



# GUIDELINE

## Management of horticulture export accredited properties

### Direction to staff

This document is instructional material for the Department of Agriculture and Water Resources (the department) under its Practice Statement Framework. All staff must comply with it.

### Direction to industry

This guideline outlines the requirements for the management of horticulture export accredited properties. All parties with roles and responsibilities explicit in this guideline and legislation must comply with it.

### Summary of main points

This document outlines the policy and process of accrediting a property for horticulture export protocol markets. It includes:

- how to apply for accreditation
- how to maintain accreditation
- farms standards
- crop monitor standards
- packhouse standards.

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This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the IML version prior to use.

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## Purpose of this document

This document details the policy and process for the management of accredited properties for horticulture export protocol markets, where required by an importing country. It includes farms and packhouses.

**Note:** An overview of this process is in Attachment 1: [Process map for management of horticulture export accredited properties](#).

## Definitions

The following table defines terms used in this document.

Term	Definition
Accreditation notice	A written notice from the secretary stating the required information as outlined in the Export Control (Plants and Plant Products) Order 2011.
Accredited property	A property (farm or packhouse) that is required to be registered with the department to produce or prepare goods for recognition by an importing country authority. <b>Note:</b> This may be referred to as 'registration' or 'export approval' in protocol documents.
Accreditation period	The period the property accreditation remains in effect.
Auditor	Qualified person, under Section 45 of the Export control (Plants and Plant Products) Order 2011, who can undertake audits of accredited properties.
Block	Any farm, grove, orchard, patch, pivot, vineyard or section of a farm, grove, orchard, patch, pivot or vineyard which can be defined by set boundaries. <b>Important:</b> A block must be a contiguous unit and not be separated by structures such as a building, public road or body of water.
Bud burst	The emergence of new vegetative growth or flowers on a plant at the beginning of each growing season. <b>Note:</b> Bud burst is considered to have occurred when 50 per cent of plants have 50 per cent new growth or flowers of the earliest variety, where more than one variety is in a block.
Client	A person or organisation that utilises the services of the department for example farm manager, packhouse manager, crop monitor.
Documented system	A written process or procedure that defines the steps in a process and who is responsible for those steps. This may also include the use of records that are used to confirm the process is being followed.
Farm	An area of land and its buildings used for growing crops.
Growing season (excluding citrus)	The time period from bud burst until the completion of harvest.
Growing season (citrus)	The time period from December to the completion of harvest.

Term	Definition
Industry advice notice (IAN)	A notification from the department to registered stakeholders that details announcements and updates on issues concerning the export of plants and plant products from Australia.
Manager	The manager of a farm or packhouse who applies for and assumes legal responsibility for the accredited property under the Export Control (Plants and Plant Products) Order 2011.
Manual of Importing Country Requirements (MICoR)	Database maintained by the department that outlines importing country requirements for a range of plants and plant products for export.
MICoR case	A case within the Manual of Importing Country Requirements (MICoR) database that provides the requirements for a particular commodity to a specific country.
Minor alteration	An alteration that does not, or is not likely to, make the accredited property unhygienic or result in a contravention of a condition of the accreditation.
National Plant Protection Organisation (NPPO)	Official service established by a government to discharge the functions specified by the International Plant Protection Convention. <b>Note:</b> The department is the Australian Government's nominated National Plant Protection Organisation.
Packhouse	A premises where horticulture is packed for export. <b>Note:</b> This is also known as a 'packing house'.
Pest of quarantine concern	Pests and diseases listed in protocols that require phytosanitary measures for access to those protocol markets.
Phytosanitary security	Maintenance of the integrity of a consignment, that is, no loss, addition or substitution, and prevention of infestation and contamination by regulated pests, through the application of appropriate phytosanitary measures.
Plant Export Operations Manual (PEOM)	A webpage maintained by the department that outlines the policy and processes for exporting plants and plant products from Australia. It also lists instructional material, forms and user guides related to the export certification process.
Property	Includes premises, which is defined as a building or place (whether enclosed, or built on, or not), or a part of a building or place for example farm or packhouse.
Protocol	A government to government document that specifies import requirements and is bilaterally agreed to by Australia and the importing country authority. <b>Note:</b> Protocols are located in the documents section of <a href="#">MICoR</a> .
Protocol market	Countries in which Australia has an agreed protocol. For a list of protocol markets see the Reference: <a href="#">Table of horticulture protocol markets</a> .

