CBC webinar – List of Treatment Providers

Video description and transcript

6 September 2023

Introduction

This is the accessible text transcript of CBC activity 23-24/01 List of Treatment Providers.

Transcript

[Video begins]

Screen 1: [Video description: banner titled: CBC activity 23-24/01 – List of treatment providers.]

[Audio]: Welcome to 2023-24 CBC pre-recorded webinar. My name is Grant Kellam from the Assessment Policy section in the Biosecurity Operations Division. I will be facilitating the pre-record webinar.

Firstly, on behalf of all participants, wherever you are viewing this webinar, I would like to acknowledge the Traditional Custodians of the land on which each of us gather and pay our respects to their Elders past and present. I extend that respect to Aboriginal and Torres Strait Islander peoples participating in this webinar.

This webinar is the first to be conducted using your new 'external Learnhub for class 19 accredited persons'.

At your request, the department extended access to its Learnhub platform to our class 19 accredited persons. We hope over time it will become an accessible and useful website to support you when lodging biosecurity referred import declarations.

The Department would be grateful if you are able to take the time to provide any feedback on your Learnhub site. As you are all aware, your CBC or continuous biosecurity competency assessment is required to maintain your accredited person status under the class 19.1 NCCC arrangement.

Screen 2 – Purpose: [Video description: text panel.]

[Audio]: The purpose of this webinar is to provide you with information regarding the Implementation of the 'List of Treatment Providers', and related updates to the minimum documentary and information requirements policy – or the Min Docs policy.

We're also using this CBC activity to conduct some refresher training on topics we receive a high volume of queries about – namely key areas of the min docs policy, the use of the broker referral codes, and the process to appeal non-compliance under the class 19 approved arrangements.

Screen 3 – CBC format: [Video description: text panel with screenshot of Learnhub course page.]

[Audio]: As this is the first time we are using the Learnhub platform, we are running this year's CBC is a little differently.

The Learnhub platform allows us to pre-record what has been traditionally a recorded live webinar. Advantages include:

- removes the need for you to register for a live event,

- reduces IT and internet connection risks of live events, and

- Allows you to complete the CBC activity at your own pace and convenience.

To complete the assessment component, please contact your CBC training provider. Assessment at this time cannot be completed on Learnhub.

If you have any questions or need clarification on the topics in the webinar, please submit your questions via the 'Forum' feature as shown on the screen. When you click on the link, you will see separate forums for each of the learning objectives in which to post your questions or comments.

We will be monitoring the forums and providing responses to questions up until the CBC completion date of 18 October 2023.

As mentioned earlier we would appreciate any comments or suggestions you have on your experience with using your Learnhub platform. Please send us your feedback to: AEPsupport@aff.gov.au.

Screen 4 – Resources required [Video description: text panel with screenshots of policy documents and relevant webpages.]

[Audio]: For both the webinar and assessment we recommend you have access to the:

- Approved Arrangement Class 19.1 – Non-commodity for containerised cargo clearance requirements version 6;

- The Minimum documentary and import declaration requirements policy version 4.1;

- Approved arrangements general policies version 7.2; the

- The Offshore treatment provider webpage; and the

- Entity Identifier webpage.

Links to these documents have been placed under the 'Course resources' header in Learnhub for ease of access.

As a reminder for new and previous CBC participants, to maintain your class 19.1 NCCC accreditation, you must successfully complete this 23-24 CBC activity; including the assessment by Wednesday 18th October 2023. Accredited persons that do not complete the training will be suspended from the class 19.1 N triple C approved arrangement.

Now, with all of the housekeeping out of the way, let's move into the webinar.

First up, Mark Sobey, Director Assessment Policy will outline the department's key priorities for class 19 approved arrangements and the learning outcomes for this CBC activity.

Thanks Mark.

Screen 5 – Director's message [Video description: picture of people sitting at a table having a discussion.]

