



Australian Government
**Department of Agriculture,
Fisheries and Forestry**

AusTreat

Scheme for regulation of treatment providers operating outside Australia

Compliance and Enforcement Division | Compliance Partnerships



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Acknowledgement of Country

We acknowledge the Traditional Custodians of Australia and their continuing connection to land and sea, waters, environment and community. We pay our respects to the Traditional Custodians of the lands we live and work on, their culture, and their Elders past and present.

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Purpose

AusTreat applies to treatment providers registered or seeking to be registered under AusTreat and be listed in the [List of Treatment Providers](#).

In accordance with the *Biosecurity Act 2015 (Biosecurity Act)* and subordinate biosecurity legislation, to be listed in The List of Treatment Providers, the Director of Biosecurity must be satisfied the treatment provider is able to apply the treatment to goods to manage biosecurity risk associated with the goods to an acceptable level.

AusTreat is a mechanism for providing the Director of Biosecurity assurance the treatment provider can treat the goods and manage the biosecurity risk associated with the goods.

The AusTreat registration and renewal process is used to determine the suitability of treatment provider's equipment, personnel, facilities, procedures, and capacity to treat the goods and manage the biosecurity risk associated with the goods.

AusTreat sets out:

- application requirements for AusTreat registration
- requirements for maintaining AusTreat registration
- non-compliance processes
- information sharing governance
- decisions processes.

Treatments conducted by treatment providers registered under AusTreat, that are destined for Australia, must be performed correctly and in accordance with import conditions, treatment schedules, and the relevant treatment methodology.

AusTreat requirements are subject to change at any time at the department's discretion. The department will advise registered treatment providers of any changes to AusTreat in writing.

Learn more about [treatment methodologies](#).

1 Policy statement

1.1 Scope

- 1.1.1 AusTreat applies to treatment providers:
- a) located outside Australia, and
 - b) registered or applying to be registered under AusTreat.

1.2 Registration policy

- 1.2.1 Australia establishes biosecurity measures to prevent the arrival and establishment of exotic pests and disease. These measures include requiring biosecurity treatments to be performed on goods prior to export to Australia.
- 1.2.2 Treatment providers approved under AusTreat are listed in the List of Treatment Providers.
- 1.2.3 To be approved under AusTreat and listed in the List of Treatment Providers, the treatment provider must comply with the requirements specified in AusTreat.
- 1.2.4 The List of Treatment Providers referenced in AusTreat is the List of Treatment Providers as referenced in:
- a) section 56 of the Biosecurity (Conditionally Non-prohibited Goods) Determination 2021
 - b) section 43 of the Biosecurity (Prohibited and Conditionally Non-prohibited Goods—Christmas Island) Determination 2016
 - c) section 44 of the Biosecurity (Prohibited and Conditionally Non-prohibited Goods—Cocos (Keeling) Islands) Determination 2016
 - d) section 43 of the Biosecurity (Prohibited and Conditionally Non-prohibited Goods—Norfolk Island) Determination 2016
 - e) import permits
 - f) import conditions.
- 1.2.5 AusTreat registration is valid for a maximum of 3 years from the date of approval or renewal.
- 1.2.6 The department will provide the applicant with an outcome of registration as per Table 1.

Table 1 Registration outcomes

Registration outcomes	Standard	Registration outcome
Registered	<ul style="list-style-type: none"> • All registration requirements met, and • Sufficient evidence provided to give assurance that the treatment provider complies with all the treatment provider requirements in AusTreat, and • Sufficient evidence provided to give assurance that the treatment provider can treat the goods and manage the biosecurity risk associated with the goods. 	Approved

Registration outcomes	Standard	Registration outcome
Not registered	<ul style="list-style-type: none"> • One or more registration requirement not met, or • Insufficient evidence provided to give assurance that the treatment provider complies with all the treatment provider requirements in AusTreat, or • Insufficient evidence provided to give assurance that the treatment provider can treat the goods and manage the biosecurity risk associated with the goods. 	Not approved

Treatment providers approved to be registered under AusTreat will be assigned a status on the List of Treatment Providers. These registration statuses are as per Table 2.

