



Australian Government
Department of Agriculture

Operational controls

Design and measurement

Plant Export Operations

Plant Division



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1 Introduction

In order to certify that plants and plant products intended for export are compliant with Australian and importing country requirements the Plant Export Operations branch (PEO) undertakes a range of activities and provides a number of services including:

- the development, implementation and monitoring of operational policy and systems that ensure compliance with Australian export controls and any additional importing country requirements. These activities serve to maintain the eligibility of plants and plant products for export from Australia and to ensure that market access is maintained
- the provision of inspection and auditing services to ensure that the production, storage, handling and transportation of plants and plant products intended for export comply with Australian export standards and any additional importing country requirements
- the issue of permits, certification and other documentation necessary to confirm compliance with the *Export Control Act 1982* and other subordinate legislation (such as the *Export Control (Plants and Plant Products Order) 2011* and the *Export Control (Prescribed Goods – General) Order 2005*) as well as any additional importing country requirements.

Key performance areas

Australia's legislation pertaining to the export of plants and plant products provides for three key performance areas (PEO assurance model) in order to control the risk that plant products do not meet minimum Australian export standards and importing country requirements. This system involves:

- production, product and transport systems meeting export standards
- registered establishments and storage - where the product is packed and stored to export standards
- prescribed goods - where a phytosanitary certificate is required in order for product to be certified as export compliant.

Verification activities

To provide assurance that this three stage system is performing its function, PEO has developed a series of verification activities to monitor its performance.

These monitoring or verification activities will be developed during 2015-16 by the PEO Business Systems Program to measure the ongoing performance of specific controls surrounding:

- Authorised Officer performance
- grower registration and production
- transport units
- product treatment data
- registered establishment audits
- document hub and export certification processes.

Performance

The performance of the system will be monitored through two assurance activities in line with the three lines of defence model and the PEO assurance model as follows:

- verification that the control point within the process is working within its established parameters
- validation that the above verification ensures that the control point is working efficiently and effectively.

2 Plant Exports business objective and associated risks

PEO meets Australia's international obligations through a well defined business objective and the implementation of controls to manage the identified risks (see Figure 1).

Table 1 PEO's business objective, sub-objectives and associated risks

Business objective: Plant products meet minimum Australian export standards and importing country requirements.						
What must go right (sub-objective)	Export products are traceable	Production of export product meets importing country requirements	Products that meet importing country requirements are presented for export	Products are exported from registered establishments. Product is not contaminated in export registered establishments	Export compliant goods are certified for export	Product is not contaminated during the export process
Risks	Export products are not traceable	Production of export product does not meet importing country requirements	Products from producers that do not meet importing country requirements are presented for export	Products are exported from un-registered establishments. Product is contaminated in export registered establishments	Product is not certified to be export compliant	Product is contaminated during the export process

3 Control and assurance background

To achieve its business objective PEO has implemented controls across the plant export supply chain to ensure product is compliant with Australian export standards and importing country requirements. These controls are then monitored to ensure that they are operating efficiently and effectively.

The design of the system has been developed based on the three lines of defence model of managing operational risks.

Three lines of defence

The three lines of defence model distinguishes amongst three groups (or lines) involved in effective risk management:

- functions that own and manage tactical/process risks
- functions that provide corporate services, governance, and management frameworks
- functions that provide independent assurance.

First line

The first line of defence relates to how risks are controlled in the implementation of processes designed to meet the business objective. Accountability for this lies with line management¹ which has ownership, responsibility and accountability for assessing, and managing the implementation of processes designed to control operational risks on a daily basis.

Second line

Primarily the second line of defence encompasses a second set of controls that enable line management to successfully implement operational activities that meet the business objective, they include:

- the appropriate supply of resources
- governance
- risk identification and review mechanisms

¹ Line management refers to managers charged with meeting corporate objectives in a specific functional area of the business.

