



Australian Government

Department of Agriculture, Fisheries and Forestry

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Plant Export Operations

Service Charter

Our role

Department of Agriculture, Fisheries and Forestry (DAFF) administers export legislation to ensure that exported products meet all Australian and importing country requirements. This maintains the integrity of exported products and Australia's reputation as a reliable exporter.

Plant Export Operations, an area of DAFF delivers export certification systems to ensure plants and plant products meet the relevant legislation and requirements. The programs objective is to maintain market access by providing correct and timely export certification for the plants and plant products industries.

Plant Export Operations continues to improve the efficiency of its services and enhance its client relations.

Our clients

Plant Export Operations clients include:

- the Australian community
- Australian Government
- industry
- exporting and importing entities and people
- international trade organisations.

Your rights

You should expect to be provided with accurate advice and information, timely responses and transparent decisions. You have the right to privacy and confidentiality as prescribed by law and to obtain information under provisions of the *Freedom of Information Amendment (Reform) Act 2010*. You can seek a review of our decisions according to relevant guidelines and legislation. Our staff are committed to:

- professionalism
- integrity
- providing you with fair, unbiased treatment
- showing respect
- being efficient, effective and consistent in administering our regulatory responsibilities. This will be done in accordance with relevant legislation, Government policy and public accountability requirements and in consultation with our industry consultative committees.

How you can help us

Plant Export Operations strives to provide a high level of service to our clients. In return, we ask you to:

- familiarise yourself and comply with Australian Government requirements and legislation for exporting plants and plant products
- be open and honest with us
- obtain and provide importing country requirements
- provide complete, accurate, and timely information
- treat our staff with respect.

Our service standards

If you phone our offices:

If you phone our offices we will answer or return your call promptly during office hours and identify the name of the person speaking and/or the area you have contacted. If we are unable to answer your query directly we will take your contact details and arrange for the appropriate person to assist you, as soon as possible, within two business days.

If you write or email:

If you write or email we will respond to your request within ten business days of receipt. If we cannot answer your query in that time we will advise you within the timeframe of when a complete response can be expected.

The following service standards are subject to plant product exporters providing documentation that is complete, accurate and that importing country requirements are available at time of request.

If you lodge documentation for exported goods:

To facilitate efficient processing and cut waiting times, we encourage, where possible, the electronic lodgement of documentation through EXDOC for clearance of exported goods—in most circumstances it will be processed within one business day of receipt. If you lodge manual documentation it will be processed within three business days of receipt.

If you require an officer to inspect goods at a registered establishment:

We will aim to provide an officer to inspect goods at a registered establishment within three business days of your request for an appointment. Inspections times are based on availability so we may potentially be able to provide the service within a shorter timeframe.

A Notice of Intention to export is to be provided at the time of booking the inspection. This can be in the form of either an electronic Request for Permit (EXDOC) or manual Notice of Intention (EX28).

If you require an inspection for goods exported by air freight:

We will aim to provide an inspection for goods exported by air freight within 24 hours of your request for an appointment. Booking requests close at 3pm on air freight exported the following business day (not including weekends and public holidays). The earlier you book, the greater the chance of securing a booking at the requested date and time slots. Exporters or agents should ensure a reply to their booking request is received before the 3pm deadline. During periods of increased trade activity, there may be delays in meeting your requested inspection time.

If you require an inspection for goods exported by sea freight:

We will aim to provide an inspection for goods exported by sea freight within three business days of your request for an appointment. Lead times are based on business days from, not including, the day of lodgement/request (not including weekends and public holidays). For example, if an inspection booking for sea freight was lodged and confirmed on a Monday before 3pm, we will be required to book and conduct the inspection before Thursday 3pm. During periods of increased trade activity, there may be delays in meeting your requested inspection time.

If you need to cancel or modify a booked inspection:

If you need to cancel or modify a booked inspection we will require 24 hours notice outside of weekends and public holidays. If you are unable to provide 24 hours notice you may be subject to a fee for service associated with the work related to the cancellation.