[Audio]: Thanks Grant.

Welcome and thanks for setting aside some of your valuable time to complete this CBC activity. Your work is critical to protecting Australia's biosecurity. I am Mark Sobey, Director of Assessment Policy within the Biosecurity Operations Division. I lead a wonderful team of folk who are responsible for the documentary requirement policies for cargo entering Australia within the scope of the Biosecurity Act 2015 and for approved arrangement class 19.

The department is strongly committed to approved arrangement class 19. Class 19 is a great example of industry and government partnering together to take shared responsibility for protecting Australia's national interests.

From the department's perspective, so far this year more than 109,000 entries have been processed through class 19. Class 19 has a compliance rate of over 98 percent, which is a testament to your efforts in ensuring entries are compliant. Thank you for your diligence.

Internally, the savings for the department through the use of class 19 is estimated to be more than 40 biosecurity assessment officers. This is great for everyone as we all know finding an additional 40 biosecurity officers would be a challenge in the current environment and a waste of resources.

Whilst all of this is great news, we aren't resting on our laurels. There are opportunities and challenges to further expand class 19.

One of the opportunities is the Highly Compliant Importer program (HCI), which enables the use of class 19 and inspection relief for importers based on the importer's compliance history. HCI has been trialling green coffee beans with great results. We are currently working on adding new commodities to HCI.

Further commodities are being prepared to be added to class 19.2 later this year, which will benefit industry through more efficient border clearance. We will provide further updates once the list is finalised.

There are also ways you can help. The uptake for some commodities currently available on class 19.2 could be higher. By maximising the use of class 19.2, delays across all assessment activities will be reduced. I strongly encourage you to use class 19 as much as possible.

Likewise, if you have suggestions for commodities that would be suitable for inclusion on class 19, please let us know. It helps us when industry are backing a change.

Similarly, if you have a client with specific issues preventing them from using class 19, please reach out to us and we can have a conversation so we can work together to enable your client to use class 19.

Thank you for completing today's training. I wish you the very best for the assessment. And thank you for using class and maintaining the fantastic compliance rate.

Screen 6 – Learning outcomes: [Video description: text panel.]

[Audio]: Now, we'll go through the learning outcomes for this year's CBC activity.

At the conclusion of this webinar, you will be able to:

- Explain the key changes relating to the offshore treatment provider schemes and the Minimum Documentary and import declaration requirements policy;

- Demonstrate how to use the 'List of treatment providers'

- Demonstrate how to use the broker referral concern codes;

- Explain key aspects of the Minimum Documentary and import declaration requirements policy; and

- Describe the process to appeal non compliance under the class 19 approved arrangement.

Thanks Mark.

We will now take you through developments with the departments Offshore Treatment Provide Scheme to assist you when lodging entries requiring treatment for biosecurity risk. Marian Blake will outline changes to methodologies and documents for biosecurity treatments.

Screen 7 – Methodologies and documents for biosecurity treatments [Video description: text panel and images of people at work.]

[Audio]: Hello everyone, my name's Marian Blake and I work in the Compliance Partnerships team, and we manage the policy for our treatment methodologies and operate the department's offshore treatment provider schemes.

Our team has been working on a number of projects over the last 12 months with a focus on simplifying policy and processes in the treatments space, which we'll be discussing with you in more detail today. As we go over the topics, you'll notice that some of these changes will directly impact the work you undertake as accredited persons, and some of the information is more for your awareness.

So let's kick things off and we'll discuss today's first major topic – which is the review of the methyl bromide fumigation methodology.

For those that have not directly interacted with the treatment methodologies before – the treatment methodologies, set the conditions for successfully conducting biosecurity treatments. The methyl bromide fumigation methodology set out the conditions for conducting a fumigation with methyl bromide and is used to regulate offshore treatment providers and onshore treatment providers for imports and exports.