Third line

The third line of defence refers to the internal auditing function. Internal audit provides assurance to the organisation's senior management:

- as to how effectively the organisation assesses and manages its risks, including the manner in which the second line of defence achieves its objectives. This assurance task covers all elements of an organisation's risk management framework, including risk identification, risk assessment and the communication of risk related information
- that operating functions are appropriately controlled and that preventative and detective controls (where feasible) are developed and are operating effectively.

4 Plant exports three lines of defence

First line: operational controls

PEO has identified three key performance areas where a level of quality and control in the application of processes is required to meet its business objective of “Plant products meet minimum Australian export standards and importing country requirements”. These are:

- production, product and transport systems meeting export standards
- registered establishments and storage - where the product is packed and stored to export standards
- prescribed goods - where a phytosanitary certificate is required in order for product to be certified as export compliant

Specific operational controls have then been established within these key performance areas to provide assurance that Australian export standards and importing country requirements are met. These controls are:

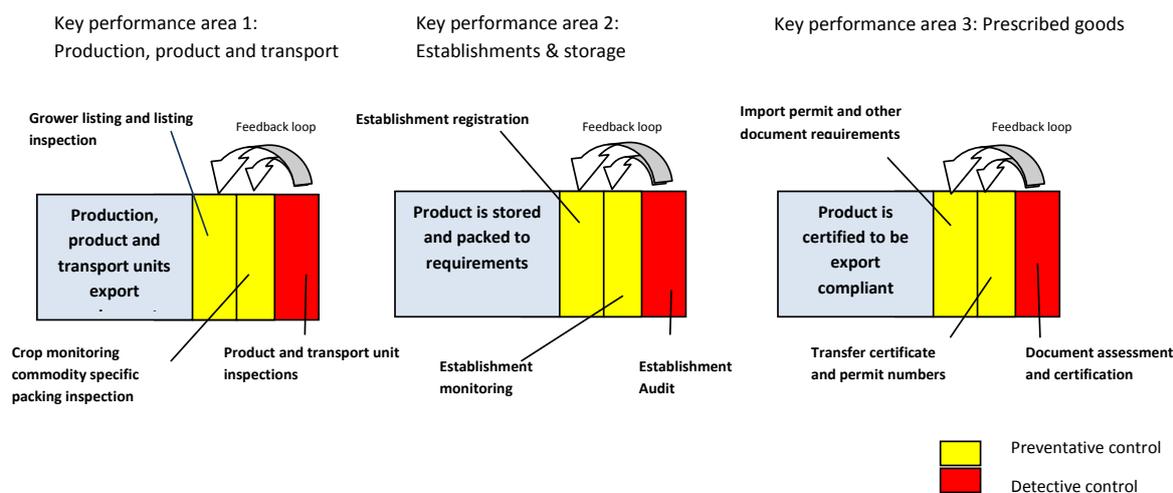
- establishment registration and audit
- product and transport unit inspection
- protocol market specific measures (see below)

These operational controls are grouped into control sets based on the key performance area that they have been designed to control and monitor. At the operational control level, risks of control failure are managed through a series of feedback loops designed within each key performance area (See Figure 2)

For protocol markets, separate controls have been established to effectively manage specific risks. Where required by an importing country a combination of the following controls may be implemented:

- grower, packhouse and treatment facility export approval and assessment (the entities requiring export approval and assessment is dependent upon importing country requirements)
- desk and field audits of growers, packhouses and treatment facilities against protocols and protocol - specific work plans (the type of audit and which entities are audited depends upon importing country requirements)
- ad hoc field surveillance audits
- joint Australia/importing country pre-export inspections where required by the importing country.

Figure 1 Operational control groups and feedback loops



Service level agreements (SLAs)

In order to ensure that the relevant Services Group of the department responsible for each of the abovementioned key performance areas provide services to the satisfaction of PEO, a SLA between the parties has been established.

Each SLA formalises a contract between PEO and each Services Group detailing the nature and scope of the service, expected cost, revenue and budget, benchmarks, levels of service and quality requirements for the service to be provided.

Grower listing (protocol markets)

Initial grower listing applications will be assessed by peak industry bodies each season. The peak industry body works as a central contact point for grower liaison and support regarding the application process to ensure the accuracy and completeness of each application. Each grower is assigned a number for tracking purposes, for example relating to audit, any non-compliance issues and overseas country listings.

