



# Performance standards for the packhouse grower supplier model

## Purpose of this document

This document:

- outlines the performance standards packhouses must meet to gain and maintain accreditation to operate under the packhouse grower supplier model (PGSM) export function.  
**Note:** Packhouses must also meet the requirements for accredited property packhouses outlined in the Exports process instruction: [Management of horticulture export accredited properties](#) and Exports reference: [Performance standards for packhouses](#).
- must be read in conjunction with the following:
  - Exports process instruction: [Management of horticulture export accredited properties operating under the packhouse grower supplier model](#)
  - Exports process instruction: [Management of horticulture export accredited properties](#)
  - Exports process instruction: [Audit of horticulture export accredited properties](#)
  - Exports reference: [Performance standards for packhouses](#).

## Contents

This document contains the following topics.

Purpose of this document.....	1
Performance standards.....	2
General requirements.....	2
Packhouse verification of grower activities .....	4
Related material.....	7
Contact information.....	7
Document information .....	7
Version history .....	7
Appendix A: Definitions .....	8

## Performance standards

The manager or responsible staff of the packhouse must ensure the following performance standards are met.

**Note:** The packhouse may use the approved Exports reference: [Packhouse management of growers template](#) at audit to demonstrate their documented verification program.

## General requirements

The following table outlines the performance standards for the general requirements for packhouses operating under the PGSM.

Packhouse requirement	Performance standards – general requirements	Non-compliance rating	Examples of evidence (guide only)
<b>1.1 List of accredited properties</b>	<ul style="list-style-type: none"> <li>Has a current list of all accredited property farms that supply export product to the packhouse.</li> <li>Has a system in place to maintain the accredited farm's list, including the removal of non-compliant blocks.</li> <li>Has evidence of the farm's accredited properties accreditation.</li> </ul>	<ul style="list-style-type: none"> <li>Minor or</li> <li>Major</li> </ul>	<ul style="list-style-type: none"> <li>Approval notice provided by farm manager.</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>
<b>1.2 Roles and responsibilities</b>	<ul style="list-style-type: none"> <li>Has a clearly defined organisational chart demonstrating the roles of each personnel involved in managing farms under the model.</li> <li>Has a full list of nominated personnel responsible for the following activities: <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>internal reviewer</li> <li>other, as relevant.</li> </ul> </li> <li>Demonstrates an appropriate level of</li> </ul>	<ul style="list-style-type: none"> <li>Minor or</li> <li>Major</li> </ul>	<ul style="list-style-type: none"> <li>Organisational chart showing key personnel with responsibilities for the management of farms 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> <li>Personnel can also explain their roles and responsibilities under the model during audit.</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.

Packhouse requirement	Performance standards – general requirements	Non-compliance rating	Examples of evidence (guide only)
	independence between personnel conducting farm monitoring and verification activities.		
<b>1.3 Training and Education</b>	<ul style="list-style-type: none"> <li>Has 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>Training program is in place and includes: <ul style="list-style-type: none"> <li>training material, training frequency, details of trained growers and completion dates of each training activity delivered</li> <li>farm manager and responsible staff awareness of requirements</li> <li>new farm manager and responsible staff awareness of requirements</li> <li>packhouse representative awareness of farm and packhouse requirements.</li> </ul> </li> <li>Has completed records of the above activities.</li> </ul>	<ul style="list-style-type: none"> <li>Minor or</li> <li>Major</li> </ul>	<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 farms 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>Training program details.</li> <li>Farm manager and responsible staff training records.</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>
<b>1.4 Internal Review</b>	<ul style="list-style-type: none"> <li>Has a system in place to conduct an annual, internal review of the processes described in their management of growers' program and against the requirements of the model.</li> <li>Has a process in place to record findings of the internal review.</li> </ul>	<ul style="list-style-type: none"> <li>Minor</li> </ul>	<ul style="list-style-type: none"> <li>Review processes and activities recorded in the Exports reference: <a href="#">Packhouse management of growers template</a></li> <li>Documented evidence/records of the annual internal review of the management of growers' program, including an assessment of the packhouse representative's tasks. For example, records showing a third party within the packhouse had: <ul style="list-style-type: none"> <li>questioned the packhouse representative about</li> </ul> </li> </ul>

Packhouse requirement	Performance standards – general requirements	Non-compliance rating	Examples of evidence (guide only)
			<p>their understanding of the requirements under the model</p> <ul style="list-style-type: none"> <li>○ examined some crop monitor reports that had been reviewed by the packhouse representative</li> <li>○ examined packhouse representative's records for the farm visits conducted.</li> </ul>

## Packhouse verification of grower activities

The following table outlines the performance standards for the verification of farm manager activities by packhouses operating under the PGSM.

