



REFERENCE

Performance standards for the packhouse grower supplier model

In this document

This document contains the following topics.

Purpose of this document.....	2
Definitions.....	2
Performance standards.....	3
General requirements.....	3
Packhouse verification of grower activities	5
Related material.....	7
Contact information.....	7
Document information	7
Version history	7

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

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: <ul style="list-style-type: none">• 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](#) 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	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Minor or Major 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> packhouse management/control packhouse representative farm management crop monitor/s internal reviewer other, as relevant. 	<ul style="list-style-type: none"> Minor or Major 	<ul style="list-style-type: none"> 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

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Packhouse requirement	Performance standards – general requirements	Non-compliance rating	Examples of evidence (guide only)
	<ul style="list-style-type: none"> Demonstrates an appropriate level of independence between personnel conducting farm monitoring and verification activities. 		
1.3 Training and Education	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Minor or Major 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Minor 	<ul style="list-style-type: none"> Review processes and activities recorded in the Reference: Packhouse management of growers template Interview packhouse representative on packhouse requirements

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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	<ul style="list-style-type: none"> • Has a documented verification program in place which includes a method: <ul style="list-style-type: none"> ○ 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. 	<ul style="list-style-type: none"> • Minor or • Major or • Critical 	<ul style="list-style-type: none"> • Documented procedures (for example, Reference: Packhouse management of growers template) 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	<ul style="list-style-type: none"> • Has a documented verification program in place which includes: <ul style="list-style-type: none"> ○ a method of reviewing and verifying spray diaries and farm hygiene records 	<ul style="list-style-type: none"> • Minor or • Major 	<ul style="list-style-type: none"> • Documented procedures (for example, Reference: Packhouse management of growers template) for reviewing spray diaries and farm hygiene records

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Packhouse requirement	Performance standards – Packhouse verification of grower activities	Non-compliance rating	Examples of evidence (guide only)
agricultural practices	<ul style="list-style-type: none"> ○ 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. 		<ul style="list-style-type: none"> • Copies of spray records, sighted and signed by packhouse representative • Issues register outlining grower issues and rectification measures
2.3 On-farm inspection	<ul style="list-style-type: none"> • 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. <p>Important: Growers that are new to horticulture export accreditation must be visited at least once pre-season.</p>	<ul style="list-style-type: none"> • Minor or • Major or • Critical 	<ul style="list-style-type: none"> • 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)

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Related material

The following related material is available in the [Plant Export Operations Manual](#) on the department's website:

- Guideline: [Management of horticulture export accredited properties operating under the packhouse grower supplier model](#)
- Guideline: [Audit of horticulture export accredited properties](#)
- Guideline: [Management of horticulture export accredited properties](#)
- Reference: [Performance standards for packhouses](#)
- Reference: *Packhouse management of growers template*

Contact information

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Document information

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