ or to seek permission for biosecurity officers to transport the animal to the emergency veterinary hospital. If we cannot contact you or your authorised agent, we will arrange veterinary care without delay as our priority is your animal's health and welfare.

What are the veterinary care arrangements for pets at the PEQ?

Australian Government veterinarians are on duty during normal business hours and are on call 24 hours per day, 7 days a week at the PEQ, to ensure your pet's welfare during their quarantine stay.

The role of government veterinarian is to undertake biosecurity veterinary inspections and examine animals for diseases of biosecurity concern. Government veterinarians are responsible for administering treatments and medication in relation to biosecurity concerns. They will also provide assistance and recommendations on any animal welfare concerns.

In the event your pet requires further assessment or treatment which is not an emergency, biosecurity officers will contact you to organise a private veterinarian to attend the PEQ facility. Some clients prefer their own veterinarian attends to their animal, however, there are local veterinarians that regularly attend the facility to examine, treat, and prescribe medication as needed.

If we cannot contact you or your authorised agent, the animal’s welfare remains our priority and in emergency circumstances we will arrange emergency veterinary care without delay.

What happens if my pet needs emergency veterinary medical attention?

If your pet requires emergency veterinary care, it will be immediately transported under biosecurity control to [U-Vet Werribee Animal Hospital](#).

U-Vet has the approval of the Department of Agriculture, Water and the Environment to hospitalise animals that are undergoing quarantine to provide emergency veterinary services, including testing, diagnostics, surgery and euthanasia.

Emergency and Critical Care veterinarians at U-Vet will contact the Person in charge of the animal directly to discuss all the diagnostic and treatment plans. Should it be necessary, the veterinarian will discuss with the Person in charge to make

the humane decision to euthanise their pet at the hospital, not at the PEQ.

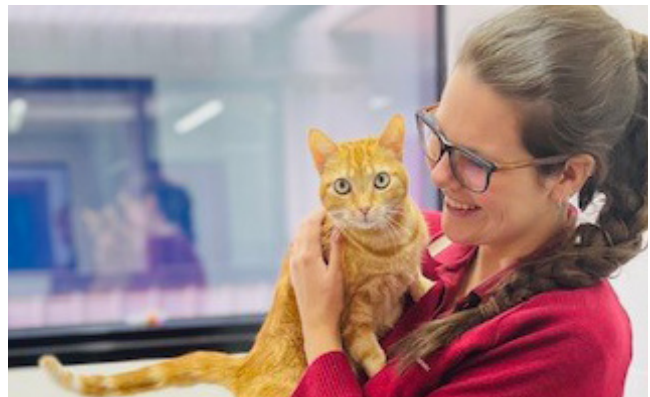
Why does the PEQ need permission to organise veterinary care?

It is important that the PEQ seeks permission from the Person in charge of the animal, as they are legally responsible for the importation of the cat or dog into Australia.

The PEQ is required to seek permission to advise the Person in charge that the cat or dog needs veterinary care and to explain the situation and potential costs involved.

Where can I find more information?

In order to have correct information about the PEQ, we highly recommended that you source it directly from the [Department of Agriculture, Water and the Environment website](#) or email PEQservices@awe.gov.au if you have any queries or concerns.



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