The department performs a quality check on the grower listing assessment submitted by the peak industry body before initial grower registration is granted.

Anomalies found in the assessments are rejected by the department, and the peak industry body is required to re-assess the application.

Where insufficient information has been supplied by the grower, the peak industry body contacts the grower for further information and then re-assesses the application once sufficient information has been supplied.

Initial approved grower listings are entered onto the department's grower listing log and listing audits or field assessments are conducted by the department to verify the accuracy and currency of information supplied in the initial grower listing application.

Results from grower listing inspections determine whether the listing is granted. Any changes to information initially supplied by the grower that meets the protocol requirements is accepted during the inspection and recorded by the department as part of the original application.

All grower listing applicants are subject to listing inspections.

Notes of concern or corrective actions from these inspections or from previous seasons are used to determine whether a follow up inspection is required during the relevant growing season.

Growers that consistently present non-compliant product for export are suspended from exporting and are required to undergo a follow-up audit. Before the grower's suspension can be lifted, two conditions must be met:

- evidence that any corrective action requests resulting from the follow-up audit have been satisfactorily addressed
- importing country requirements relating to the suspension must be satisfied.

Rejection data from previous seasons is used to broaden the scope of grower listing audits and to provide the auditor with a grower's performance history. In addition, the department uses this history to plan its audits for the next season.

Rejection data from inspections and industry checks is used as the primary source of grower performance information and feedback loops are established through the communication of a grower's audit results.

Establishment Registration and audit

Export products can only be exported from registered establishments which are required to register and undergo periodic audits to maintain their registration status. This set of controls enables the department to ensure that product is not contaminated during the export process.

Prior to registration an establishment must be inspected by a department appointed officer to assess whether the establishment meets the requirements for registration. Once registered, establishments are subject to both periodic and unannounced audits by PEO auditors in order to ensure that the requirements for registration continue to be met. Periodic audits are scheduled, whilst unannounced audits occur without advance notice being provided to establishment representatives. Unannounced audits can be triggered by poor audit history, repeated non-compliances, documentation anomalies, or credible information received which indicates non-compliance with the Export Control (Plants and Plant Products Order) 2011 or the Export Control (Prescribed Goods – General) Order 2005.

Product and transport unit inspections

Before any plants or plant products are exported, they must be inspected and passed as export compliant by an Authorised Officer (AO) This includes inspection of transport units. These inspections are carried out by AOs who are specially trained individuals who have been accredited to perform specific export inspection functions in accordance with Australian export legislation.

The verification of the inspection control is laid out in the "Authorised Officers Verification and Performance Standards" document.

The inspection activities that AOs perform are subject to periodic and unannounced verifications by PEO auditors. Periodic verifications are scheduled, whilst unannounced verifications occur with limited advance notice being provided to the AO. Unannounced verifications can be initiated by repeated non-compliances, documentation anomalies, overseas consignment rejections and credible information received by the department which indicates non-compliance with work instructions or the AO's Deed of Obligations.

These verification activities provide PEO with valuable information about any inconsistencies in the interpretation and application of the inspection processes that AO's have been accredited to perform.

Inspection verification triggers

There are three main triggers that PEO uses to initiate AO verification activities:

- the AO verification schedule
- documentation anomalies
- discrepancies in decision making.

AO verification schedule

The AO verification schedule takes into account such factors as the AO's Instrument of Appointment expiry date, the recency of their appointment, their level of activity, the seasonality of their industry, the AO's verification results and the subsequent timeframe for their next verification.

Documentation anomalies

Correct documentation is monitored by the national documentation hub and any inconsistencies discovered may trigger an unannounced AO verification activity to ascertain the reasons for inconsistencies.

