Verification and performance standards for plant export
Authorised Officers

Verification and performance standards
As part of improving our plant export services, the Department of Agriculture has published details on the way we verify Authorised Officers (AOs), and the performance standards against which they are assessed.

The verification process and performance standards are detailed in the Authorised Officer Verification and Performance Standards 2.0 document, which is available on the department’s website at agriculture.gov.au/ao-verification-performance-standards

What this means for AOs
The Authorised Officer Verification and Performance Standards 2.0 describe how the department verifies AOs and manages the performance of those who do not satisfy the performance standards.

The performance standards against which AOs are assessed are derived from legislation, the AO Instrument of Appointment, the AO Deed of Obligations, the Plant Exports Operations Manual and Work Instructions. Understanding the performance standards will help AOs meet their obligations, and prepare for a verification.

Verification frequency
The department verifies AOs within six months of their initial appointment, and then at least every 12 months, using a performance-based verification regime. This means that AOs who do not satisfy the performance standards are subject to greater scrutiny, including shorter timeframes between verifications. The department contacts AOs prior to their verification being due.

Next steps
AOs should familiarise themselves with the Authorised Officer Verification and Performance Standards 2.0 in order to meet the required performance standards. More information on the department’s audit and verification activities relating to exporting plants and plant products is available in the Plant Exports Audit and Verification Policy. This document is available on the department’s website at agriculture.gov.au/plant-exports-audit-and-verification-policy.

Key points
• The Authorised Officer Verification and Performance Standards 2.0 describe how the department verifies AOs and manages the performance of those who do not satisfy the performance standards.
• The department verifies AOs within six months of their initial appointment, and then at least every 12 months, using a performance-based verification regime.
• AOs who do not satisfy the performance standards are subject to greater scrutiny, including shorter timeframes between verifications.
• Understanding the verification process and performance standards will help AOs meet their obligations.