

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.

| Instructional Material Library document ID | Instructional material owner |
| --- | --- |
| 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. |