We have conducted a major review of the methodology, and have consulted with industry, international trading partners, and state and territory government stakeholders. The focus of the

review was to modernise the document and improve effectiveness, ease of understanding, and enforceability.

To make the methodology more user-friendly, the changes to the document include:

- the order and format of the document,

- minor wording and terminology changes, and

- the removal of ambiguous language.

Screen 8 – Summary of changes: [Video description: table with text.]

[Audio]: The next two slides in this presentation provide a summary of the changes that have been made to each section of the document; and you can pause the video if you would like to take a closer read. These documents are also available on the department's 'have your say' website for you to read in detail; titled: "Modernising the Methyl Bromide Fumigation Methodology."

Screen 9 – Summary of changes: [Video description: table with text.]

[Audio]: Although these treatment methodology documents have been developed as a regulatory tool that mainly impact treatment providers, it's important that accredited persons are aware of the minimum requirements that need to be met when treatments are performed. We will keep industry informed as we move to implement the new version.

Please take the opportunity to read version 3.0 of the methyl bromide methodology when it goes live on the department's website over the coming months.

Screen 10- Methyl bromide fumigation methodology: [Video description: screenshots of excerpts from documents.]

[Audio]: The next part of this presentation directly impacts accredited persons when conducting assessments on consignments that have been treated offshore.

In the new methodology we have specifically listed out the requirements for a treatment certificate, we have also removed any language about where certain information is applicable, meaning we have spelled out when and where certain content is mandated on the record of treatments and treatment certificates.

We have not changed when certificate or a record of treatment is required – we have just set the minimum content requirements for treatment documentation.

The new methyl bromide treatment documentation examples will be available on the department's website once we have moved through the endorsement and approval processes. We are aiming for November this year for publication for implementing in early 2024. We'll now show you what the new methodology looks like and discuss the key changes that have been made to the document examples.

If you have you receive treatment certificates through apps or on documents that look different to that that is fine – as long as the content is contained on the document and also complies with the department's import conditions and minimum document requirements that is fine.

Screen 11 – Treatment certs and records templates: [Video description: 3 images of the department's treatment certificate templates and records.]

[Audio]: Template 1 that is currently up on the screen is the current draft of the Methyl bromide treatment certificate example. We have attempted to combine the BMSB and standard fumigation certificate into one template – this is still in progress so we will keep you updated on if there is a separate BMSB certificate or not.

One of the changes that we've made to the certificate templates is the removal of the importer and exporter information fields. This is due to the large amount of industry feedback we received that highlighted that this information is not always provided at the time of fumigation. Instead, the department will be relying on information such as container numbers, commodity descriptions and quantities to verify that the treatment has been performed on the consignment.

With this being removed you will need to make sure the certificate has a clear consignment link to avoid any doubt about the link between the goods that were treated, and the consignment being imported.

Template 2 that's just popped up on screen now is the Record of fumigation draft. We have been working with the automation team to ensure any records of treatments that are currently read by our automation BOT's continue to be able to be read by those programs.

Template 3 is the Record of fumigation draft for perishables.

Just to reiterate, the methodology is aimed at fumigators and sets the minimum requirements to demonstrate a successful treatment. There may be other requirements you need to be aware of in the minimum documents policy and import requirements. Some of these will be covered later in the presentation.

I'll now take you through the department's new 'List of Treatment Providers'.

 Screen 12 – List of Treatment Providers: [Video description: screenshot of List of treatment providers.]

[Audio]: On the 3rd of July the department launched: the 'List of Treatment Providers'.

 'The List of Treatment Providers' is the department's new resource tool aimed to provide clarity, consistency, as well as a central location for stakeholders to find information relevant to offshore treatment assurance schemes or offshore treatment providers.

We're now going to play a short video to demonstrate the search features and functionality available when using the 'List of treatment providers.'

 Video commences playing [Video description: music begins playing, green background with text panel: List of treatment providers].

