Australian Government
Department of Agriculture, Fisheries and Forestry

Client service standard results: July 2026 to September 2026

The Department of Agriculture, Fisheries and Forestry's biosecurity operations deliver regulatory activities that safeguard Australia's borders by ensuring goods, conveyances and travellers meet Australia's biosecurity and imported food requirements. We develop operational policies and implement frontline regulatory controls to manage biosecurity and food safety risks.

As part of our commitment to continuous improvement in service delivery, we have established client service standards that outline the level of service you can expect from us.

The following tables present the quarterly results for client contact services (Table 1), import services (Table 2) and export services (Table 3) delivered by the department's biosecurity operations. Figures may be subject to change, because some results rely on a record of completion before they are reported. For example, some services may commence in one quarter and be completed in another quarter.

Table 1 Biosecurity operations service standard results – client contact, Q1 2026–27 (July 2026 to September 2026)

Category	Service standard	Target (%)	Jul to Sep 2026 (%)
Calls to our national contact number	We will answer your call within 5 minutes.	80	93
Online general enquiries form	We will respond to your request within 10 business days.	80	79

Table 2 Biosecurity operations service standard results – import, Q1 2026–27 (July 2026 to September 2026)

Category	Service standard	Target (%)	Jul to Sep 2026 (%)
Import documents lodged via COLS – Urgent	We will process your lodgement within 1 business day.	80	100
Import documents lodged via COLS – Non-urgent	We will process your lodgement within 1 business day.	80	100
Import documents lodged via email	We will process your lodgement within 3 business days.	80	100
Goods inspection at an approved premises	We will inspect your goods within 3 business days of confirmation of your appointment.	95	99

Category	Service standard	Target (%)	Jul to Sep 2026 (%)
Treatments	We will provide you or your representative with a treatment direction within 2 business days after inspection.	95	63
Non-commercial vessel inspection	We will provide an initial inspection within 1 business day from your arrival at a port where we have a permanent staff presence.	95	99

COLS Cargo Online Lodgement System.

Table 3 Biosecurity operations service standard results – export, Q1 2026–27 (July 2026 to September 2026)

Category	Service standard	Target (%)	Jul to Sep 2026 (%)
Goods inspection at an export-registered establishment	We will inspect your goods within 3 business days of you requesting an appointment.	95	97
Goods inspection for air freight exports	We will inspection your goods within 24 hours of you requesting an appointment.	95	79
Goods inspection for sea freight exports	We will inspect your goods within 3 business days of you requesting an appointment.	95	97