Table 2 Registration status categories

Registration status categories	Standard
Approved	A treatment provider registered with the department under AusTreat that has met the minimum registration requirements for the treatment types they wish to conduct.
Under review	Indicators of non-compliance have been identified and biosecurity risk must be managed whilst a review into the treatment provider takes place.
Suspended	A treatment provider has failed to comply with our import conditions, AusTreat requirements, or the relevant treatment methodology and biosecurity risk must be managed.
Withdrawn	Registered treatment providers that voluntarily withdraw from AusTreat or fail to renew registration.

1.3 Compliance policy

1.3.1 The department will conduct compliance management activities against the requirements in AusTreat.

1.3.2 The department will conduct compliance management activities during:

- a) registration assessment
- b) reinstatement following a period of suspension or withdrawal
- c) the under-review process
- d) routine, random or targeted compliance monitoring.

1.3.3 The department may initiate compliance management activities:

- a) when indicators of non-compliance or non-compliances are identified
- b) based on information provided by overseas regulatory agencies
- c) for any other reason relevant to managing Australia's biosecurity, as determined by the department.

1.3.4 Compliance management activities may be conducted:

- a) as onsite, virtual and/or desktop activities
- b) in partnership with overseas regulatory agencies
- c) by a suitably trained third party appointed by the department.

- 1.3.5 Compliance management activities include the collection and analysis of information and data, through:
- a) asking questions
 - b) completing knowledge assessments
 - c) inspecting, authenticating, taking extracts from or making copies of documents
 - d) requiring the production of records
 - e) inspecting, examining, taking measurements or conducting tests
 - f) taking images or making recordings
 - g) examining or observing activities
 - h) accessing external information, intelligence and data sources – including commercial business data sets and specialist sources such as aerial or satellite imagery
 - i) undertaking any other activity deemed reasonable by the department.
- 1.3.6 When undertaking compliance management activities, the department may consider any relevant information and/or documentation collected by:
- a) the treatment provider
 - b) other regulatory mechanisms operating within Australia
 - c) the relevant overseas regulatory agency
 - d) any other source of information deemed to be relevant to the compliance management activities in relation to a treatment provider's registration status.
- 1.3.7 If non-compliance is identified, or indicators of non-compliance is identified, or the Director of Biosecurity is not satisfied the treatment provider is able to apply the treatment to goods to manage biosecurity risk associated with the goods to an acceptable level, the department may impose compliance management actions. These actions can include:
- a) directing treated consignments, including goods in transit, for onshore measures
 - b) introducing additional operating requirements on the treatment provider
 - c) introducing additional monitoring, verification and or data collection activities
 - d) directing the treatment provider to complete training
 - e) placing the treatment provider under review
 - f) suspending the treatment provider
 - g) any other reasonable action to gain assurance the treatment provider is compliant with AusTreat.
- 1.3.8 Treatment providers will be notified, by the department in writing, if compliance management activities result in a change to their AusTreat registration status, and the grounds for this change in status.

Under review

- 1.3.9 A treatment provider may be assigned a registration status of ‘under review’ if they are suspected of non-compliance due to:
- identification of a live pest or disease detection on a consignment treated by the treatment provider
 - indicators of falsified or fraudulent documents (including treatment records)
 - failing to provide documentation or evidence as requested by the department
 - any other indicators of non-compliance.
- 1.3.10 If a treatment provider has been assigned a registration status of under review:
- The treatment provider will be listed as under review on the department's list of treatment providers, and
 - The department will undertake a review, comprising of compliance management activities, to determine compliance with AusTreat.
- 1.3.11 The department will write to the treatment provider within 21 calendar days from the date of the registration status changing to under review, providing information on the review process.
- 1.3.12 At the conclusion of the review process, the treatment provider will be assigned a status on the List of Treatment Providers. These registration statuses are as per Table 3.