Term	Definition
Registered establishment	A premises registered in accordance with the Export Control (Prescribed Goods – General) Order 2005 for the preparation of prescribed goods.
Work plan	A departmental document based on a protocol that assists departmental staff and industry with the interpretation and implementation of the protocol requirements.  <b>Note:</b> Protocols are located in the documents section of <a href="#">MICoR</a>

## Legislative framework

The following list outlines the legislation that applies to the management of horticulture export accredited properties.

- *Export Control Act 1982*
- Export Control (Prescribed Goods – General) Order 2005
- Export Control (Plant and Plant Products) Order 2011
- Export Control (Fees) Order 2015
- *Work Health and Safety Act 2011*
- Work Health and Safety Regulations 2011
- *Privacy Act 1988*
- *Public Service Act 1999*

## Roles and responsibilities

The following table outlines the roles and responsibilities undertaken in this guideline.

Role	Responsibility
Approved crop monitor	<ul style="list-style-type: none"> <li>• Undertaking training.</li> <li>• Pest and disease monitoring.</li> <li>• Recording and reporting results of monitoring activities to the farm manager.</li> <li>• Providing advice to the farm manager regarding appropriate measures for controlling pests of concern.</li> <li>• Confirming pest control activities have been undertaken.</li> </ul>
Audit Services Group (AuSG)	<ul style="list-style-type: none"> <li>• Auditing properties against the departmental standards and importing country requirements.</li> <li>• Notifying managers (applicants) of audit outcomes.</li> <li>• Accrediting properties.</li> <li>• Overseeing the issuance of accreditation numbers.</li> <li>• Collating the accreditation lists and providing to Horticulture Exports Program (HEP).</li> </ul>

Role	Responsibility
Farm manager	<ul style="list-style-type: none"> <li>• Applying for accreditation.</li> <li>• Engaging an approved crop monitor.</li> <li>• Ensuring pest monitoring and control.</li> <li>• Implementing farm hygiene practices.</li> <li>• Meeting departmental standards.</li> <li>• Meeting importing country requirements.</li> <li>• Ensuring staff are adequately trained.</li> <li>• Maintaining records.</li> <li>• Maintaining traceability and phytosanitary security.</li> <li>• Only providing product for export or claiming product that is eligible for protocols, as per their accreditation.</li> </ul>
Horticulture Exports Program (HEP)	<ul style="list-style-type: none"> <li>• Calling for applications via an IAN.</li> <li>• Providing the list of accredited properties to importing countries.</li> <li>• Managing the list of accredited properties, including withdrawals, suspensions and revocations.</li> </ul>
Industry representative body (IRB)	<ul style="list-style-type: none"> <li>• Advising department of export season.</li> <li>• Maintaining an application management system, where available.</li> <li>• Receiving applications.</li> <li>• Checking applications for completeness.</li> <li>• Forwarding the list of applicants to the department.</li> <li>• Issuing accreditation numbers when approved.</li> </ul>
Packhouse manager	<ul style="list-style-type: none"> <li>• Applying for accreditation.</li> <li>• Sourcing product from accredited farms.</li> <li>• Ensuring that product packed for export meets phytosanitary requirements.</li> <li>• Meeting departmental standards.</li> <li>• Meeting importing country requirements.</li> <li>• Maintaining records.</li> <li>• Maintaining traceability and phytosanitary security.</li> <li>• Only providing product for export or claiming product that is eligible for protocols, as per their accreditation.</li> </ul>

## Accredited properties for horticulture export protocol markets

For a number of horticulture commodities, Australia has market access based on protocols that have been bilaterally agreed by the department and the importing country authority.

In these instances, a work plan may also be developed by the department to assist staff and industry with the interpretation of the protocol requirements.

Persons intending to produce, prepare, source or pack horticulture for a protocol market must meet the requirements set out in the relevant protocol and/or work plan, when a work plan exists.

### When must a property be accredited?

Properties must be accredited by the department when:

- they undertake functions specified in a horticulture export protocol relating to a kind of operation that is a farm or packhouse, a specific commodity and importing country, and in some cases, for a particular treatment pathway, and/or
- it is a requirement of the protocol for the property to be included in an export listing.