Screen 1 – [Video description: text panel reads: This video demonstrates how to search for treatment provider information using the new 'List of Treatment Providers' tool, which is located on the 'Offshore treatment providers' webpage.

The List of treatment providers page appears on the screen.

Screen 2 – [Video description: text panel reads: We've included number of options to assist users to search for an approved offshore treatment provider via the filters and search fields that are located at the top and left hand side of the page.]

Image of List of treatment providers with red arrows to indicate the search fields appears on screen.

Screen 3 – [Video description: text panel reads: To view a treatment provider's information in more detail, click on the relevant treatment provider, and select 'view contact details'. A new screen will then open and provide users with more detailed information.]

Image of treatment provider contact details appears on screen.

Screen 4 – [Video description: text panel reads: The 'view map' function allows users to search for treatment providers across a specific area or region.]

Image with red arrow indicating the 'view map' icon appears on screen.

Screen 5 – [Video description: text panel reads: The map search allows users to move around a location area. To view a treatment provider details, place your cursor over the coloured dots to view a summary of their details.

Map of Fiji appears, video zooms closer into area. Cursor hovers over treatment provider, and contact information appears on screen.

Screen 6 – [Video description: text panel reads: Users can click on the 'reset filters' button whenever you want to commence a new search.]

Image of List of treatment providers screen appears with a red arrow indicating the 'Reset filters' button.

Screen 7 – [Video description: text panel reads: The 'summary of recent changes' is also a useful feature. It allows you to quickly verify if the department has made any recent updates to the list. Some examples of information that may be updated include: contact information, approved treatment types, or a change in a treatment provider approval status.]

Summary of recent changes view appears on screen.

Screen 8 – [Video description: text panel reads: A separate list has also been created on the 'Offshore treatment providers' webpage that provides information regarding unregistered treatment providers. Offshore treatment providers listed under 'Unregistered Treatment Providers' have not applied or been assessed under an offshore treatment assurance scheme managed by the department.]

Image of the 'Unregistered treatment providers list' appears on screen.

Screen 9 [Video description: text panel reads: Any questions in relation to offshore treatments, please email: offshoretreatments@aff.gov.au.

Music stops.

[Video ends].

[Audio]: I hope you found that video useful.

Screen 13 List of Treatment Providers (cont'd): [Video description: green coloured table with text.]

[Audio]: If you have already been using the new 'List of treatment providers', you may have noticed that we've now aligned the treatment status categories across all approved treatment schemes. Up on the screen now we have the old status categories in the left column, and the new statuses are listed down the middle column. The third column outlines the statuses for the unregistered treatment provider's list.

Screen 14 List of Treatment Providers (cont'd): [Video description: green and white table with text.]

[Audio]: This next slide defines each of the status categories for the registered treatment provider's list. So, for example if a treatment provider is listed as 'approved'; they are either approved under an existing government to government scheme such as AFAS, or a government industry scheme such as BMSB, and they have met the minimum registration criteria for the treatment type that they wish to conduct.

It's important that as accredited persons you are aware of these definitions, and the potential impacts that a treatment provider's status may have on consignments being imported into Australia.

The requirements to enter a treatment provider's AEI remains unchanged, as this enables the system to identify acceptable and unacceptable treatment providers and expedite the clearance of consignments.

Screen 15 –Old BICON import conditions: [Video description: 3 images of screenshots of import conditions from BICON.]

[Audio]: We've also changed the structure of some of the BICON cases and made it clearer about what will be accepted, and what will not be accepted. Up on the screen now we have extracts of import conditions for three BICON cases where it previously outlined their specific treatment requirements. You can see that according to the goods, the wording of the conditions is quite different and refers to the schemes that the treatment provider is registered under.

Screen 16 –New BICON import conditions: [Video description: screenshots of updated BICON import conditions.]

[Audio]: As you can see on this next slide, the wording has now all been streamlined across all BICON cases. This is to remove reference to what scheme a treatment provider is registered under, and instead refer to whether they are on the List of treatment providers, and what their status is.