Table 3 Review results

Review findings	Standard	Registration Status
Review satisfactory	<ul style="list-style-type: none"> Sufficient evidence provided to give assurance that the treatment provider complies with all AusTreat requirements, and Sufficient evidence provided to give assurance that the treatment provider can treat the goods and manage the biosecurity risk associated with the goods. 	Approved
Provisionally approved	<ul style="list-style-type: none"> Additional measures required to gain assurance that the treatment provider complies with all AusTreat requirements, or Additional measures required to gain assurance that the treatment provider can treat the goods and manage the biosecurity risk associated with the goods. 	Approved
Review unsatisfactory	<ul style="list-style-type: none"> Insufficient evidence provided to give assurance that the treatment provider complies with all AusTreat requirements, or Insufficient evidence provided to give assurance that the treatment provider can treat the goods and manage the biosecurity risk associated with the goods. 	Suspended

- 1.3.13 If the review results are ‘provisionally approved’, the department will provide the treatment provider with the details of the provisional measures required and any specified timeframes.

Suspension

- 1.3.14 A treatment provider may be assigned a registration status of ‘suspended’ for:

- a) failure to comply with AusTreat requirements, import conditions or the relevant treatment methodology
 - b) live pests or diseases are detected that indicate the treatment failed or was ineffective
 - c) providing falsified or misleading information to the department
 - d) failure to provide documentation or evidence within specified timeframes, as requested by the department
 - e) refusal or failure to participate in compliance management activities, as and when requested by the department.
- 1.3.15 If a treatment provider has been assigned a registration status of suspended the treatment provider will be listed as 'suspended' on the department's list of treatment providers.
- 1.3.16 Adverse regulatory actions taken by overseas regulatory agencies may be recognised by the department and result in a treatment provider being listed as suspended on the list of treatment providers.
- 1.3.17 Where a treatment provider has been suspended for one treatment type, the treatment provider will be suspended for all treatment types.
- 1.3.18 A treatment provider will remain suspended until they complete the reinstatement process.

Withdrawal

- 1.3.19 A treatment provider can withdraw from AusTreat voluntarily if they cease to operate or no longer wish to participate in AusTreat.
- 1.3.20 A treatment provider can withdraw from AusTreat for specific treatment types and remain registered for other treatments.
- 1.3.21 To withdraw, the treatment provider must notify the department in writing. Treatment providers will not be withdrawn until the department provides formal approval.
- 1.3.22 A treatment provider will become 'withdrawn' if they have not submitted a registration application prior to their registration expiring.
- 1.3.23 If department approves the withdrawal, the treatment provider will be listed as 'withdrawn' on the department's list of treatment providers.
- 1.3.24 A treatment provider will remain withdrawn until they complete the registration process.

Withdrawal when suspended

If the treatment provider withdraws from AusTreat while suspended, the list of treatment provider status will remain as suspended.

Reinstatement

- 1.3.25 Treatment providers that are suspended and wish to regain their status of 'approved' must complete reinstatement process.

1.3.26 The department will write to the treatment provider within 21 calendar days from the date the reinstatement request was received, providing information on the reinstatement process.

Reinstatement process

The reinstatement process may include:

- completion of a full registration process
- close out corrective action requests
- participation in one or more compliance management activity
- conducting internal investigations
- participating in training
- participating in a reinstatement interview or demonstration
- participating in a reinstatement audit
- providing evidence of compliance through photos or videos, uploading treatment documentation, notifying the department of treatment activities, or providing purchasing receipts
- acquiring monitoring devices that support data logging and provide that data to the department.

1.3.27 The department will provide the treatment provider with the outcome of the reinstatement process. The result will be one of the results as per Table 4.

Table 4 Reinstatement results

Reinstatement result	Standard	Registration Status
Reinstated	<ul style="list-style-type: none"> • Sufficient evidence provided to give assurance that the treatment provider complies with all AusTreat requirements, and • Sufficient evidence provided to give assurance that the treatment provider can treat the goods and manage the biosecurity risk associated with the goods. 	Approved
Provisionally reinstated	<ul style="list-style-type: none"> • Additional measures required to gain assurance that the treatment provider complies with all AusTreat requirements, or • Additional measures required to gain assurance that the treatment provider can treat the goods and manage the biosecurity risk associated with the goods. 	Approved
Refuse to reinstate	<ul style="list-style-type: none"> • Insufficient evidence provided to give assurance that the treatment provider complies with all AusTreat requirements, or • Insufficient evidence provided to give assurance that the treatment provider can treat the goods and manage the biosecurity risk associated with the goods. 	Suspended

1.3.28 If the reinstatement results are 'provisionally reinstated', the department will provide the treatment provider with the details of the provisional measures required and any specified timeframes.