**Note:** Treatment facilities requiring approval for a protocol market are managed under the Registered Establishment provision of the Export Control (Prescribed goods – General) Order 2005, and are outside the scope of this guideline. The policy pertaining to treatment facilities can be found in [Volume 7: Registration of establishments for export](#).

### What are the requirements for accreditation?

Properties will be audited as per the Guideline: [Audit of horticulture export accreditations](#) to ensure:

- the manager of the property has met or is able to meet the standards described in this document
- traceability and phytosanitary security requirements as outlined in the Guideline: [Maintaining phytosanitary security of horticulture prescribed goods for exports](#) are in place
- importing country requirements are met.

## Farm standards

Farm managers must maintain evidence of the property's accreditation and comply with all managers responsibilities under the Export Control (Plants and Plant Products) Order 2011

### Training

- Staff, including pickers, must be trained and aware of the relevant importing country requirements as it relates to their role.
- Records of training must be maintained.

**Note:** Training may be in the form of an induction program, a demonstration of procedures to follow or what to look for when picking or any other good agricultural practice.

### Pest and disease control

- A management program of preventative and protective measures against pests and diseases must be implemented.
- The program must be documented and cover the growing season, including the harvest.
- The management program may include:
  - farm hygiene practices (including pruning, weed control, management of abandoned blocks)
  - regular crop monitoring by an approved crop monitor
  - chemical control
  - biological control
  - other control methods.

## Crop monitoring

Farm managers must:

- use a department approved crop monitor
- ensure any required trapping programs, fruit or field surveys are conducted by the approved crop monitor
- undertake appropriate remedial action when a pest or disease of concern to the importing country is detected
- ensure that follow-up checks by the approved crop monitor are undertaken to confirm the efficacy of the remedial action.

**Note:** Remedial action can range from increased monitoring to the application of a chemical treatment depending on the importing country's requirements for that pest.

## Chemical control

- Chemical treatments must be registered with the Australian Pesticides and Veterinary Medicines Authority for the pest or disease being targeted, or used under a minor use or emergency use permit.
- Chemical applications must comply with any state and Commonwealth legislation.
- A spray diary and records must be kept and include:
  - application date
  - name of chemical
  - active ingredient
  - concentration/application rate
  - target pests
  - accreditation number of the farm or blocks treated or a system to link the identified treatment area to the accredited block numbers
  - name of person who conducted the treatment.

## Detection of pests of concern

When required by the protocol, if a pest of concern to the importing country is found, the grower must notify the [Horticulture Exports Program](#) immediately.

## Harvest requirements

Farm managers must:

- maintain sanitary and phytosanitary conditions during all stages of harvest, storage and during transport to the packhouse
- have a documented system to maintain traceability of product from accredited blocks whilst on farm and during transport to the packhouse
- provide traceability information to the packhouse on delivery
- not comingle product from accredited blocks with product from non-accredited blocks
- maintain all equipment, including bins, in a hygienic manner
- maintain the phytosanitary security of goods, where required.



## Crop monitor standards

Crop monitors must:

- know the pests of concern to the relevant importing countries and how to identify them in-field
- report the results of their monitoring activities to the grower
- provide recommendations to the grower on a suggested course of action should pests be found during monitoring.

### Training

Crop monitors must complete online training specific to the commodities they are monitoring each year prior to the accredited property submitting an application.

Where there is no course for the commodities they are monitoring, crop monitors must complete the generic registered crop monitor training course.

### Crop monitoring

Crop monitors must conduct crop monitoring:

- during the entire growing season
- on every accredited block
- monthly, unless otherwise specified by the protocol or work plan.

**Note:** Crop monitoring may be required to start before property accreditation has been given.

### Trapping

Where required by a protocol, traps used to determine pest freedom or low pest prevalence must be installed and maintained by the crop monitor.

The traps must:

- be deployed for the entire growing season unless otherwise specified by the importing country
- be placed in the blocks as outlined in the protocol
- be set at least one metre from the ground
- be checked and maintained fortnightly unless otherwise specified by the importing country or manufacturer's label
- contain the appropriate lure for the target pest
- be replaced if they become damaged, ineffective or reach the suggested replacement period on the label.

### Fruit and field surveys

When an importing country requires a fruit or field survey to be conducted the survey must be completed by the approved crop monitor as per the protocol or per an industry agreed standard approved by the department.

