



February 2026

NEXDOC Client Group Fact Sheet

Purpose

This fact sheet provides detailed guidance on what a Client Group is in NEXDOC, why it is required, and how to register one.

Client Groups Registration:

- A Client Group is a registration type within NEXDOC that enables you to link your business to the NEXDOC system when using third-party software.
- Electronic Data Interface (EDI) users currently registered in EXDOC who submit meat-related Requests for Permits (RFPs) via third-party software must register a Client Group in NEXDOC to continue lodging these requests after the transition. **Note:** RFPs are now referred to as Requests for Export (REXs) in NEXDOC.
- Once registered, administrators can add multiple users under one Client Group, assign roles and permissions, and manage access centrally.

Who needs to apply

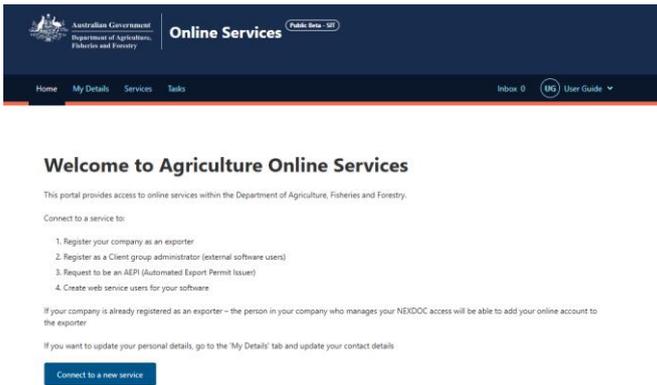
Any business that raises requests for export documentation via third party software.

Step-by-step process

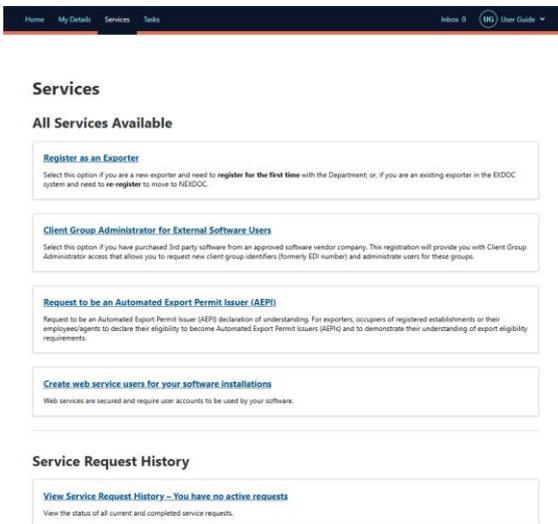
1. Create an [Online Services](#) account.

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2. Log in and access the NEXDOC portal.



3. Register a [Client Group](#) Administrator.



4. Add your business details such as your ABN, trading name address, commodity, contact person and my printer access.



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5. Review the declaration and privacy notice and select submit.

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By clicking the submit button below, I hereby agree to and accept the following:

- I declare that the information I have provided is true and correct. I understand that it is a criminal offence under the *Criminal Code Act 1995* to knowingly give false or misleading information to a Commonwealth officer exercising powers under Commonwealth law. This offence carries a maximum penalty of 12 months imprisonment.
- I, and/or the company where I am employed, may be audited by authorised department officers regarding any interaction I have had with NEXDOC, and as part of this process may be asked to provide evidence to substantiate any information I entered into the NEXDOC system.
- I have read and understood the Privacy Notice and Privacy Policy.
- I consent to the collection, use and disclosure of my personal information, including disclosure to overseas authorities, as set out in the Privacy Notice.

Privacy Notice:

Personal information means information or an opinion about an identified individual, or an individual who is reasonably identifiable.

The Department collects your personal information (as defined in the *Privacy Act 1988*) in relation to this form for the purposes of issuing export permits and/ or certificates in relation to goods to be exported from Australia where relevant requirements are met under the *Export Control Act 2020*, and related purposes. The Department may also use your personal information for the purposes of reporting on tariff rate quotas managed by the department. If you fail to provide some or all of the personal information requested in this form, the Department will be unable to issue certificates in relation to goods to be exported from Australia.

The Department may disclose your personal information to Australian Government agencies, including the Department of Home Affairs, other Australian agencies, persons or organisations where necessary for the above purposes, provided the disclosure is consistent with relevant laws, particularly the *Privacy Act*. Your personal information will be used and stored in accordance with the Australian Privacy Principles.

Your personal information may also be disclosed to overseas governments and relevant authorities in an importing country where this is required for importing country requirements. The Department has not taken steps to ensure that the relevant authorities in the importing country do not breach the Australian Privacy Principles. This means that:

- overseas recipients may not be accountable under the *Privacy Act*;
- you may not be able to seek redress under the *Privacy Act*;
- you may not be able to seek redress in the overseas jurisdiction; and
- overseas recipients may not be subject to any privacy obligations or to any principles similar to the Australian Privacy Principles.

See the Departments Privacy Policy web page (<http://www.agriculture.gov.au/about/privacy>) to learn more about accessing or correcting personal information or making a complaint. Alternatively, telephone the Department on +612 6272 3933.

Submit

6. Your request is now lodged with the department, who will review your application and advise of an outcome to finalise your registration.

7. Once approved, you can invite additional users to be added to the Client Group after they have completed step 1 and created their Online Services account.

Please be advised that the department will soon transition from [Online Services](#) to the [Export Service](#). We strongly recommend verifying your identity with myID when registering for Online Services. This will assist in a smoother transition when the time comes to register on the Export Service to connect to NEXDOC.

Important notes

- Early registration is essential to ensure you can continue to export meat and meat products.
- You must engage with your software provider prior to NEXDOC transition to ensure you are set up appropriately and understand their requirements.
- If you raise documentation via third party software, and also own the goods, you will also need to register as an [exporter](#).

FAQs

Q1. Can I lodge export requests without a Client Group?

Yes, you can within the NEXDOC portal provided your user account has been added to the Exporter profile by the Exporter. A Client Group is only needed for software integration. Note, not all functionality that is available via your software will be available via the NEXDOC portal, including the ability to transfer REXs to another entity.

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Q2. When should I apply?

Early registration is essential to avoid delays and ensure you can keep exporting meat and meat products.

Q3. Do I need a Client Group if I use an agent?

No, if your agent lodges on your behalf via their own Client Group. You only need one if you also lodge via your own software.

Q4. How many users can I add to a Client Group?

You can add multiple users and assign roles based on responsibilities. Administrators manage permissions.

Q5. What happens if I don't register a Client Group but try to lodge via software?

Your submissions will be rejected because NEXDOC cannot connect to your software without a Client Group.

Q6. Do I need to register both a Client Group and an Exporter?

If you own the goods and lodge via software you will need to register as both a client group and an exporter. Exporter registration identifies you as the legal owner, while Client Group registration enables software integration.

Q7. I would like more support in registering?

For information on how to register in NEXDOC or attend a webinar, please go to the [NEXDOC help webpage](#) or email <mailto:NEXDOC@aff.gov.au>

More information

Learn more about [NEXDOC](#) on our website

Email <mailto:NEXDOC@aff.gov.au>

Acknowledgement of Country

We acknowledge the continuous connection of First Nations Traditional Owners and Custodians to the lands, seas and waters of Australia. We recognise their care for and cultivation of Country. We pay respect to Elders past and present, and recognise their knowledge and contribution to the productivity, innovation and sustainability of Australia's agriculture, fisheries and forestry industries.

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