Discrepancies in decision making

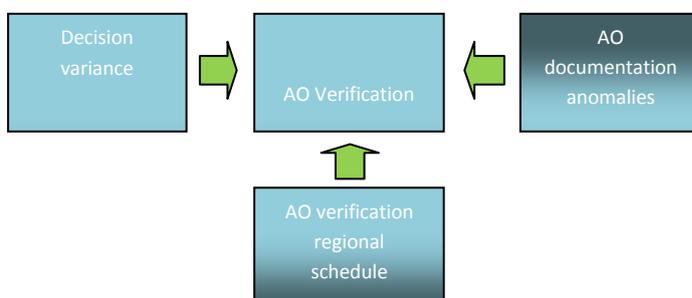
Verification activities have been developed to constantly monitor decisions and their various inputs via an electronic system known as the Plant Exports Management System.

As well as document checks, PEO also analyses inspection decision data. This data is analysed to find variances in decisions between AOs and is monitored at a number of levels including by:

- transport units such as shipping containers and ships holds
- Department of Agriculture region
- the type of plant and plant product
- export registered establishment.

AO inspection decisions are analysed against sets of standard deviations and averages. Statistical anomalies outside the standard deviation range can trigger an unannounced AO verification activity to identify the reason for the variance in the decision (see Figure 3).