## Packhouse standards

Packhouse managers must maintain evidence of the property's accreditation and comply with all managers responsibilities under the Export Control (Plants and Plant Products) Order 2011.

### Training

- Packhouses must designate responsibility to staff for:
  - receivals
  - packing

- storage
- load-out
- Packhouses must ensure staff are appropriately trained in the department standards and protocol requirements, as outlined in documented systems.
- Records of training must be maintained.

## Hygiene

Packhouses must:

- have documented systems for pest control, waste removal and cleaning programs including an end and start of season cleaning regime
- ensure any rotted, damaged or infested product is regularly removed from the packhouse
- clean their premises regularly to ensure they are maintained in a hygienic manner
- take appropriate measures to maintain the phytosanitary security of product during receipt, packing, storage and load out.

## Traceability

Packhouses must:

- have a documented system to ensure traceability and movement of goods from an accredited block through to the packhouse
- ensure packages and/or pallets are labelled (as a minimum) with the name of the product, accredited block number and accredited packhouse number, where required by a protocol
- label packages with any other additional information as required by the protocol
- provide traceability and movement information to the receiving establishment
- keep receipt/loading records of product from individual farms
- keep export eligible and non-export eligible product separate
- have systems in place to minimise the risk of substitution.

## Application process

The department must issue an industry advice notice (IAN) calling for applications prior to the start of an export season. The IAN should include:

- commodity
- countries
- treatment pathway, if applicable
- which properties need to be accredited
- application period
- application method
- where to send the application
- where to find the importing country requirements
- pre-requisite training and how to complete it
- required supporting documentation
- if a department audit or importing country audit is required
- contact information.

**Note:** Subscribe to receive [Export Industry Advice Notices](#) – Plant Export Operations on the department’s website.

## Packhouse application details

For a new packhouse application, the following supporting documentation must also be supplied:

- a general floor plan
- a floor plan of processing areas, showing all permanent fixtures and the layout of equipment
- a product flow chart and main features of the product flow
- standard operating procedures that include:
  - receivals and loadout
  - product traceability and segregation
  - cleaning and hygiene system
  - roles and responsibilities
  - training program for staff responsible for receiving, inspecting, storing or moving export horticulture commodities.

## Withdrawal of application

An application can be withdrawn at any time prior to the property being accredited. In this case, the manager must provide the intention to withdraw all or part of the application in writing to the Audit Services Group ([auditservices@agriculture.gov.au](mailto:auditservices@agriculture.gov.au)).

**Note:** If an audit has begun, and the withdrawal is a result of a failure to meet the accredited property or protocol requirements the audit will be recorded as failed.

## On-site audit

- Properties must be audited prior to the commencement of trade for that season.
- Crop monitors must be audited by the department at a rate of one audit per commodity.
- Managers or their designated representative, nominated crop monitors and treatment operators must be present for the audit.
- Audits must be conducted as per the Guideline: [Audit of horticulture export accredited properties](#).
- All costs associated with the audit is the responsibility of the property seeking accreditation.

**Note:** Information about the fee-for-service rate for audits is available in the department's [Charging Guidelines](#).

## Accreditation notice

The notice of accreditation must include the following information:

- accreditation numbers allocated to the property
- approved commodities and countries
- approved treatment pathway, if applicable
- date when the accreditation takes effect
- expiry date of the accreditation
- any additional conditions of the accreditation.

## Accreditation period

Accreditations are valid for 12 months or until the start of the next growing season, whichever comes first.

## Accreditation lists for trading partners

The department must maintain a list of accredited properties and, when required, provide this each year to the National Plant Protection Organisation (NPPO) of the importing country authority prior to the commencement of trade.

## National Plant Protection Organisation (NPPO) audit

Properties may be audited by the importing country's NPPO before or during the export season. Accreditation may be subject to this audit and only provided once approval has been given from the importing country.

## Renewal of accreditation

- Previously accredited properties must re-apply annually, unless otherwise advised.
- The renewal application must be submitted 28 days before the expiry date for the accreditation or by a date otherwise specified in an IAN.

The following table outlines the process for applying for or renewing horticulture export property accreditation.

