



Australian Government

Department of Agriculture, Water and the Environment

The Biosecurity Portal

Import Inspections at your fingertips,
online 24/7





Background

The Client and Workload Management (CWLM) project aims to:

- deliver an enterprise wide client and workload management capability
- supports a cost effective, modern and client focused service delivery model and
- allows workload management to be managed at a national level in order to optimise resource usage.



Comprises of:

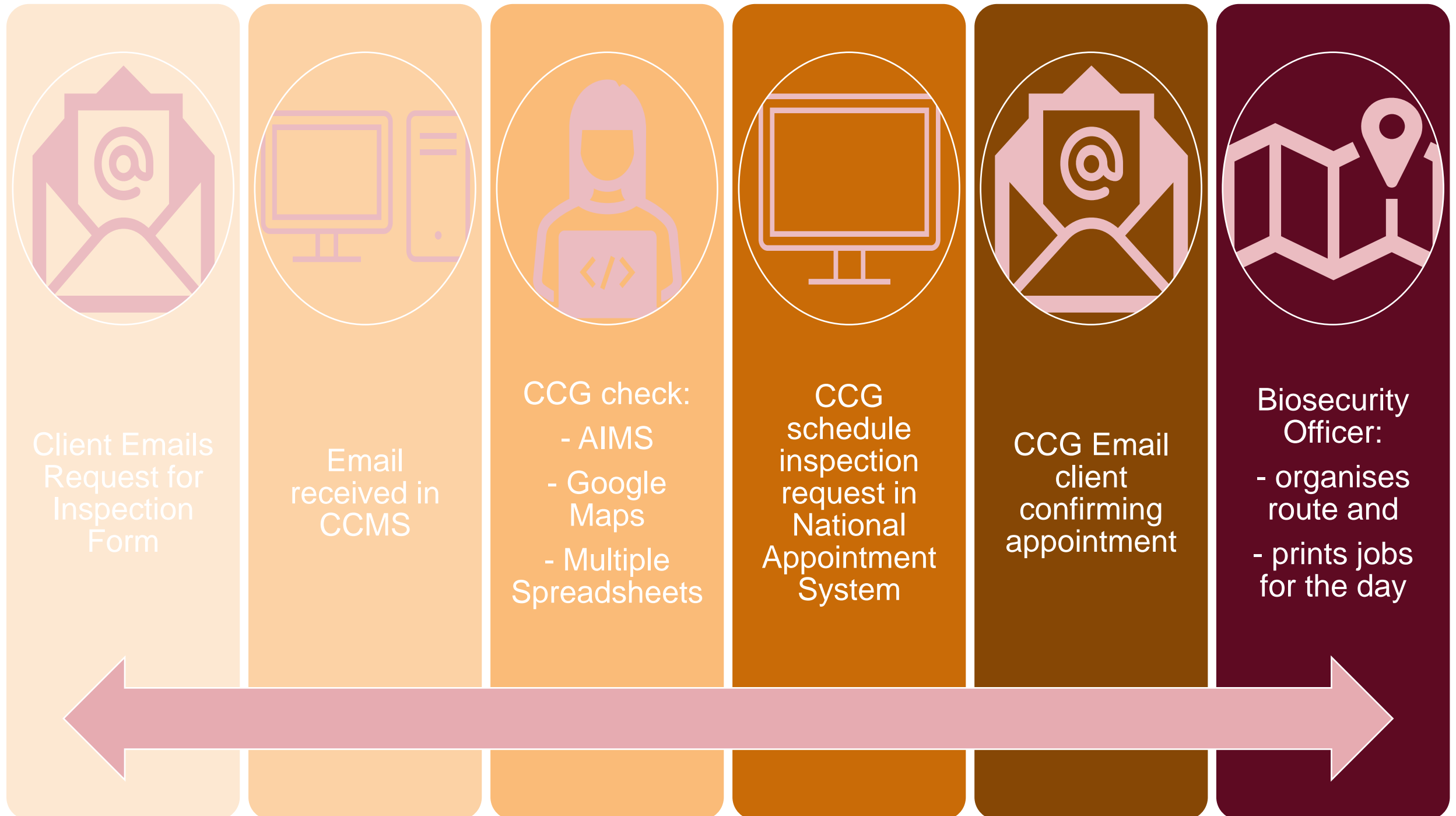
- ✓ Scheduling and Workload Management System (SWMS)
- ✓ Field Service Mobile App
 - ✓ Biosecurity Portal