Packhouse requirement	Performance standards – Packhouse verification of grower activities	Non-compliance rating	Examples of evidence (guide only)
<b>2.1 Documentation review - pest management and crop monitor verification</b>	<ul style="list-style-type: none"> <li>• Has a documented verification program in place which includes a method: <ul style="list-style-type: none"> <li>○ of reviewing and verifying crop monitoring records</li> <li>○ of confirming the crop monitor is suitably trained and registered with the department where required (*Feb survey only for citrus)</li> <li>○ to ensure that monitoring is conducted for all pests of concern as per the relevant work plans/protocols. This includes deploying and monitoring traps where applicable.</li> <li>○ to confirm that monitoring is completed at the required intervals as per the relevant work plans/protocols.</li> </ul> </li> <li>• Minor issues identified after farm applications</li> </ul>	<ul style="list-style-type: none"> <li>• Minor or</li> <li>• Major or</li> <li>• Critical</li> </ul>	<ul style="list-style-type: none"> <li>• Documented procedures (for example, Exports reference: <a href="#">Packhouse management of growers template</a>) for reviewing crop monitoring records and conducting farm site visits.</li> <li>• Records of crop monitoring verification by packhouse representative, for example, signed records.</li> <li>• Issues register outlining farm issues and rectification measures.</li> </ul>

Packhouse requirement	Performance standards – Packhouse verification of grower activities	Non-compliance rating	Examples of evidence (guide only)
	<p>close are to be documented, managed and resolved by the packhouse.</p> <ul style="list-style-type: none"> <li>Major issues must be referred to the department for consideration.</li> <li>Has completed records of all above activities.</li> </ul>		
<b>2.2 Documentation review - farm hygiene/Good Agricultural Practices</b>	<ul style="list-style-type: none"> <li>Has a documented verification program in place which includes: <ul style="list-style-type: none"> <li>a method of reviewing and verifying spray diaries and farm hygiene records</li> <li>confirming spray records meet accredited property farm requirements.</li> </ul> </li> <li>Minor issues identified after farm applications close are to be documented, managed and resolved by the packhouse.</li> <li>Major issues must be referred to the department for consideration.</li> <li>Has completed records of all above activities.</li> </ul>	<ul style="list-style-type: none"> <li>Minor or</li> <li>Major</li> </ul>	<ul style="list-style-type: none"> <li>Documented procedures (for example, Exports reference: <a href="#">Packhouse management of growers template</a>) for reviewing spray diaries and farm hygiene records.</li> <li>Copies of spray records, sighted and signed by packhouse representative.</li> <li>Issues register outlining farm issues and rectification measures.</li> </ul>
<b>2.3 On-farm inspection</b>	<ul style="list-style-type: none"> <li>The packhouse representative must conduct on-farm inspection activities for all farms to verify they comply with farm hygiene requirements.</li> <li>Farm site visits completed by the packhouse representative must be documented.</li> </ul> <p><b>Important:</b> Farms that are new to horticulture export accreditation must be visited at least once pre-season.</p>	<ul style="list-style-type: none"> <li>Minor or</li> <li>Major or</li> <li>Critical</li> </ul>	<ul style="list-style-type: none"> <li>Documented evidence of farm 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 the packhouse representative</li> <li>photo evidence taken by packhouse representative for farms visited</li> </ul> </li> </ul>

Packhouse requirement	Performance standards – Packhouse verification of grower activities	Non-compliance rating	Examples of evidence (guide only)
			<ul style="list-style-type: none"><li>○ spray records detailing product used for weed control</li><li>○ system capturing packhouse representative visits.</li></ul>

## Related material

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

- Exports process instruction: Management of horticulture export accredited properties operating under the packhouse grower supplier model
- Exports process instruction: Audit of horticulture export accredited properties
- Exports process instruction: Management of horticulture export accredited properties
- Exports reference: Performance standards for packhouses
- Exports reference: *Packhouse management of growers template*

## Contact information

- Audit and Assurance Branch: [AuditServices@aff.gov.au](mailto:AuditServices@aff.gov.au)
- Horticulture Exports Program: [HorticultureExports@aff.gov.au](mailto:HorticultureExports@aff.gov.au)

## Document information

The following table contains administrative metadata.

<b>Instructional Material Library document ID</b>	IMLS-9-9372
<b>Instructional material owner</b>	Director, Horticulture Exports
<b>Risk rating</b>	Medium
<b>Review period</b>	Due for review within 3 years of the most recent approved date.

## 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.
2.0	16/12/2024	16/12/2024	Minor change	Updates to made to performance standards and examples of evidence.

## Appendix A: Definitions

The following table defines terms used in this document.

Term	Definition
Checklist item	Required tasks that have specific performance standards that must be met by packhouse managers.
Documented system	A written document that: <ul style="list-style-type: none"><li>• defines the processes and procedures for work tasks conducted by packhouses</li><li>• includes the records that confirms the process is being followed.</li></ul>
Performance standards	A benchmark derived from legislation and departmental requirements against which actual performance of third parties is measured.