Stage	What happens	Responsible party
1.	The department is advised of the commencement of the export season.	Industry
2.	An IAN is issued calling for applications for accredited properties.	HEP
3.	The nominated crop monitor completes online crop monitor training.	Crop monitor
4.	The application form is completed and signed by the manager of the property. <b>Note:</b> A manager can apply for the accreditation of their farm without identifying individual blocks for accreditation. In this case a decision to vary or revoke the accreditation would affect all blocks. Where blocks have been provided and the grower intends to have them considered independent of one another then each block will be provided with its own accreditation.	Manager
5.	The application form is submitted along with all supporting documents: <ul style="list-style-type: none"><li>• by the method specified in the IAN, and</li><li>• by the closing date specified in the IAN</li></ul> or <ul style="list-style-type: none"><li>• to Audit Services Group (<a href="mailto:auditservices@agriculture.gov.au">auditservices@agriculture.gov.au</a>) eight <b>weeks prior</b> to intended export for commodities or markets not managed by an IAN.</li></ul> <b>Important:</b> When the manager is a corporation, the name and address of the person (or each person) who is to manage or control the operations to be carried out at the property must be supplied. When the manager is a partnership, the name and address of the partners must be supplied.	Manager

Stage	What happens	Responsible party						
6.	Applications are checked for completeness. <b>Important:</b> When the IRB checks applications for completeness, the IRB must forward all completed applications to the department's Audit Services Group ( <a href="mailto:auditservices@agriculture.gov.au">auditservices@agriculture.gov.au</a> ).	AuSG/IRB						
7.	An on-site audit is scheduled and occurs at the property seeking accreditation. <table border="1"> <thead> <tr> <th>When the property...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>passes the audit</td> <td><b>go to stage 11.</b></td> </tr> <tr> <td>is unable to meet the requirements</td> <td><b>go to stage 8.</b></td> </tr> </tbody> </table>	When the property...	Then...	passes the audit	<b>go to stage 11.</b>	is unable to meet the requirements	<b>go to stage 8.</b>	AuSG
When the property...	Then...							
passes the audit	<b>go to stage 11.</b>							
is unable to meet the requirements	<b>go to stage 8.</b>							
8.	The manager is issued with an advisory finding. <table border="1"> <thead> <tr> <th>When the advisory finding...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>is closed out</td> <td><b>go to stage 11.</b></td> </tr> <tr> <td>is not closed out within the specified time frame or is not sufficient to meet the requirements</td> <td><b>go to stage 9.</b></td> </tr> </tbody> </table>	When the advisory finding...	Then...	is closed out	<b>go to stage 11.</b>	is not closed out within the specified time frame or is not sufficient to meet the requirements	<b>go to stage 9.</b>	AuSG
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9.	It is determined whether any parts of the property can be accredited. <table border="1"> <thead> <tr> <th>When...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>the entire property fails to meet requirements</td> <td><b>go to stage 10.</b></td> </tr> <tr> <td>part of the property is able to meet the requirements</td> <td><b>go to stage 11.</b></td> </tr> </tbody> </table>	When...	Then...	the entire property fails to meet requirements	<b>go to stage 10.</b>	part of the property is able to meet the requirements	<b>go to stage 11.</b>	AuSG
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10.	<ul style="list-style-type: none"> <li>A refusal notice to accredit the property is issued that includes the reasons for the decision.</li> </ul> <p><b>Note:</b> Applicants have a right to appeal as per the appeals policy in the Guideline: <i>Audit of horticulture export accredited properties</i>.</p> <ul style="list-style-type: none"> <li>Process ends here.</li> </ul>	AuSG						
11.	Notice of accreditation and accreditation number is issued to the property or parts of the property. <b>Important:</b> Properties must keep evidence of their accreditation.	AuSG/IRB						
12.	The list of accredited properties is sent to trading partners where required.	HEP						

## Changes in circumstance

The department must be notified in writing, to Audit Services Group ([auditservices@agriculture.gov.au](mailto:auditservices@agriculture.gov.au)) of a change in circumstance as soon as practical by the manager including:

- a change in the name or contact details of the managers
- a change in managers
- any circumstance where the accredited property no longer complies with the conditions of accreditation.

**Important:** When there is a change in manager, the department may suspend the accreditation and the new manager must re-apply for accreditation.

The following table outlines the process for applying for changes to the accredited property or approved processes.