The previous intent of the import conditions is the same, we hope that this makes it clearer what we will accept and in the one location. So, for example where offshore methyl bromide fumigation is mandated, the import conditions would state - in a country that has implemented a government-to-government arrangement, the import conditions state that it has to be conducted by a treatment provider listed as 'approved' on the list of treatment providers. The department won't be accepting

certificates from treatment providers listed with statuses: 'suspended', 'under review' or 'withdrawn'.

In all other countries, treatment certificates will not be accepted from:

- Treatment providers listed as 'suspended', 'under review' or 'withdrawn' on the List of treatment providers.

- Unregistered treatment providers listed as 'under review' or 'unacceptable'.

Screen 17 – Summary: [Video description: text panel.]

[Audio]: Just to summarise the information that I've just discussed:

- The department now has one website for all offshore treatment providers;

- There is now a searchable function for treatment provider information

- There are no changes to the regulation of treatment providers; and

- There are no changes to how to effective fumigations are conducted.

If you have any questions or require further assistance regarding the treatment provider schemes, please email: offshoretreatments@aff.gov.au

Back to you Grant.

Thank you Marian.

A reminder to ask any questions you have about the Offshore Treatment Providers component in the Forum section on the CBC webinar screen in Learnhub. We will respond to questions up until 18 October 2023. Mark Sobey will now outline the recent changes to the min docs policy.

Screen 18 – Min docs policy (version 4.1): [Video description: text panel.]

[Audio]: Thanks Grant.

The changes to version 4.1 of the Minimum documentary and import declaration requirements policy have been made to remove all scheme specific references in line with the introduction of the 'List of treatment providers'. The changes to version 4.1 of the policy are designed to assist industry and class 19 accredited persons with assessing treatment certificates and AEI reporting requirements in the Integrated Cargo System (ICS) or Customs Broker's third-party software systems.

Up on the screen now we've provided further detail regarding the specific sections that have been updated in version 4.1 of the policy.

It's important to stress that the updates that have been made to the min docs policy are changes to the terminology that was previously referenced within the document; and that the documentation and information requirements regarding treatment certificates still remains the same.

We also wanted to make accredited persons aware that the department will be publishing version 4.2 of the min docs policy in the coming months to align with the new treatment certificates and methyl bromide methodology. Once again, the changes to the policy will only be minor, and at this

stage, there are no plans to update the policy more broadly and all other requirements under the policy have not changed.

Thanks Mark.

Screen 19 – Entity Identifier (AEI): [Video description: screenshot of Entity Identifier webpage.]

[Audio]: Before we move into the refresher section of the webinar, I would also like to point out that the Entity Identifier webpage has also been updated to reflect the new requirements and terminology relating to the List of treatment providers, and whether a registered or unregistered offshore treatment provider is being used.

This webpage is a useful resource to assist you with the AEI reporting requirements. We now move onto the refresher training component of the webinar.

Nicola Wise will outline the use of the broker referral concern codes and Nola Lucas will discuss common lodgement issues with packing declarations.

 Screen 20 – Broker referral concern codes: BCOM: [Video description: table with text and text panel.]

[Audio]: Thanks Grant.

We thought we would take this opportunity to remind accredited persons of the circumstances in which the two broker referral concern codes: BCOM and BNCC can be used.

BCOM and BNCC were designed to work as 'volunteer or referral' codes that can be utilised when an accredited person is undertaking an assessment and has concerns about the consignment and/or the documentation that is associated with the consignment.

Up on the screen now is the concern code description as well as scenarios in which accredited persons should be using BCOM. In summary, BCOM should be used to refer commodities when there are:

- potential biosecurity concerns that are not covered by profiles,

- you are assessing under AEPCOMM AA and have concerns with the documentation, or

- there are concerns with an offshore treatment certificate.

