



# Packhouse Management of Growers Template

## Packhouse Grower Supplier Model

### Purpose of this document

This document has been created to assist industry in demonstrating to the department how they meet the requirements as a horticulture export accredited property applying to operate under the packhouse grower supplier model (PGSM).

The template **must** be completed and submitted to the department for assessment during the application process. Ensure that the template is sufficiently completed to include the following information:

- List of all growers (accredited properties) being managed by the packhouse – (refer to [Section 1: General requirements](#))
- Organisational Chart
- List of roles and responsibilities
- Training program
- Grower and crop monitor verification templates/records
- Supporting documents that are already detailed in existing Standard Operating Procedures (SOPs) can be included as separate attachments.

### Supporting documentation

For further guidance on how to complete this template, please refer to:

- Exports process instruction: [Management of horticulture export accredited properties operating under the packhouse grower supplier model](#)
- Exports reference: [Performance standards for the packhouse grower supplier model](#)

This completed form, the application form and any supporting documentation must be forwarded to [auditservices@aff.gov.au](mailto:auditservices@aff.gov.au) for review.



Packhouse Requirement	Process requirement	How do you meet this requirement? Describe the process.  Provide supporting evidence/documentation where relevant.	Example/s (guide only) of management processes, documentation and supporting evidence
Section 1. General requirements			
List of accredited properties	<ul style="list-style-type: none"><li>The packhouse must provide a current list of all accredited property farms that supply, or intend to supply, export product for protocol markets to the packhouse.</li></ul> <p><b>Note:</b> All listed farms must be, or plan to be, registered accredited properties for the applicable export season.</p> <ul style="list-style-type: none"><li>The packhouse must have a system in place to maintain the accredited farms list, including the removal of non-compliant blocks.</li></ul> <p><b>Note:</b> The accredited properties list provided with the application must be current at the time of application. If there are changes to the list prior to, or during the export season, the packhouse must inform the department of these changes immediately.</p>		<ul style="list-style-type: none"><li>Approval notice provided by grower.</li><li>Access to peak industry body online system showing accredited and not accredited blocks.</li><li>Internal list of accredited property farms associated with the packhouse.</li><li>Advice of changes by packhouse manager and/or representative.</li></ul>



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<b>Roles and responsibilities</b>	<ul style="list-style-type: none"><li>• The packhouse must provide a clearly defined organisational chart demonstrating the roles of each personnel and their roles in the management of growers.</li><li>• The packhouse must provide a full list of nominated personnel responsible for the following activities and/or roles:<ul style="list-style-type: none"><li>○ packhouse management/control</li><li>○ packhouse representative</li><li>○ farm management</li><li>○ crop monitor/s</li><li>○ other, as relevant.</li></ul></li><li>• The packhouse must be able to demonstrate an appropriate level of independence between personnel conducting farm monitoring and verification activities.</li></ul> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>• The packhouse must appoint a person/s to review farm documentation such as crop monitoring reports, spray application</li></ul>		<ul style="list-style-type: none"><li>• Organisational chart showing key personnel with responsibilities for the management of growers under the model.</li><li>• Electronic or manual list of key personnel.</li><li>• Training register for packhouse representatives.</li><li>• Details of independent crop monitor, packhouse representative, quality assurance manager etc.</li></ul>



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	<p>records and farm diary/notes as well as conduct on farm verification activities.</p> <ul style="list-style-type: none"><li>• The appointed person/s must not be<ul style="list-style-type: none"><li>○ the accredited properties farm manager</li><li>○ directly involved in on-farm pest and disease control activities.</li></ul></li></ul>		



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Training and education	<ul style="list-style-type: none"><li>• The packhouse must have a system in place to ensure all relevant parties understand the requirements outlined in the department's performance standards for farms and crop monitors and the relevant work plans/protocols.</li><li>• Packhouse representative awareness and understanding of both farm and packhouse requirements for each applicable export market.</li><li>• Grower awareness of requirements.</li><li>• New grower awareness of requirements.</li></ul>		<ul style="list-style-type: none"><li>• Training program which includes:<ul style="list-style-type: none"><li>○ Training material (templates/records) that outline training frequency, details of trained growers and completion dates of each training activity delivered.</li><li>○ Farm manager and associated staff awareness of requirements.</li><li>○ New farm manager and associated staff awareness of requirements.</li><li>○ Packhouse representative awareness of farm and packhouse requirements.</li></ul></li></ul>

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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			<ul style="list-style-type: none"><li>• Email to applicable farm managers including link the department's performance standards for farms and crop monitors and access to the relevant work plans/protocols.</li><li>• Declaration from growers that they are aware of and understand the requirements and will implement the necessary infield controls as well as the relevant general farm and protocol specific export requirements.</li><li>• Export industry meetings and communiques.</li><li>• Subscribed to receive <a href="#">Industry Advice Notices</a> (IANs) for Plant Exports – fresh fruit and vegetables.</li><li>• History of accreditation.</li></ul>