Stage	What happens	Responsible party						
1.	<p>An application to make changes to the accredited property or approved processes is made in writing, on a new application form, and sent to Audit Services Group (<a href="mailto:auditservices@agriculture.gov.au">auditservices@agriculture.gov.au</a>) 28 days before they are due to be implemented.</p> <p><b>Important:</b> Where accredited properties are substantially altered or added to, the manager must forward copies of plans and specifications, together with the application form.</p>	Manager						
2.	<p>A determination is made whether to approve the changes.</p> <table border="1"> <thead> <tr> <th>When the changes are...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>not approved</td> <td>go to stage 3.</td> </tr> <tr> <td>approved</td> <td>go to stage 4.</td> </tr> </tbody> </table>	When the changes are...	Then...	not approved	go to stage 3.	approved	go to stage 4.	AuSG
When the changes are...	Then...							
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3.	<ul style="list-style-type: none"> <li>• The manager is notified of the department's decision not to approve the change, including the reasons for the decision.</li> </ul> <p><b>Note:</b> Applicants have a right to appeal as per the appeals policy in the Guideline: <a href="#">Audit of horticulture export accredited properties</a>.</p> <ul style="list-style-type: none"> <li>• Process ends here.</li> </ul>	AuSG						
4.	The manager receives written notification detailing the approved variation and the date it takes effect.	AuSG						

## Variations, suspension and revocation of accreditation

### Grounds for variation, suspension or revocation of accreditation

The department has the right to vary, suspend or revoke an accreditation where the accredited property is found, through audit, to be non-compliant with the conditions of their accreditation.

### Types of variations, suspensions and revocations

Variations, suspensions and revocations may be voluntary or initiated by the department and be for one or more of the following:

- the entire accredited property
- part of the accredited property
- a commodity
- a country
- a treatment pathway
- the size of the property
- any other operation relating to the protocol.

### Application to vary property accreditation

Alterations or additions must not be made to the accredited property or approved processes unless they have been applied for and approved by the department, or are considered minor alterations.

**Note:** This option may not be available where there are specific application periods for protocols.

Minor alterations can be made without approval if the manager can ensure the alterations:

- maintain property hygiene
- maintain phytosanitary security
- do not affect the manner in which the condition of the goods can be verified.

### Application to voluntarily vary, suspend or revoke property accreditation

Properties that wish to voluntarily vary, suspend or revoke their accreditation must provide written notice to the department.

The following table outlines the process for applying for a voluntary variation, suspension or revocation of the accredited property.

Stage	What happens	Responsible party
1.	<p>An application to vary, suspend or revoke is made in writing and sent to the Horticulture Exports Program (<a href="mailto:horticultureexports@agriculture.gov.au">horticultureexports@agriculture.gov.au</a>) 28 days before it is due to take effect.</p> <p><b>Important:</b> The written notification must include:</p> <ul style="list-style-type: none"><li>• accreditation numbers</li><li>• operations (grower or packing), commodities and/or countries</li><li>• reason for the suspension or revocation</li><li>• date the suspension or revocation is to take effect.</li></ul>	Manager

Stage	What happens	Responsible party						
2.	<p>A determination is made whether to support the variation suspension or revocation.</p> <table border="1"> <thead> <tr> <th>When the variation, suspension or revocation is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>not supported</td> <td>go to stage 3.</td> </tr> <tr> <td>supported</td> <td>go to stage 4.</td> </tr> </tbody> </table>	When the variation, suspension or revocation is...	Then...	not supported	go to stage 3.	supported	go to stage 4.	HEP
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not supported	go to stage 3.							
supported	go to stage 4.							
3.	<ul style="list-style-type: none"> <li>The manager is notified of the department's decision not to vary, suspend or revoke the accredited property, including the reasons for the decision.</li> </ul> <p><b>Note:</b> Applicants have a right to appeal as per the appeals policy in the Guideline: <a href="#">Audit of horticulture export accredited properties</a>.</p> <ul style="list-style-type: none"> <li>Process ends here.</li> </ul>	HEP						
4.	The manager receives written notification of the department's decision to vary, suspend or revoke the property's accreditation and the date it takes effect.	HEP						
5.	The accreditation list is updated and AuSG and the National Documentation Hub are informed of the update.	HEP						

### Variation, suspension or revocation initiated by the department

The department must provide a written notice to the manager of the property regarding the proposed variations, suspension or revocation.