Screen 21 – Broker referral concern codes: BNCC: [Video description: table with text and text panel.]

[Audio]: The second referral code, BNCC is to be used when non-commodity concern codes do not provide a suitable outcome to manage the risk. To summarise the information up on screen now, BNCC is to be used for consignments being delivered to:

- a combination of rural and metro destinations, and

- hazardous goods, diplomatic goods, open top containers, and hard frozen containers with a rural delivery location.

Screen 22 – Broker referral concern codes: [Video description: table and screenshot of policy document.]

[Audio]: We would also like to remind accredited persons of the following points when using BCOM and BNCC:

- if you are selecting two or more concern types, the biosecurity direction outcome is based on the concern type hierarchy that's up on the screen now. For example, if an accredited person applies BNCC and TFUM to the consignment, then the q-ruler will place a 'document processing required' direction on the entry, with direction comments that reference the fumigation.

- When you are submitting documentation via COLS, please make sure that you provide reasons for volunteering the consignment in the 'free text field'. This information will greatly assist the assessing officer and speed up the document assessment clearance process.

Information relating to the broker referral codes can be found under the 'Self-declaring consignments for department intervention' section of the 'Requirements and conditions for approved arrangement class 19.1: non-commodity for containerised cargo clearance' policy document.

We also have a help card titled: 'Lodging non-standard AEP consignments' which can be found in Learnhub; which is a useful resource for accredited persons when goods do not meet the standard lodgement scenarios.

Screen 23 – Common min docs queries and issues [Video description: picture of policy document and figure thinking of a question.]

[Audio]: I will now pass over to Nola Lucas who will discuss common min doc queries and issues.

Thanks Nicola.

Screen 24 – FCL/X Packing declarations: [Video description: text panel.]

[Audio]: The first section of the policy that we'll address is packing declarations, which is covered under section 4.5 (Non commodity documentation) of the policy. The intent of a packing declaration is to confirm whether there are any non-commodity risks associated within the consignment.

In relation to FCL/X packing declarations (this applies to both annual and consignment-specific), the policy states that they must:

- contain all statements required by the Non-commodity information requirements policy;

- be issued by the exporter, supplier or packer who packed the goods into the container;

- be endorsed by an employee of the company issuing the packing declaration. This includes the name and signature of the employee.

We receive a lot of queries specifically in relation to point 2, and who is allowed to issue the packing declaration. In order to determine the level of risk relating to the non-commodity, the department requires the person who has packed or observes the packing of the container/consignment to complete the packing declaration.

Screen 25 – FCL/X packing declarations (cont'd): [Video description: text panel and screenshot of webpage.]

[Audio]: Accredited persons must ensure when you are assessing a packing declaration that you are confident that the packing declaration has been issued by either:

- the exporter who has packed the goods in the container, or

- the supplier who has packed the goods in the container, or

- the packer who has packed the goods in the container.

In this instance, we define the 'packer' as the entity who packs the goods into a container or observes the container being packed for export to an Australian territory. So as per this definition the Packer may also be the supplier or exporter, however the important point to note is that the entity who physically packs, observes or has oversight of the container being packed for export is the entity that can attest to the packing declaration.

We also encourage industry to utilise the packing declaration templates that are available to download on the 'Acceptable documentation templates' webpage. This will reduce the likelihood of non compliance under the class 19 approved arrangement and ensure policy guidelines are consistently met.

Screen 26 – LCL packing decs: [Video description: text panel.]

[Audio]: In relation to LCL packing declarations, the department accepts that LCL consignments are prepared/packed by the exporter/supplier before being consigned to a warehouse and consolidated by a freight forwarder who packs the goods into the container.

LCL packing declarations must clearly indicate that the declaration is being made for an LCL consignment and the declaration can be issued by:

- the exporter (who prepared and packed the consignment), or

- the supplier (who prepared and packed the consignment), or

- the packer (who packed the consolidated LCL consignments into the container).