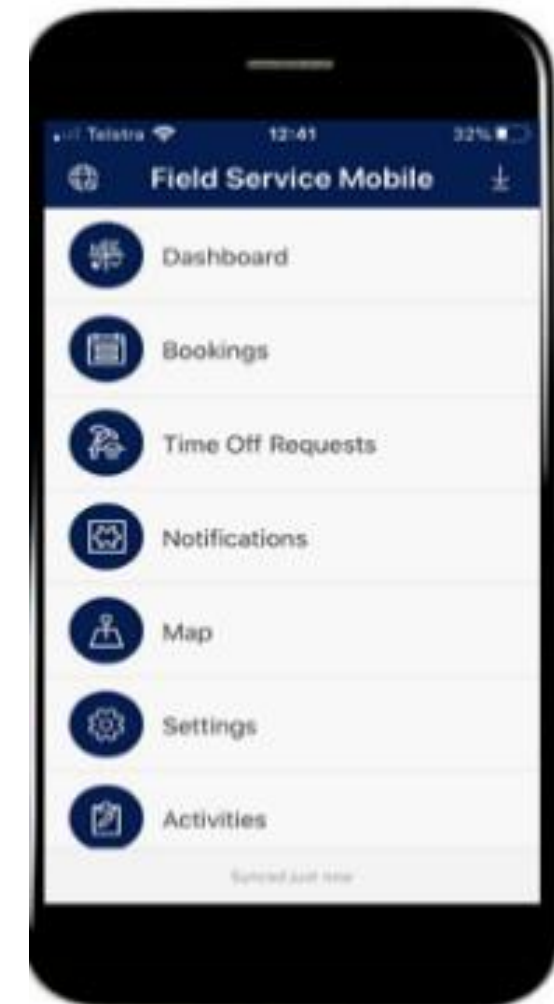
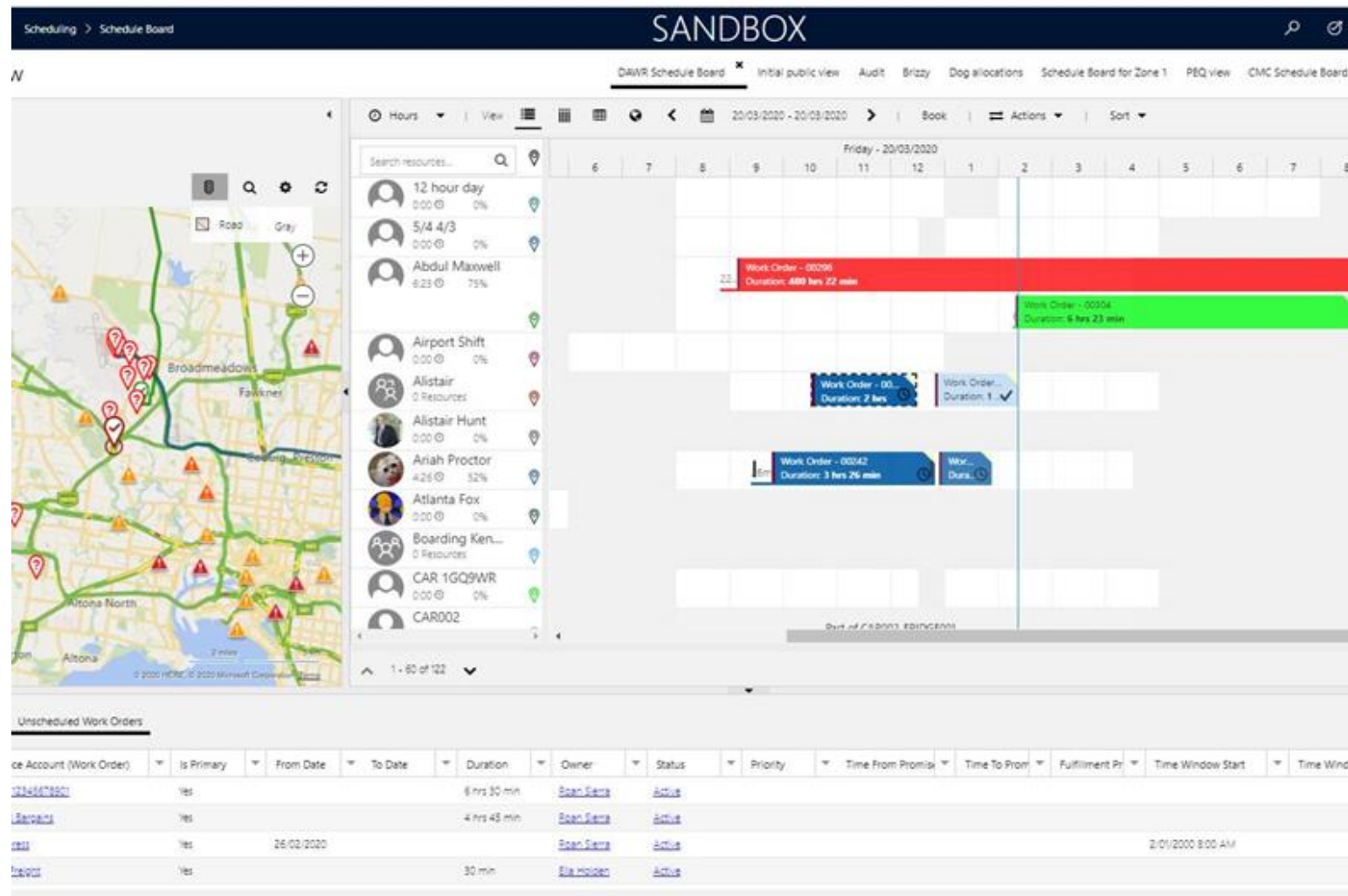
Project Impact/Reach