The following table outlines the process for issuing a notice to the accredited property.

Stage	What happens	Responsible party						
1.	<p>A determination is made whether the variation, suspension or revocation is serious and urgent.</p> <table border="1"> <thead> <tr> <th>When the variation, suspension or revocation is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>not serious and urgent</td> <td>go to stage 2.</td> </tr> <tr> <td>serious and urgent</td> <td>go to stage 5.</td> </tr> </tbody> </table>	When the variation, suspension or revocation is...	Then...	not serious and urgent	go to stage 2.	serious and urgent	go to stage 5.	AuSG/HEP
When the variation, suspension or revocation is...	Then...							
not serious and urgent	go to stage 2.							
serious and urgent	go to stage 5.							
2.	The manager receives written notice regarding the proposed variation, suspension or revocation, including the reasons why.	AuSG/HEP						
3.	A written submission showing cause why the proposed variation, suspension or revocation should not occur is provided to AuSG or HEP within 14 days of the notice.	Manager						



Stage	What happens	Responsible party						
4.	<p>A determination is made whether to accept the manager's submission.</p> <table border="1"> <thead> <tr> <th>When the submission is...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>accepted</td> <td>go to stage 6.</td> </tr> <tr> <td>not accepted</td> <td>go to stage 5.</td> </tr> </tbody> </table>	When the submission is...	Then...	accepted	go to stage 6.	not accepted	go to stage 5.	AuSG/HEP
When the submission is...	Then...							
accepted	go to stage 6.							
not accepted	go to stage 5.							
5.	<ul style="list-style-type: none"> <li>The manager is notified of the department's decision to vary, suspend or revoke the property's accreditation, including the reasons for the decision and the date it takes effect.</li> </ul> <p><b>Note:</b> Applicants have a right to appeal as per the appeals policy in the Guideline: <a href="#">Audit of horticulture export accredited properties</a>.</p> <ul style="list-style-type: none"> <li>Process ends here.</li> </ul>	AuSG/HEP						
6.	The manager receives written notification of the decision not to proceed with the proposed variation, suspension or revocation.	AuSG/HEP						

### Period of suspension of accreditation

Where an accredited property is suspended, the department will determine the period of suspension based on the period of time necessary for the manager to correct the non-conformities and comply with the conditions of their accreditation.

Where the non-conformity means the importing country requirements cannot be met, the suspension must be for the entire remainder of the export season, but cannot be more than 12 months.

### Record keeping

- Accredited properties, AuSG, HEP and IRBs must retain documentation in relation to accredited properties for a period of at least two years.
- Records must meet the requirements outlined in the Work Instruction: [Validating supporting documents for plant exports](#) and supplied to the department when requested.

### Farm managers

Farm managers must maintain records of:

- staff training
- pest management programs
- traceability of product delivered to packhouses
- spray applications.

### Crop monitors

- Crop monitors must maintain records of their crop monitoring including:
  - date the monitoring was conducted
  - block identifying name or numbers for those that were monitored
  - target pests
  - results of the monitoring.

- Crop monitors must maintain a record of any trapping programs including:
  - location of each trap, referencing the export accredited block number
  - date deployed
  - results of the trap checks
  - any required maintenance.
- Crop monitors must record the results of fruit or field surveys.

## Packhouses

Packhouses must maintain records of:

- cleaning and pest control activities
- receivals and load out of product
- staff training.

## Related material

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

- Guideline: *Audit of horticulture export accredited properties*
- Guideline: *Maintaining phytosanitary security of horticulture prescribed goods for exports*
- Guideline: *Charging Guidelines 2017*
- Volume 7: *Registration of establishments for export*
- Work Instruction: *Validating supporting documents for plant exports*
- Reference: [Table of horticulture protocol markets](#)

The following related material is available on the department's website:

- [Export Industry Advice Notices – Plant Export Operations](#)
- [Charging Guidelines](#)

## Contact information

- Audit Services Group: [auditservices@agriculture.gov.au](mailto:auditservices@agriculture.gov.au)
- Horticulture Exports Program: [horticultureexports@agriculture.gov.au](mailto:horticultureexports@agriculture.gov.au)

## Document information

The following table contains administrative metadata.