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Internal review	<ul style="list-style-type: none"><li>The packhouse must have a process in place to conduct an annual, internal review of the processes described in this document and record the findings.</li></ul>		<ul style="list-style-type: none"><li>Documented evidence of annual internal review of the system including a review of the packhouse representative's tasks. For example:<ul style="list-style-type: none"><li>Third party within packhouse to examine some crop monitor reports reviewed by the packhouse representative.</li><li>The packhouse representative may be questioned on their understanding of the requirements under the model.</li><li>Check the packhouse representative's records for the farm site visits they have conducted, and issues found.</li></ul></li></ul>

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<b>Section 2. Packhouse verification of grower activities</b>			
<b>Documentation review - pest management and crop monitor verification</b>	<ul style="list-style-type: none"><li>• The packhouse must have a system in place to ensure growers comply with crop monitoring requirements as outlined in the department's performance standards for farms and crop monitors and the relevant work plans/protocols. It must include methods for:<ul style="list-style-type: none"><li>○ reviewing and verifying crop monitoring records</li><li>○ confirming the crop monitor is suitably trained and registered with the department where required</li><li>○ confirming that monitoring is conducted on an approved template and includes all relevant pests of concern as per the relevant work plans/protocols. This includes deploying and monitoring traps, where applicable.</li><li>○ confirming that monitoring is completed at the required intervals as per the relevant work plans/protocols.</li></ul></li></ul>		<ul style="list-style-type: none"><li>• Documented procedure/standard operating procedure outlining the verification activities completed by the packhouse representative and methods of recording these activities.</li><li>• Packhouse representative to document the review of crop monitoring records and grower site visits. For Example: Packhouse representative receives all crop monitoring records monthly and signs to confirm activities have been verified.</li><li>• Packhouse representative to document minor issues with growers/crop monitors and how they are rectified. The process also needs to capture</li></ul>

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	<ul style="list-style-type: none"><li>The packhouse must have a system to ensure minor issues identified after grower applications close are documented, managed and resolved by the packhouse.</li><li>The packhouse must have a system to ensure major issues are referred to the department for consideration.</li></ul>		<p>how major issues are referred to the packhouse and then to the department for consideration.</p> <ul style="list-style-type: none"><li>Issues register outlining grower issues and rectification measures.</li></ul>
<b>Documentation review - farm hygiene/Good Agricultural Practices</b>	<ul style="list-style-type: none"><li>The packhouse must have a system in place to ensure growers comply with farm hygiene requirements as outlined in the department's performance standards for farms and the relevant work plans/protocols. This includes:<ul style="list-style-type: none"><li>method of reviewing and verifying spray diaries and farm hygiene records</li><li>confirming that spray records meet accredited property farm requirements.</li></ul></li><li>The packhouse must have a system to ensure minor issues identified after</li></ul>		<ul style="list-style-type: none"><li>Documented procedures (e.g., using this template) for reviewing spray diaries and farm hygiene records.</li><li>Copies of spray records kept from growers may be via a digital or manual system.</li><li>Records to be signed/sighted by packhouse representative.</li><li>Issues register outlining grower issues and rectification measures.</li></ul>

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	<p>grower applications close are documented, managed and resolved by the packhouse.</p> <ul style="list-style-type: none"><li>• The packhouse must have a system to ensure major issues are referred to the department for consideration.</li></ul>		
<b>On-farm inspection</b>	<ul style="list-style-type: none"><li>• The packhouse must have a method of documenting grower site visits (to be completed by the packhouse representative)</li><li>• The packhouse must have a method of confirming farm hygiene requirements are being met as required by the department's performance standards for farms and the relevant work plans/protocols.</li></ul>		<ul style="list-style-type: none"><li>• Documented evidence of grower meeting hygiene requirements. For example:<ul style="list-style-type: none"><li>○ crop monitoring reports documenting weeding and compliance with other mandatory farm hygiene requirements are sighted and signed by packhouse representative</li><li>○ photo evidence taken by packhouse representative for growers visited</li></ul></li></ul>



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			<ul style="list-style-type: none"><li>○ spray records detailing product used for weed control</li><li>○ system capturing packhouse representative visits.</li></ul>

Document information

The following table contains administrative metadata.

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Risk rating	Low
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Version history

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

Version	Date published	Date last approved	Review type	Summary of review
1.0	1/11/2023	1/11/2023	New document	First publication of this reference.
2	16/12/2024	16/12/2024	Major Change	Updates to improve clarity and/or strengthen some of the questions and examples of evidence to satisfy requirements.