- **3,000 Clients (Importers, Brokers, Approved Arrangements. Freight Forwarders)**
- **130,000 import inspection bookings pa**
- **80 Client Contact Group Staff, nationally**
- **1,200 Biosecurity Officers, nationally**
- **200 team leaders/managers, nationally**

Current Process



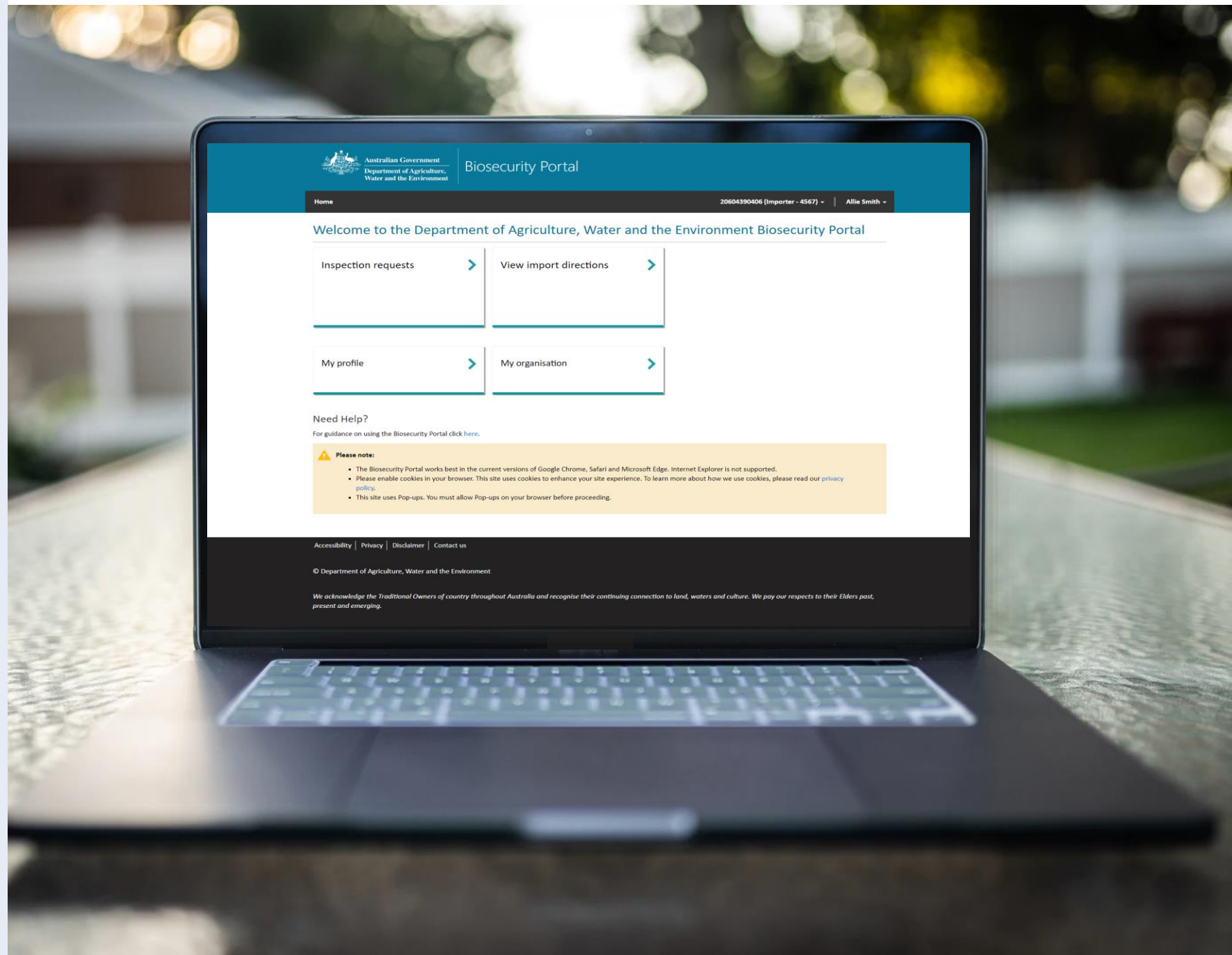
SWMS & FSM App



- ✓ Staggered deployment – 2021/2022
- ✓ Introduced a Workforce Management Function

Book online – All your bookings in one place

The new Biosecurity Portal now allows organisations to **book, view and manage import inspections at any time** from a centralised, online location.



Biosecurity Portal

Inspections at your fingertips



What can the Portal do?

An online Portal to allow organisations to book a biosecurity import inspection online at anytime.

What's new?

- Request to book, view and manage biosecurity **import** inspections through an online booking platform.
- Personal accounts that are linked to all the organisation's bookings.
- View all **import** bookings in a single, easy to use place.
- View and Print AIMS Direction information.
- Receive live updates on the status of your request/booking changes.



Will the Portal support my booking type?

An online Portal to allow organisations to book a biosecurity import inspection online at anytime.

What sort of bookings can be done through Portal?

- Request almost any import inspection booking through the Biosecurity Portal (note: the Portal supports inspection requests against Import Entry IDs only at this stage).
- If clients book through the portal, they will be able to view, modify and cancel online.

The Portal does not currently support:

- Bulk bookings.
- Bookings for inspections at Manned Depots.
- Bookings via airway bill.



The existing email booking system will remain available, however bookings made via email will not be available to cancel, modify or view on the Portal.



What does the Portal offer?