1.3.29 To verify compliance, the department may refer any consignments treated by the reinstated treatment provider for any action it considers reasonable after a period of suspension.

Decision review process

- 1.3.30 A treatment provider can request the department review a decision made in relation to the following:
- a) rejection of a registration or application
 - b) suspension
 - c) the result of a reinstatement processes.
- 1.3.31 Once a treatment provider has been notified of a decision relating to a registration, suspension or reinstatement decision, the treatment provider may apply to the department in writing for a review of decision within 30 days from the date of being notified.

1.4 Fees and chargeable items policy

- 1.4.1 All costs incurred by the department in conducting registration or compliance management activities may be charged to treatment providers.
- 1.4.2 The treatment provider will be given prior notification if costs incurred by the department in conducting these activities will be charged to the treatment provider.
- 1.4.3 Activities will be charged in accordance with individual service level agreements between the department and the treatment provider.
- 1.4.4 In calculating the fixed rate, all time spent travelling to treatment provider's facilities shall form part of the services and will be charged at the daily or weekly rate regardless of the time-of-day travel is undertaken.
- 1.4.5 In addition to fees for service, all direct costs associated with chargeable activities will be charged to treatment providers. These costs include:
- a) third-party charges
 - b) airfares (business class)
 - c) visas
 - d) airport taxes/duties and insurance
 - e) accommodation costs (four-star accommodation or equivalent)
 - f) transport to and from sites
 - g) travel allowance (meals and incidentals)
 - h) interpreter/representative (if required).

1.5 Privacy notice

- 1.5.1 Personal information is described under the *Privacy Act 1988* (Privacy Act) meaning personal information or an opinion about an identified individual, or an individual who is reasonably identifiable: whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not.
- 1.5.2 Protected information is described under the Biosecurity Act meaning personal information, or information that is commercial-in-confidence that is obtained under or in

accordance with the Act; or is derived from a record of personal information or information that is commercial-in-confidence that was made under or in accordance with the Act; or is derived from a disclosure or use of personal information, or information that is commercial-in-confidence, that was made under or in accordance with the Act.

- 1.5.3 The department may disclose personal or protected information to overseas regulatory agencies (if applicable) including Regional Plant Protection Organisations and National Plant Protection Organisations as referred to in the International Plant Protection Convention and other persons or organisations where necessary for the purposes of administering AusTreat.
- 1.5.4 By agreeing to be registered under AusTreat you consent to the disclosure of any personal or protected information, collected as part of AusTreat, to overseas regulatory agencies. The department has not taken steps to ensure that overseas regulatory agencies do not breach relevant legislative requirements or the Australian Privacy Principles. This means that:
- a) the overseas regulatory agencies may not be accountable under the Privacy Act or the Biosecurity Act
 - b) you may not be able to seek redress under the Privacy Act or the Biosecurity Act
 - c) you may not be able to seek redress in the overseas jurisdiction
 - d) the overseas regulatory agencies may not be subject to any privacy obligations or to any principles similar to the Australian Privacy Principles.

1.6 Information sharing policy

- 1.6.1 The department may use personal information, as described under the Privacy Act, obtained from other Australian Government agencies or overseas regulatory agencies (if applicable) for the purpose of assessing and exercising compliance and enforcement functions in relation to AusTreat.
- 1.6.2 The department may use protected information, as described under the Biosecurity Act, obtained from other Australian Government agencies or overseas regulatory agencies (if applicable) for the purpose of assessing and exercising compliance and enforcement functions in relation to AusTreat.
- 1.6.3 In cases where the department may need to access and use either personal or protected information, it will be done so under the respective legislative framework.
- 1.6.4 The department may disclose personal information, as described under the Privacy Act, obtained from other Australian Government agencies or overseas regulatory agencies for the purpose of assessing and exercising registration, accreditation, compliance management and enforcement functions, in relation to AusTreat.
- 1.6.5 The department may use protected information, as described under the Biosecurity Act, obtained from other Australian Government agencies or overseas regulatory agencies for the purpose of assessing and exercising registration, accreditation, compliance management and enforcement functions, in relation to AusTreat.

