

REFERENCE

# Performance standards for the packhouse grower supplier model

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## Purpose of this document

This document:

* outlines the performance standards packhouses must meet to gain and maintain accreditation to operate under the packhouse grower supplier model export function.

**Note:** Packhouses must also meet the requirements for accredited property packhouses outlined in the *Performance standards for packhouses* and Guideline: [*Management of horticulture export accredited properties*](#_Related_material).

* must be read in conjunction with the following:
* Guideline: [*Management of horticulture accredited properties operating under the packhouse grower supplier model*](#_Related_material)
* Guideline: [*Audit of horticulture export accredited properties*](#_Related_material)
* Reference: [*Performance standards for packhouses*](#_Related_material)
* Guideline: [*Management of horticulture export accredited properties*](#_Related_material).

## Definitions

The following table defines terms used in this document.

| Term | Definition |
| --- | --- |
| Checklist item | Required tasks that have specific performance standards that must be met by packhouse managers. |
| Documented system | A written document that:   * defines the processes and procedures for work tasks conducted by packhouses * includes the records that confirms the process is being followed. |
| Performance standards | A benchmark derived from legislation and departmental requirements against which actual performance of third parties is measured. |

## Performance standards

The manager of the packhouse must ensure the following performance standards are met.

**Note:** The packhouse may use the approved Reference: [*Packhouse management of growers template*](#_Related_material) at audit to demonstrate their documented verification program.

### General requirements

The following table outlines the performance standards for the general requirements for packhouses operating under the packhouse grower supplier model.

| Packhouse requirement | Performance standards – general requirements | Non-compliance rating | Examples of evidence (guide only) |
| --- | --- | --- | --- |
| **1.1 List of accredited properties** | * Has a current list of all accredited property growers that supply export product to the packhouse. * Has a system in place to maintain accredited list, including the removal of non-compliant blocks. * Has evidence of grower’s accredited properties accreditation. | * Minor   or   * Major | * Approval notice provided by grower * Access to peak industry body online system showing accredited and not accredited blocks * Internal list of accredited property farms associated with the packhouse * Advice of changes by packhouse representative |
| **1.2 Roles and Responsibilities** | * Has a clearly defined organisational chart demonstrating the roles of each personnel involved in managing growers under the model. * Has a full list of nominated personnel responsible for the following activities: * packhouse management/control * packhouse representative * farm management * crop monitor/s * internal reviewer * other, as relevant. * Demonstrates an appropriate level of independence between personnel conducting farm monitoring and verification activities. | * Minor   or   * Major | * Organisational chart showing key personnel with responsibilities for the management of growers under the model * Electronic or manual list of key personnel * Training register for packhouse representatives * Details of independent crop monitor, packhouse representative, quality assurance manager etc. * Personnel can also explain their roles and responsibilities under the model during audit |
| **1.3 Training and Education** | * Has a system in place to ensure all relevant parties understand the training requirements outlined in the farm and crop monitor performance standards and relevant work plans/protocols. * Training program is in place and includes: * training material, training frequency, details of trained growers and completion dates of each training delivered * grower awareness of requirements * new grower awareness of requirements * packhouse representative awareness of requirements. * Has completed records of the above activities. | * Minor   or   * Major | * Email to growers including link to farm and crop monitor performance standards * Declaration from growers that they are aware of the training requirements * Training program details * Grower training records * Industry meetings & communiques * Signed up to receive IANs * History of accreditation |
| **1.4 Internal Review** | * Has a system in place to conduct an annual, internal review of the processes described in their management of growers’ program and the requirements of the model. * Has a process in place to record findings of the internal review. | * Minor | * Review processes and activities recorded in the Reference: [*Packhouse management of growers* *template*](#_Related_material) * Interview packhouse representative on packhouse requirements |

### Packhouse verification of grower activities

The following table outlines the performance standards for the verification of grower activities by packhouses operating under the packhouse grower supplier model.

| Packhouse requirement | Performance standards – Packhouse verification of grower activities | Non-compliance rating | Examples of evidence (guide only) |
| --- | --- | --- | --- |
| **2.1 Documentation review - Pest management and crop monitor verification** | * Has a documented verification program in place which includes a method:   + of reviewing and verifying crop monitoring records   + of confirming the crop monitor is suitably trained and registered with the department (\*Feb survey only for citrus)   + to ensure that monitoring is conducted for all relevant pests of concern   + to confirm that monitoring is completed at the required intervals as per the relevant work plans. * Minor issues identified after grower applications close are to be documented, managed and resolved by the packhouse. * Major issues must be referred to the department for consideration. * Has completed records of all above activities. | * Minor   or   * Major   or   * Critical | * Documented procedures (for example, Reference: [*Packhouse management of growers template*](#_Related_material)) for reviewing crop monitoring records and conducting grower site visits * Records of crop monitoring verification by packhouse representative, for example, signed records * Issues register outlining grower issues and rectification measures |
| **2.2 Documentation review - Farm hygiene/Good agricultural practices** | * Has a documented verification program in place which includes: * a method of reviewing and verifying spray diaries and farm hygiene records * confirming spray records meet accredited property farm requirements. * Minor issues identified after grower applications close are to be documented, managed and resolved by the packhouse. * Major issues must be referred to the department for consideration. | * Minor   or   * Major | * Documented procedures (for example, Reference: [*Packhouse management of growers template*](#_Related_material)) for reviewing spray diaries and farm hygiene records * Copies of spray records, sighted and signed by packhouse representative * Issues register outlining grower issues and rectification measures |
| **2.3 On-farm inspection** | * The packhouse representative must conduct on-farm inspection activities for all growers to verify they comply with farm hygiene requirements. * Grower site visits completed by the packhouse representative must be documented.   **Important:** Growers that are new to horticulture export accreditation must be visited at least once pre-season. | * Minor   or   * Major   or   * Critical | * Documented evidence of grower meeting hygiene requirements * Crop monitoring reports documenting weeding and skirting compliance. Sighted and signed by packhouse representative * Photo evidence taken by packhouse representative for growers visited * Spray records detailing product used for weed control * System capturing packhouse representative visits (for example, online system) |

## Related material

The following related material is available in the [Plant Export Operations Manual](https://www.agriculture.gov.au/biosecurity-trade/export/controlled-goods/plants-plant-products/plantexportsmanual#accredited-properties) on the department’s website:

* *Guideline:* [*Management of horticulture export accredited properties operating under the packhouse grower supplier model*](https://www.agriculture.gov.au/biosecurity-trade/export/controlled-goods/plants-plant-products/plantexportsmanual#accredited-properties)
* Guideline: [*Audit of horticulture export accredited properties*](https://www.agriculture.gov.au/biosecurity-trade/export/controlled-goods/plants-plant-products/plantexportsmanual#accredited-properties)
* Guideline: [*Management of horticulture export accredited properties*](https://www.agriculture.gov.au/biosecurity-trade/export/controlled-goods/plants-plant-products/plantexportsmanual#accredited-properties)
* Reference: [*Performance standards for packhouses*](https://www.agriculture.gov.au/sites/default/files/sitecollectiondocuments/biosecurity/export/plants-plant-products/plant-exports-manual/performance-packhouses.pdf)
* Reference: *Packhouse management of growers template*

## Contact information

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## Document information

The following table contains administrative metadata.

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| IMLS-9-9372 | Director, Horticulture Exports Program, Plant Export Operations Branch. |

## Version history

The following table details the published date and amendment details for this document.

| Version | Date | Amendment details |
| --- | --- | --- |
| 1 | 01/11/2023 | First publication of this reference. |