The Portal now makes booking import inspections simpler, faster and clearer

Benefits

- **Time saving:** All import inspection information is done through the Portal - no need for emails, attaching forms, or file management.
- **A single location:** View all import inspection requests in a single location, with progress updates.
- **Less errors:** Spot inspection request errors instantly and request an amendment straight away. No emailing, no waiting for a response.





Support

A dedicated support team to help clients onboard to the Portal

Support will involve:

- A detailed walkthrough for the first few inspection requests.
- Access to the **Portal User Guide**, **Help Guide** and **Setup Guide** -
- Dedicated phone number to contact the support team.
- Dedicated email address to contact the support team.



Progressive rollout across all States

The Portal is live in NSW, ACT, WA, Qld, NT and SA for import inspection bookings in those states.

- Anyone can book from anywhere in Australia, but the request must be for an import inspection at a site in one of those states.

VIC will be live from 20 July.



Next Steps

System Development:

- Continues with ongoing enhancements –
 - additional self-service functionality
 - streamlining manual processes/ automation of scheduling
 - enhancements – based on user feedback
 - interface with existing industry software

Process Changes:

- Channel migration



Welcome to the Department of Agriculture, Water and the Environment Biosecurity Portal

Inspection requests



View import directions



My profile



My organisation



Need Help?

For guidance on using the Biosecurity Portal click [here](#).



Please note:

- The Biosecurity Portal works best in the current versions of Google Chrome, Safari and Microsoft Edge. Internet Explorer is not supported.
- Please enable cookies in your browser. This site uses cookies to enhance your site experience. To learn more about how we use cookies, please read our [privacy policy](#).