Figure 2 Authorised Officer (AO) verification

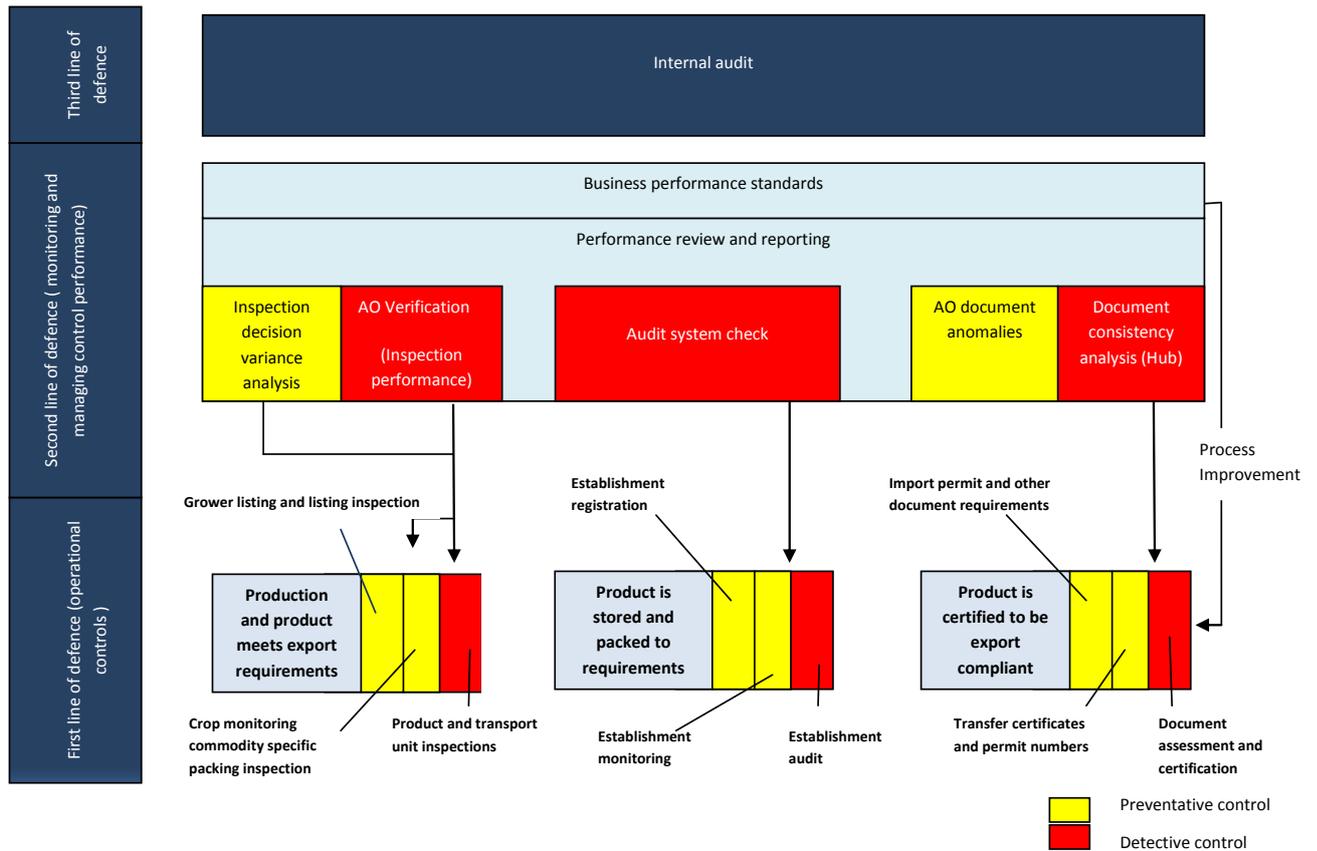


Second line: monitoring and managing control performance

To manage and measure performance of the operational or first line controls described earlier, PEO has developed a series of monitoring activities that provide assurance that the PEO system and controls are working effectively to manage operational risks associated with control failure and design. When specific first line controls are not meeting their intended purpose, second line control activities enable PEO to adjust and intervene where required to ensure that its business objective will be achieved

These monitoring activities have been designed to measure the performance of the controls at the first level:

Figure 3 PEO's three lines of defence framework



Supporting governance material and functions

The functions outlined in the second line of defence are shared by a number of service and support areas within the department, each providing a degree of assurance that the operational area has the right governance structures, management frameworks, and resources to meet its business objectives and mitigate its operational risks.

Corporate Governance Framework

The Department of Agriculture has a governance framework that is designed to support it to achieve the department's policy, program and regulatory objectives, and to address strategic governance issues and risks. This departmental framework supports PEO to govern its operations within its legislative requirements as a regulatory body.

The framework is grounded in the overarching principles of accountability, transparency and integrity in the Australian Public Service (APS), and is built around the following high level elements:

- clear corporate direction and leadership through well articulated strategic direction, interlinked executive committees, clarity of business priorities / risks and harmonised effort
- effective corporate planning and performance management to manage risk, project performance and accountability, and to position the business and people to deliver the department's objectives in the future
- a corporate culture where staff accept personal responsibility for performance and individual conduct reflects the APS of code of conduct and the department's values, within an open / "no surprise" environment
- effective internal communication systems which ensure that decisions, priorities and expectations are received and well understood, and stakeholder engagement is maintained to assist policy, program and regulation outcomes
- appropriate corporate control reflected in a robust internal control environment that ensures the department delivers on portfolio obligations for external reporting, accountability and legislative requirements.

Operational governance policy framework

The PEO policy framework has been developed to provide a level of governance risk control in meeting the branch's business objective.

All relevant legislation, internal obligations, standards and policies are used to drive service delivery and procedural development. Relevant documentation includes:

Legislation:

- Export Control Act 1982
- Export Control (Plants and Plant Products) Order 2011
- Export Control (Prescribed Goods – General) Order 2005

APS/departmental policies:

- Biosecurity Compliance Strategy
- APS Values and Code of Conduct

Plant Export Operations Branch policies:

- Plant Export Operations Manual / Work Instructions
- Authorised Officer Deed of Obligations/Instrument of Appointment

- Audit and Verification Policy
- Registered Establishment Audit and Performance Standards
- Authorised Officer Verification and Performance Standards
- National Quality Assurance Panel – Audits – Terms of Reference

External guidance includes:

- International Plant Protection Convention
- AS/NZS ISO 19011:2003 AS/NZS ISO 17020:2003

The Department's Risk Management Framework

The department's [Enterprise-wide Risk Management \(ERM\)](#) Framework supports the continual monitoring and review of the department's changing risk context and profile. It enables the appropriate and timely involvement of stakeholders and decision makers at all levels of the organisation in managing risk.

This document sets out the framework through which risk management is implemented across the organisation.