Screen 27 – LCL packing decs (cont'd): [Video description: flow diagram in blue, green, and orange demonstrating LCL consignment process.]

[Audio]: Say, for example Company A and Company B consign their shipments to a freight forwarder (Company C) who then consolidates and packs the goods into a container. As a result:

Screen 28 – LCL packing decs (cont'd): [Video description: images in blue, green, and orange demonstrating who can authorise an LCL packing declaration.]

[Audio]:

- Company A can issue an LCL packing declaration that covers Company A's consignment;

- Company B can issue a LCL packing declaration that covers Company B's consignment, and

- Company C can issue an LCL packing declaration that covers either for Company A's or Company B's consignments.

Screen 29 – LCL packing decs (cont'd): [Video description: screenshot of packing declaration template.]

[Audio]: It is not a requirement for an LCL packing declaration to contain a container cleanliness statement. The packing declaration templates on the department's website clearly outline that if the packing declaration is being used for an LCL consignment, then the cleanliness statement is to be removed (as highlighted on the screen now).

Screen 30 – Other packing dec key points: [Video description: text panel.]

[Audio]: Please note: company titles of employees are not required on packing declarations. This is only a requirement for documentation such as manufacturer's, supplier's or exporter's declarations.

Accredited persons also need to keep in mind that packing declarations need to be endorsed by an individual, and not a company or an entity. We will cover endorsement requirements in more detail on the next few slides.

I will now hand back to Nicola to discuss documentation endorsements.

Thanks Nola.

Screen 31 – Endorsements: [Video description: text panel.]

[Audio]: Endorsements are a critical piece of information on a document. All non commodity documentation requires the person who issued the document to sign the document and include their name on the document.

The signature confirms authority to issue the document and the name provides clarity around who applied the signature. Whilst there are no specific requirements regarding what the signature looks like under the policy, though we do include further information in the definitions section of the policy.

Digital and hand-written signatures are both acceptable. A chop stamp, or an electronic/ or digital signature may include the name and signature as part of the same electronic signature/stamp.

Screen 32 – Endorsements (cont'd): [Video description: 3 images of acceptable and unacceptable packing declarations.]

[Audio]: Every non commodity document must have a signature and the printed name of the person issuing the document, irrespective of whether the signature is a digital or electronic signature that appears as a printed name. If the stamp/or electronic signature only contains a signature, then the document cannot be accepted.

Screen 33 – Endorsements (cont'd): [Video description: 2 images of acceptable and unacceptable packing declarations.]

[Audio]: Up on the screen now we've provided a number of examples of acceptable vs. unacceptable endorsements on packing declarations. Remember you can pause the video at any time to take a closer look at these images.

Screen 34 – Alterations: [Video description: text box and image of packing declaration with alteration.]

[Audio]: If information on a document has been altered, the person who issued the document must subsequently endorse the alteration. Section 1.5 of the min docs policy states: 'the only acceptable endorsement is a company stamp or seal signed by the company employee (including printed name) that is applied adjacent to the alteration.'

Up on the screen now, we have an example of an acceptable alteration where the voyage information has been amended on a packing declaration. As you can see, Joey has acknowledged the amendment by placing their signature, date, and company stamp next to the amended information.

Screen 35 – Min docs summary: [Video description: text box.]

[Audio]: In summary, the basic principles that need to apply under the policy is that we need a level of assurance that the information contained on the document can be relied on as true and correct to ensure biosecurity risks are appropriately assessed and managed.

If accredited persons have any concerns that documentation does not meet import conditions or policy, we strongly encourage you to either:

- contact the imports team via phone or email (if it relates to import conditions); or

- email the Entry Management mailbox (for Min docs or non commodity info policies); or

- refer the consignment to the department for document assessment using the broker volunteer codes, and state the reasons for your referral in the free text boxes in COLS.

Back to you Grant.