1.7 Government to government arrangements superseding AusTreat

- 1.7.1 The department may enter into bilateral or multilateral arrangements with overseas regulatory agencies which may supersede AusTreat. In these instances, the department may delegate or transfer treatment provider management responsibilities to the relevant overseas regulatory agency administering the bilateral or multilateral arrangement.
- 1.7.2 Bilateral or multilateral arrangements may establish specific requirements that supersede the requirements of AusTreat.
- 1.7.3 The department will provide written notice to treatment providers with no less than 30 days' notice prior to any changes come into effect.

2 AusTreat requirements

2.1 Registration requirements

- 2.1.1 To be considered for registration under AusTreat, a treatment provider must submit an application to the department.
- 2.1.2 The application must be completed in English and supporting documentation must be provided in English. If the original documentation is not written in English, both the original version and an English translated version must be provided.
- 2.1.3 If requested by the department, the treatment provider must participate in compliance management activities as part of the registration application.
- 2.1.4 AusTreat registration application must be complete, signed by an authorised contact, and contain the following information:
 - a) Company details:
 - i) company name
 - ii) email address
 - iii) phone number
 - iv) address.
 - b) Company contacts:
 - i) name
 - ii) phone number
 - iii) email address.
 - c) Types of treatments applied for.
 - d) Forecasted number of treatments expected to be conducted in a month.
 - e) Equipment list including:
 - i) type of equipment
 - ii) brand and model
 - iii) serial number for each piece of equipment
 - iv) quantity
 - v) calibration certificate
 - vi) device manual (link to web based version sufficient)
 - vii) images of the actual equipment.
 - f) Treatment specific information (as specified on treatment specific application forms):
 - i) Pressure test (for fumigation chambers and vacuum chambers)
 - ii) Treatment validation data

- iii) Chamber/enclosure testing reports
- iv) Any other information as requested by the department.
- g) Images of treatment practices and set up.
- h) Treatment technician details:
 - i) Treatment technician name
 - ii) Licence details (for fumigation technicians).
- 2.1.5 Treatment providers with multiple branches/locations that operate independently and manage their own staff, equipment, workload management, treatment records and treatment certification, must submit a separate application for each branch/location.
- 2.1.6 Treatment providers registering multiple branches/locations must provide additional information on company structure and operations, if requested by the department.
- 2.1.7 Treatment providers with multiple branches/locations that operate under a central office to manage all staff, equipment, workload management, treatment records and treatment certification, must only submit one application.
- 2.1.8 The treatment provider must declare any relationship, business, commercial, or other similar links or relationships, with other entities involved in quarantine or pre-export biosecurity treatments. This includes, but is not limited to, entities registered under AusTreat.
- 2.1.9 The treatment provider must meet all registration requirements to the satisfaction of the Director of Biosecurity.
- 2.1.10 The treatment provider must provide information relating to their application that is accurate, true, and not misleading.
- 2.1.11 The treatment provider must sign an agreement to participate in AusTreat to complete the registration. The agreement to participate will include:
 - a) permission to publish the treatment provider's details on the List of Treatment Providers
 - b) permission to publish any change in the treatment provider's AusTreat registration status
 - c) acknowledgment of the treatment provider's obligations to maintain AusTreat registration.

Registration outcome notification

The department will notify applicants of the outcome of their application as per Table 1. The outcome will be:

- 'Registered' for treatment providers that have met all registration requirements, or
- 'Not registered' for treatment provider that have not met all registration requirements.

2.2 Treatment provider requirements

Entity Identifier

Treatment providers that are deemed suitable for AusTreat registration will be issued an Entity Identifier (AEI).