It provides staff and stakeholders with information about the mechanisms that integrate risk management into the department's governance and business processes:

- governance arrangements
- risk management policy and objectives
- accountability and responsibility
- integration
- review and evaluation
- a positive risk culture
- The department's ERM Framework has been incorporated into governance and business operations.

Third line: internal audit

Overall business assurance is provided by the department's internal audit function which is independent from PEO. This function is provided by internal departmental auditors who assess the effectiveness of functions across the department. This is done by reviewing the performance of controls to manage risk at both the first and second line.

Results from these audits provide the secretary, the audit committee and executive management with assurance that risks are mitigated and that the organisation's corporate governance is strong and effective.

Internal departmental audit services are provided through a co-sourced arrangement between departmental officers and Deloitte, an out-sourced professional services firm. An annual audit work program is prepared that prescribes the audit activity to be undertaken each year.

Appendix A: Performance measurement and reporting

The following tables outline the specific detail of the PEO risk control and assurance system's performance measurement and reporting activities.

Table 2 Authorised Officer (AO) performance

Authorised Officer performance					
Control point	Activity	Output	Collection and verification data point	Intervention	When intervention occurs
Authorised Officer performance	Inspection verification	AOs are meeting the "Authorised Officers Verification and Performance Standards"	Verification team site results: <ul style="list-style-type: none"> • Number of Improvement Notices • Timeframe for the next verification • Referral to the audit manager or delegate 	Revocation of appointment	After a decision by the Delegate subsequent to the issuance of a "Notice of intention to consider revocation of appointment as an AO"
Authorised Officer decision	Inspection documentation and decision	<ul style="list-style-type: none"> • Decision for export is appropriate • Export Documentation is complete and accurate 	Plant Export Management System (PEMS) data (see PEMS data and reports specifications)	Periodic or unannounced AO verification	Periodic verification timeframes vary depending on verification score. Unannounced verifications are triggered by circumstances such as documentation anomalies

System Check					
Control point	Activity	Output	Collection and verification data point	Intervention	When intervention occurs
Verification activity	Verification activities are implemented and resourced appropriately	AO verification quality	Verification team site	<ul style="list-style-type: none"> • Verification management report • Verification moderation activities • Audit working group 	Quarterly management reports. Four audit working group teleconferences per annum and face-to-face meetings as required

Table 3 Grower listing and production

Grower performance					
Control point	Verification activity	Output	Collection and verification data point	Intervention	When intervention occurs
Peak body grower listing assessment	The department will review listing assessments submitted by peak industry bodies	Grower listing is only granted to growers that can meet protocol requirements	Grower listing information supplied by peak industry bodies to the department	Feedback loop to industry body on grower listing application rejections	After departmental quality check on grower listing assessment prior to the relevant export season commencing
Production capability	Grower listing audit	Listed growers are able to demonstrate that they are able to meet protocol requirements	On-site <ul style="list-style-type: none"> Audit template 	Follow up audit required if benchmark is not met	As required
Exported product	Inspection (including industry check)	Listed growers have produced product that meets protocol requirements	Registered Establishment <ul style="list-style-type: none"> Transport documentation Export permit Packing Pests Contamination 	<ul style="list-style-type: none"> Grower or specific production blocks are suspended Historical grower performance information is recorded 	As required

System check					
Control point	Activity	output	Collection and verification data point	Intervention	When intervention occurs
Grower listing and field audits	Collect data on audit numbers and inspection rejections	Field audit quality	Hort and grain excel spreadsheet. Analysis of the relationship between the number of follow up audits and rejections.	The number of follow up audits should decline over time in line with a decline of inspection rejections	During the relevant export season

Table 4 Transport units

HUB document check					
Control point	Verification activity	Output	Collection and verification data point	Intervention	When intervention occurs
PEMS records	Appropriate documents and container certification numbers are correctly allocated in PEMS	Containers and transport units are fit for purpose	PEMS (see PEMS data and report specifications)	Phytosanitary certificate is not issued	As required - when documentation is incorrect or incomplete