Screen 36 – Process to appeal class 19 non compliance: [Video description: text box and screenshot of Approved arrangements general policies.]

[Audio]: Thank you to Nola and Nicola.

We are now at the final topic for the session – the process for appeal non compliance under the class 19 approved arrangements. Nola will take you through the appeal steps and Nicola will discuss the verification rates we use when non-compliance is detected.

Thanks Grant.

The procedures to appeal non-compliance under the class 19 AEP approved arrangements are outlined in the Approved Arrangements general policies.

Page 43 of the policy states: where a biosecurity industry participant believes the result of a document assessment verification was incorrect and has supporting evidence that the documents

initially presented met relevant BICON import conditions, requirements and policies, the biosecurity industry participant may request a reassessment.

All appeal requests are to be submitted via COLS, using the "request a reassessment" option. Accredited persons also need to ensure they state the reasons for appeal and why the decision should be overturned in the free text boxes.

Screen 37 - Process to appeal class 19 non compliance (cont'd): [Video description: text box and screenshot of Approved arrangements general policies.]

[Audio]: Before lodging an appeal, Biosecurity Industry Participants and accredited persons must also take into consideration the following points:

- That the department relies on the documents that are initially presented in the Cargo Online Lodgement System (COLS) for document assessment verification. The BIP is responsible for ensuring documents required to assess the consignment are present and correct at the time of lodgement.

- If a brokerage chooses to appeal noncompliance action, they will remain under the increased review level until a finding has been reached or the review level has been passed— whichever happens first.

- Where the reassessment upholds the original assessment outcome, fees for service will be applied as per the department's charging guidelines.

Please keep in mind that if you submit your appeal request to any of the department's mailboxes it will not be actioned, and you will be directed to submit your appeal request via COLS.

Also, any non-compliance advice notices issued by the department are sent to the nominated email address that has been entered in the brokerage branch field in the ICS.

As only one email address is available to be registered in the ICS, it is the responsibility of the BIP to ensure directions and non-compliance advice notices are distributed to the appropriate contacts and actioned in accordance with the AA requirements.

I will now pass over to Nicola to discuss the class 19 verification tables.

Screen 38 – Class 19 verification rates tables: [Video description: images of 2 tables.]

[Audio]: A useful resource that not many BIPs or accredited persons seem to be aware of is the verification rates tables for class 19.1 and 19.2 approved arrangements. These can be found on page 40 and 41 of the AA general policies document; and provide BIP's and accredited persons a breakdown of the number of verifications the AA is subject to for each review level.

For your awareness: the majority of non compliance that occurs under the class 19 AA is 'administrative errors'; where accredited persons are in possession of all of the relevant documentation; however they either fail to upload all of the documentation in COLS, or in some instances, they attach documentation that relates to another consignment in error.

Although this sounds like a minor offence – however under the policy, this can result in major or critical non compliance, which can have detrimental impacts on a class 19 approved arrangement –

so please use this as a timely reminder to ensure that you check all attachments prior to lodging in COLS.

It may take a couple of extra minutes to perform the task, but it could potentially save the approved arrangement a lot of pain in the long run! Back to you, Grant.

Screen 39 – Thank you and goodbye: [Video description: text box.]

[Audio]: Thank you Nicola.

That concludes the CBC webinar for 2023-2024. A reminder again to participants that this is a mandatory CBC session. If you are an accredited person for the Class 19.1 NCCC approved arrangement, you must complete the assessment through your CBC provider by Wednesday 18th October 2023.

And please remember, any questions regarding the topics that were covered in this webinar can be submitted via the Forum link on the Learnhub CBC webinar page. Responses will be provided up until 18 October 2023.

We would also appreciate if you could take a couple of minutes to complete the course evaluation which can be found under the 'course activities' section. We look forward to working with you on the next CBC webinar.

Thank you and Goodbye.

[Video ends]

[End of transcript.]

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.