- 2.2.1 For each treatment type that the treatment provider is registered for, the treatment provider must have:
- a suitable site for the treatment types and number of treatments performed, and
 - suitable equipment for the treatment types and number of treatments performed, and
 - knowledge and understanding of treatment requirements, and
 - suitably trained treatment technicians.
- 2.2.2 The treatment provider must perform biosecurity treatments in accordance with:
- Australian import conditions, and
 - the treatment schedule specific to that treatment, and
 - the treatment methodology relevant to that treatment.
- 2.2.3 For every treatment performed under AusTreat, the treatment provider must certify the treatment results on treatment certificate and record of treatment.
- 2.2.4 If requested by the department, the treatment provider must participate in compliance management activity.
- 2.2.5 The treatment provider must always have in their employment at least one person that has completed and passed the department's knowledge assessment for each treatment type the treatment provider is registered for.
- 2.2.6 The treatment provider must complete the department's knowledge assessment at the direction of the department.

Knowledge assessment as a compliance management action

The department may direct the treatment provider, or treatment technicians, to complete the knowledge assessment as a compliance management action or if there are significant changes to:

- the treatment methodology that is relevant the treatment type(s) the treatment provider is registered for, or
- AusTreat requirements, or
- import conditions relevant to the treatment type the treatment provider is registered for.

Knowledge assessment alternatives

The department's knowledge assessment can be made available to all treatment technicians. Where the knowledge assessment isn't fit for purpose the treatment provider may develop their own staff training and assessment processes to meet departmental requirements.

- 2.2.7 The treatment provider must comply with any relevant domestic and international regulatory requirements.

- 2.2.8 The treatment provider must provide information to the department that is accurate, true, and not misleading.
- 2.2.9 For onsite or virtual compliance management activities, the registered treatment provider must ensure:
- a) specific staff are present, as requested by the department
 - b) an English-speaking individual is present to facilitate communication.
- 2.2.10 For virtual compliance management activities, the registered treatment provider must facilitate the use of any technology deemed appropriate by the department.
- 2.2.11 For onsite compliance management activities, the treatment provider must provide access to the facility, equipment and treatment documentation at the time and date requested and must provide a safe working environment.
- 2.2.12 If requested by the department, the treatment providers must provide the following information to the department:
- a) individual treatment information including treatment records, data and/or certificates
 - b) registration information
 - c) equipment calibration records
 - d) evidence of treatment equipment
 - e) relevant purchasing documentation
 - f) any other documentation requested by the department.
- 2.2.13 Unless another timeframe is specified by the department, the registered treatment provider must provide all information requested within 7 calendar days.
- 2.2.14 The treatment provider must maintain all treatment records listed in clause 2.2.13 or specified in the relevant treatment methodology:
- a) for a minimum of two years, and
 - b) be provided in English. If the original documentation is not written in English, both the original version and an English translated version must be provided.
- 2.2.15 The treatment provider must inform the department in writing of any significant changes to the company within 21 calendar days. This includes changes in:
- a) ownership
 - b) facilities location
 - c) contact details
 - d) operating procedures
 - e) monitoring equipment
 - f) business closure
 - g) national or international regulatory agency registration
 - h) any other significant changes to the business or operations.

- 2.2.16 The treatment provider must provide the full name and contact details of any person with the authority to communicate with the department on the registered treatment provider's behalf.

Registration renewal

- 2.2.17 The treatment provider must renew their AusTreat registration prior to the expiration date of their registration.

Registration expiry

The treatment provider should submit a registration application at least 6 weeks prior to expiry to ensure the application is processed prior to the expiration date.

- 2.2.18 The treatment provider must renew their AusTreat registration, at the direction of the department, if there are significant changes to:
- a) AusTreat requirements, or
 - b) the treatment methodology relevant to the treatment type the treatment provider is registered for, or
 - c) import conditions relevant to the treatment type the treatment provider is registered for, or
 - d) the treatment provider.

2.3 Treatment documentation lodgement requirements

Treatment lodgement portal access

Registered treatment providers will be provided access to the department's online treatment lodgement portal (the portal).