System check					
Control point	Activity	output	Collection and verification data point	Intervention	When intervention occurs
PEMS Records	Validate the accuracy of HUB document checks	Phytosanitary certificates are issued to exports that meet importing country requirements	PEMS (see PEMS data and report specifications)	Supervisory intervention	Routinely as part of the supervisor's role

Table 5 Treatment data

Hub document check					
Control point	Verification Activity	Output	Collection and verification data point	Intervention	When intervention occurs
PEMS records	Appropriate documents, treatments and rates are correctly allocated in PEMS	Product has been treated to importing country requirements	PEMS (see PEMS data and reports specifications)	Phytosanitary certificate is not issued	As required

System check					
Control point	Activity	output	Collection and verification data point	Intervention	When intervention occurs
PEMS Records	Validate a sample percentage of Documentation Hub documents to check the accuracy of Documentation Hub verification	Phytosanitary certificates are issued to exports that meet importing country requirements	PEMS (see PEMS data and reports specifications)	Supervisory intervention	Routinely as part of the supervisor's role

Table 6 Registered establishment audits

Registered establishment performance					
Control point	Activity	Output	Collection and verification data point	Intervention	When intervention occurs
Registered establishment	Audit	Ensure the establishment is complying with the department's "Registered Establishment Audit and Performance Standards"	<ul style="list-style-type: none"> • PEO audit team site • "Registered Establishment Audit and Performance Standards" • audit Work Instructions 	Suspension or revocation of registration	After a decision by the Delegate subsequent to the issuance of a "Notice of intention to consider suspension or revocation of establishment registration"

System Check					
Control point	Activity	output	Collection and verification data point	Intervention	When intervention occurs
Validation activity	Audit activities are carried out on time and are resourced appropriately	Audit quality	Registered establishment results recorded on the PEO audit team site	Regular management reports on audit activities. Moderation activities. Audit working group	Quarterly management reports. Four audit working group teleconferences per annum and face-to-face meetings as required

Table 7 Document hub and export certification processes

Document Hub document check					
Control point	Verification Activity	Output	Collection and verification data point	Intervention	When intervention occurs
PEMS records	Appropriate documents have been supplied	Phytosanitary certificate complies with importing country requirements	PEMS (see PEMS data and reports)	Phytosanitary certificate is not issued	As required

System check					
Control point	Activity	output	Collection and verification data point	Intervention	When intervention occurs
PEMS records	Sample a percentage of Hub documents for accuracy	Phytosanitary certificate complies with importing country requirements	PEM (see PEMS data and reports specifications)	Supervisory intervention	Routinely as part of the supervisor's role

Appendix B: Analytics/reports

The following report descriptions outline the specific data to be provided by each departmental Services Group that will be analysed by PEO validating-officers. The data will be used to assess the various performance indicators in order to generate management reports on the performance of PEO's risk control and assurance system. The SLAs described earlier in this document will detail how and when the reports containing the data to be analysed will be provided to PEO by each Services Group.

General Information Analytics/Reports

These reports will provide PEO with general information that will enable managers to understand the specific commodity volumes they are dealing with in implementing specific controls within each region. This information is critical to ensuring that their business operations have the right resources to achieve their business objectives

Country-commodity volume report

The country commodity volume report will provide the business with information regarding volumes of commodities passed as export compliant to various markets using filters such as date range, establishment, State, exporter, freight type and package type. The report must be generated monthly in Adobe pdf format and emailed to a designated email address. Horticulture commodity reports must be emailed to horticultureexportsprogramact@agriculture.gov.au and Grain commodity reports must be emailed to grain.export@agriculture.gov.au

Commodity inspection report

The commodity inspection report is used to determine decision variances between officers and used to show anomalies between officer's decisions.

The commodity inspection report will provide the business with information regarding inspection pass rate, top five rejection reasons, rejection rate by inspection type, commodity type, Authorised Officer, establishment, state/region, destination, number of inspections that have had expiry date extended and frequency of the various 'reasons for extension'.

The report must be generated monthly in Adobe pdf format and emailed to a designated email address.

Horticulture commodity reports must be emailed to horticultureexportsprogramact@agriculture.gov.au and Grain commodity reports must be emailed to grain.export@agriculture.gov.au.