If you need to register your establishment as a registered establishment:

If you need to register your establishment as a registered establishment we require twenty business days to process documentation following the physical inspection at the establishment and written confirmation by the regional office that the facility meets registration requirements. We will aim to provide a physical inspection within three business days of your request for an appointment. The inspection may take up to five business days to complete, subject to the physical size and operations of the establishment.

If you need to register as an Authorised Officer:

If you need to register as an Authorised Officer we will confirm the receipt of your application within two business days of delivery. We will aim to assess your application within fifteen business days of receipt. When all training, assessment and further documentation have been completed we will require a further ten business days to provide the Instrument of Appointment.

If we are supplied with new or updated importing country requirements:

We will aim to update information within the Manual of Importing Country Requirements (MICoR) within five business days upon receiving advice/import permits.

For the Electronic Export Certification team to deem you competent within the EXDOC test environment:

For the Electronic Export Certification team to deem if you are competent within the EXDOC test environment we will aim to assess your data within five working days of receipt of your email notification. The EXDOC training period is only limited by the Electronic Data Interchange (EDI) User, however we will require the specified time to assess test data and provide a written outcome. You will be promoted from the EXDOC Test environment to EXDOC Production environment once competency in electronic export certification functionality has been demonstrated.

Monitoring and reviewing the charter

To ensure this charter remains relevant, up-to-date and reflects your expectations, we welcome and will respond to your feedback. We will also continue to monitor the application of the commitments made in this charter.

Help us improve our services

You can comment on this charter by:

Mail: Either complete the Compliments and Complaints brochure available in all regional offices or write to:

Plant Export Operations Client Feedback
Reply Paid 858
Canberra ACT 2601

Telephone: +61 2 6272 3229

Fax: +61 2 6272 3307

Online: complete the [Compliments and Complaints form](#)

Email: [Client Feedback](#)

Our staff work under the Australian Public Service or related state codes of conduct (more information is available from the Australian Public Service Commission or your state government). We encourage you to let us know of any behaviour you consider inappropriate or unethical, including the unauthorised release of information. Equally, we ask that you do not offer any staff member an inducement or expect preferential treatment.

Compliments and complaints

We are committed to complying with Standards Australia's Complaints Handling standard (AS 4269-1995). Whether you are satisfied with our performance or if we have not met your expectations, we value your feedback. To make a compliment or complaint, you can:

- speak to an officer
- contact the relevant [Regional Manager](#)
- complete the Compliments and Complaints brochure available in all regional offices or [online](#)
- contact us through any method listed above.

Sufficient lead times

Times are based on receipt of complete and accurate documentation supplied at time of lodging/request.

Incomplete or inaccurate documentation will not be held accountable to the service charter standards. An officer will be in contact within 1 business day to advise if your documentation falls into this category.

Queries	
Phone an office	Immediately or within 2 business days
Email us	10 business days from receiving
Pre inspection	
Notice of Intention to Export (manual)	3 business days
Request for Permit to Export (electronic)	2 hours from receiving
Inspection bookings	
Export inspections air freight sea freight	Up to 24 hours 3 business days
Post inspection (if not supplied at time of inspection)	
Request for a Manual Export Certificate	3 business days
Authorisation of an Electronic Export Certificate air freight sea freight	1 business day 3 business day
Alteration or Amendment of an Issued Certificate or Request for Permit air freight sea freight	1 business day 1 business day
Miscellaneous	
Registering establishment process documentation (in Central Office) inspection booking physical inspection	20 business days 3 business days 5 business days (subject to size of establishment)
Authorised Officer application confirmation of receiving application assessment of application Instrument of Appointment	2 business days 15 business days 10 business days
MICoR – Update of importing country requirements	5 business days upon receiving advice/import permit
EDI Users – assessment of training / test data	5 working days of receipt of you email notification