- 2.3.1 The treatment provider must lodge a copy of all treatment documentation issued for all Australian bound consignments to the department via the portal.
- 2.3.2 All treatment certification for Australian bound goods must be provided to the department within 14 days of the treatment being completed or before the consignment arrives in Australia, whichever is sooner.
- 2.3.3 Information entered into the portal must be accurate, true, and not misleading.

Onshore measures

Failure to lodge treatment documentation as specified in this section may result in the consignment being subject to onshore measures on arrival into Australia.

3 Legislative framework

The legislation listed below applies to the administration of AusTreat:

- Australian Privacy Principles
- Biosecurity Act 2015
- Biosecurity (Conditionally Non-prohibited Goods) Determination 2021
- Biosecurity (Prohibited and Conditionally Non-prohibited Goods—Christmas Island) Determination 2016
- Biosecurity (Prohibited and Conditionally Non-prohibited Goods—Cocos (Keeling) Islands) Determination 2016
- Biosecurity (Prohibited and Conditionally Non-prohibited Goods—Norfolk Island) Determination 2016
- Privacy Act 1988

Glossary

For all terms not defined, refer to the definition used by the Macquarie Dictionary.

Term	Definition
AEI	The Entity Identifier (AEI) (formerly known as the AQIS Entity Identifier) is used to track and manage the offshore treatment certification that accompanies consignments entering Australia.
authorised contact	Persons who are authorised to contact the department on behalf of the treatment provider. Authorised contacts are: <ul style="list-style-type: none"> • listed as contacts on the AusTreat application. • nominated as contact by an existing authorised contact, in writing to the department.
biosecurity risk	The likelihood of a disease or pest entering, establishing or spreading in Australia; and the potential for the disease or pest to cause harm to human, animal, plant, or environmental health, or economic consequences associated with the entry, establishment or spread of the disease or pest.
biosecurity treatment	Department approved treatments applied for biosecurity purposes to manage the risk of introduction of exotic pests and diseases.
compliance management activities	Tools used to monitor, assess and verify compliance.
consignment	Refers collectively to the goods that are being exported or imported, any packing materials used, and the mode of transport such as a shipping container.
the department	The National Plant Protection Organisation of Australia or their agent.
import conditions	The department's conditions for the import of goods, including permit conditions and treatments.
indicators of non-compliance	Information that provides the department with a reasonable suspicion of treatment provider non-compliance.
in transit	Consignments or goods are classified as 'in transit' when they have left the country of origin but have not yet been cleared through the border in Australia.
knowledge assessment	An online assessment of an individual's knowledge of Australian treatment requirements and import conditions.
list of treatment providers	The department's official list of treatment providers located outside of Australia and their statuses, which is published on the department's website.
non-compliance	Non-compliance is a failure to meet AusTreat requirements.
onsite	Refers to a treatment site. If compliance management activities are held onsite, it means they are held on the site(s) treatments are conducted.
overseas Regulatory Agency	The regulatory body responsible for regulating biosecurity, including the conduct of treatments in the relevant jurisdiction. This may include but is not limited to Regional Plant Protection Organisations and National Plant Protection Organisations as referred to in the International Plant Protection Convention (IPPC).
pest	Species, strain or biotype of a plant or animal, or a disease agent, that has the potential to cause, either directly or indirectly, harm to human, animal or plant health or the environment.
treatment certificate	Documentation that specifies the treatment applied to goods within a specific consignment.
treatment documentation	Documents and records associated with a particular treatment, including the Record of Treatment, the treatment certificate and any other documents specified by the relevant treatment methodology. May be hardcopy or softcopy (electronic).

AusTreat scheme for regulation of treatment providers operating outside Australia

Term	Definition
treatment methodology	Treatment methodologies outline best practice and minimum requirements for applying biosecurity treatments.
treatment provider	For the purposes of AusTreat, treatment provider means entity responsible for the effective conduct of a quarantine and pre-shipment treatment that is registered or seeking to register under AusTreat.
treatment technician	A person employed by or contracted to the treatment provider, who holds the relevant licences, qualifications, and skills to perform a biosecurity treatment.
virtual	An online mechanism, such as Microsoft Teams, Zoom, Skype, email, or any other electronic means. Conducted online, as opposed to onsite or in person.