Empty container inspection report

The container inspection report will provide the business with information regarding container approval rate, top five rejection reasons, container approval and rejection rate by container yard, state/region, authorised officer, number of container inspections that have had expiry date extended, frequency of the various 'reasons for extension' and the number of consumable and non-consumable container inspections conducted. The report must be generated monthly in Adobe pdf format and emailed to grain.export@agriculture.gov.au.

Vessel inspection report

The vessel inspection report will provide the business with information regarding vessel approval rate, the top five reasons for rejection, vessel approval and rejection rate by inspection port, state/region, Authorised Officer etc.

Other information able to be reported upon is; vessel approval rate and rejection rate on reinspection, average number of holds inspected for loading per vessel, average number of holds not inspected for loading per vessel, average number of additional areas (e.g. crew's quarters) inspected per vessel, average inspection time for vessel categorised by departmental and industry based AOs, average number of AOs assigned to vessel inspections, number of vessel inspections that are in each status, number of vessel inspections that have had expiry date extended, frequency of the various 'reasons for extension' and the number of vessel inspections rejected due to failure of additional area inspection.

The report must be generated monthly in Adobe pdf format and emailed to grain.export@agriculture.gov.au.

Refrigerated container temperature calibration records report

The refrigerated container temperature calibration records report for in-transit cold treatment will provide the business with information regarding number of calibrations performed within a desired time period filtered by calibration type, Authorised Officer, departmental/industry based AOs etc. In addition, average calibration time and calibration history for a container would be required. The report must be generated monthly in Adobe pdf format and emailed to horticultureexportsprogramact@agriculture.gov.au.

Transfer certificates report

The transfer certificates report will provide the business with information regarding number of transfer certificates created within a desired time period filtered by commodity, endorsement number, variety, grower name and number, pack type, product security method, status, transport identification number, export mode, destination country, container number, source (point of loading) and destination AOs, departmental/industry based AOs, source and destination establishment numbers, source and destination locations, transfer outcome (acceptance or rejection) etc. The report must be generated monthly in Adobe pdf format and emailed to horticultureexportsprogramact@agriculture.gov.au.

Pest detection report

The pest detection report will provide the business with intelligence regarding the frequency and type of pest detection. Filters applicable are commodity, country, endorsement code, remarks, AO number, establishment, exporter, State and date. The report must be generated monthly in Adobe pdf format and emailed to the designated email address. Horticulture commodity reports must be emailed to horticultureexportsprogramact@agriculture.gov.au and Grain commodity reports must be emailed to grain.export@agriculture.gov.au.

Authorised Officer competency report

The AO competency report will provide the business with information regarding the number of AOs appointed for a particular job function, number and names of job functions for which each AO is either appointed, suspended or revoked and the AO's date of appointment and expiry. The filters applicable are, date range for AO start date and expiry date, State, job function code, commodity, country. The report must be generated monthly in Adobe pdf format and emailed to user designated email address plantexporttraining@agriculture.gov.au.

Additional information that can be included in the report is the number of competencies (job functions) that an AO has, number of job functions the AO has utilised for undertaking inspections in a given time frame and the number of competencies for which the AO is appointed but has not utilised for undertaking inspections in the given time frame.

Authorised officer inspection report

The Authorised officer inspection report will provide the business with information regarding the number of inspections an AO has undertaken, their rejection rate and their average inspection time. The filters applicable are establishment, commodity, country, inspection type, date range and remarks.

Additional analytics that can be included in the report are average rejection rate (number of inspections with status completed and failed quantity greater than zero divided by total number of inspections for each AO) of AOs grouped by region, state, departmental/industry based AO, quantity, commodity, country, establishment, inspection type and remarks.

Request for permit (RFP) report

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The RFP report will provide the business with information regarding the number of RFPs that are in open, closed with export status and closed without export status, RFPs that have attachments, import permits, correspondence, containers, chargeable time without invoice numbers etc. The filters applicable are establishment, commodity, country and date range.