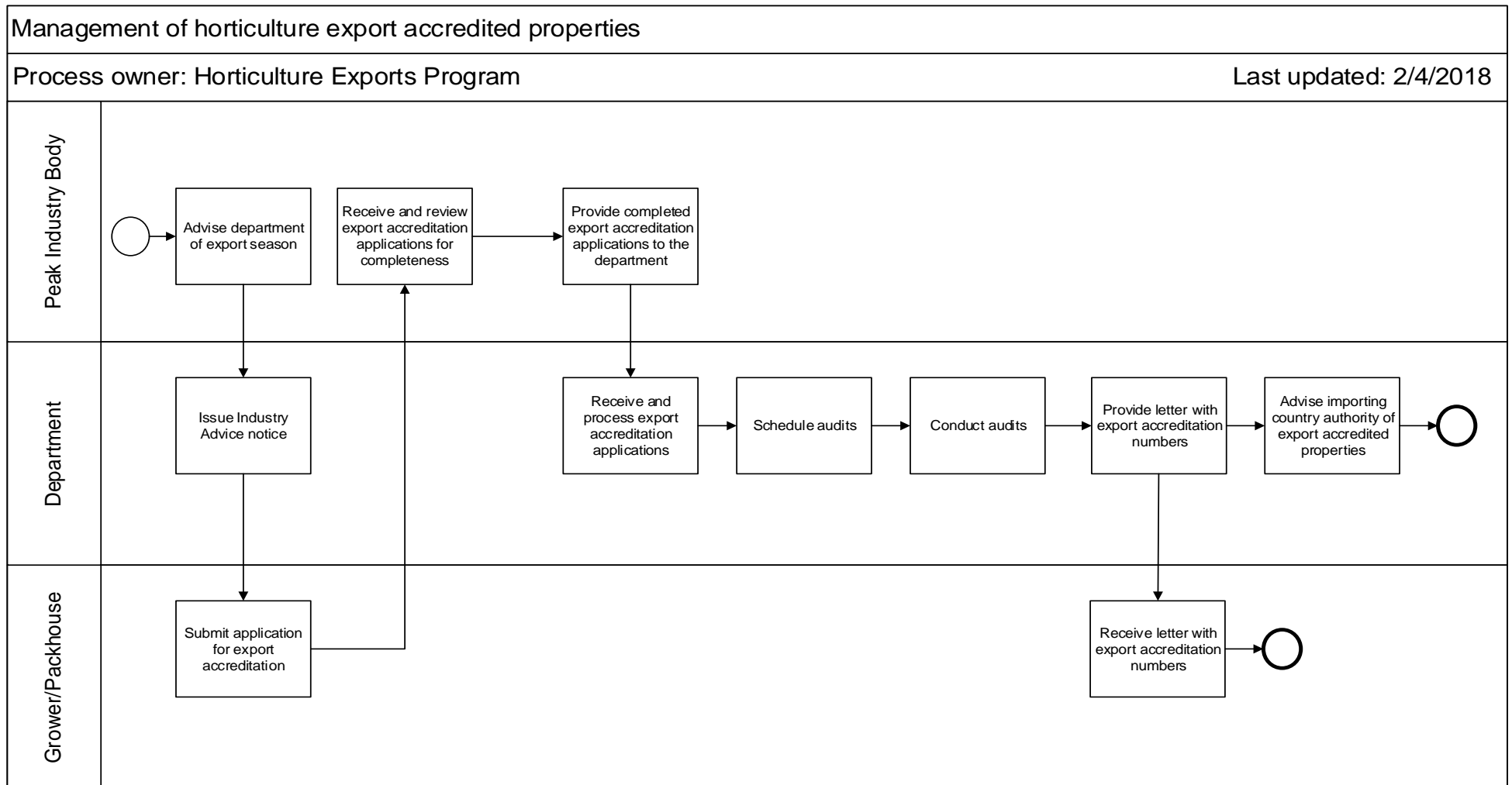
Instructional Material Library document ID	Instructional material owner
IMLS-12-3239	Director, Horticulture Exports Program, Plant Export Operations Branch.

## Version history

The following table details the published date and amendment details for this document.

Version	Date	Amendment details
1	15/06/2018	First publication of this guideline.

# Attachment 1: Process map for management of horticulture export accredited properties



This is a CONTROLLED document. Any documents appearing in paper form are not controlled and should be checked against the IML version prior to use.