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# Industry Reporting via the Biosecurity Portal – Frequently Asked Questions

## Background

### What is the Biosecurity Portal?

The Biosecurity Portal is a digital services platform for import industry clients to interact with the department. There are a range of services provided by the platform, with more services to come. Visit the [Biosecurity Portal](https://www.agriculture.gov.au/biosecurity-trade/import/online-services/biosecurity-portal) for more information.

### What is industry reporting?

Industry reporting has been developed to provide Approved Arrangement Class 19 biosecurity industry participants and accredited persons with visibility of their in-progress entries referred to the department. The reports allow users to search for a specific entry reference to find details on:

* Cargo status, and
* Fees reporting

Help cards and instructional material can be accessed via [Learnhub](https://learnhub.agriculture.gov.au/user_login).

### What is the STEPS Program?

The industry reporting is one of many upcoming improvements the department has planned. These reports have been developed under the Simplified Targeting and Enhanced Processing Systems (STEPS) Program.

The STEPS Program is an investment in the department’s imported cargo ICT systems and business processes to enhance Australia's biosecurity risk management by creating a faster, simpler and more integrated cargo clearance system. The program will be delivered in the form of multiple projects (including the industry reporting) and aims to provide around $608 million of benefits over 10 years - 92% of which will benefit industry.

## Access

### How can I access the Biosecurity Portal?

The Biosecurity Portal can be accessed at [Biosecurity Portal](https://biosecurity.awe.gov.au/). There are guides available for how to sign up to the Biosecurity Portal available at [Portal Support](https://www.agriculture.gov.au/biosecurity-trade/import/online-services/biosecurity-portal/guides) under “Accessing the Biosecurity Portal”.

### How can I access the industry reporting?

You will need to sign in to the Biosecurity Portal using your authorised digital identity (MyID). Instructions for signing in by MyID are available [Portal Support](https://www.agriculture.gov.au/biosecurity-trade/import/online-services/biosecurity-portal/guides)

Once you have signed in to the Biosecurity Portal using your MyID, you will see an ‘Industry Reporting’ tile.

## Industry reporting content

### What is included in the industry reporting?

There are currently two components to the Industry Reporting on the Biosecurity Portal. Each component includes the report/s, an ‘About the Data’ page and an ‘About the Report’ page.

The intent of this reporting is to provide a more user-friendly, self-directed method of understanding the status on entries without the need to call or email the department.

Further information on what the reports include and how to use them have been made available for you to access in the accredited persons [Learnhub](https://learnhub.agriculture.gov.au/user_login).

### What is in the cargo status tab?

The Cargo Status report includes two reporting pages:

* Cargo Status – this page is focused on a single entry. It includes a summary of the process, details of directions approved, the status of the directions, and details of biosecurity risk material if identified.
* Brokerage Overview – this page shows all the brokerage’s in-progress entries referred to the department. This includes detail by importer, intervention type, directions applied, days in progress against estimated arrival date and creation/lodgement date, by accredited nominee and entry details.

### What is in the Fee Report tab?

The Fee Report – Record of Service provides a comprehensive record of service view of the fees and payments associated with interventions that have been applied to an entry, including:

* An outline of the various fees (for example inspection fees, processing fees, etc.) that were incurred, and
* The payments made for these services.

Visibility of these fees and payments allows accredited persons to accurately account for all charges and payments, improve billing processes, and ensure that they are in line with regulatory requirements.

Visibility of fees helps improve operational efficiency and ensures that there are no unexpected costs or miscommunications regarding financial obligations tied to the interventions applied to an entry.

The ‘Record of Service’ from the fee reporting is **not** an official invoice.

### Is the report data in real-time?

Currently, the data displayed in the industry reporting is from the previous day. You can confirm the date the data was last updated for each report on the corresponding ‘About the Report’ page.

We are working to provide near-real time reporting in the future. We do not have a timeframe on this improvement at this stage, but we will keep you informed on progress as it happens.

### When should I use this reporting?

You should use the reports any time to have an enquiry about the status of your entries. It is free for you to access as you wish.

### Can I still call the Client Contact Group for urgent enquiries?

If you are unable to obtain the information you are looking for through the industry reporting, then you may call the Client Contact Group on 1800 900 090 or contact the department online using the [online enquiries form](https://www.agriculture.gov.au/about/contact/online-enquiry).

## Feedback

### How can I suggest changes to the reporting?

We are keen to improve the reporting for Industry, and we value your feedback. If you have any suggestions on how to improve the reporting, please email STEPS@aff.gov.au with your suggestions regarding the industry reporting. This mailbox is monitored regularly, and your feedback will be provided to the relevant area.

## Troubleshooting

### Is there any training material to help me understand how to use the reports?

Training material has been developed which includes a short instructional video and Help Cards. This material is available for you to access in the accredited persons [Learnhub](https://learnhub.agriculture.gov.au/user_login).

For further support, you can email our program at STEPS@aff.gov.au with your questions regarding using the report.

### What do I do if the report is blank and has no information in it?

In the first instance, please hit the refresh button to ensure the report has been refreshed. Secondly, please check your Wi-Fi connection is working. Thirdly, email the STEPS@aff.gov.au inbox advising that you are having troubles accessing the industry reports. The more information you can include, the better. One of our team members will get back to you to assist shortly.

### What do I do if I still cannot access the reporting for any other reason?

If you have already signed up to the Biosecurity Portal ([Portal Support](https://www.agriculture.gov.au/biosecurity-trade/import/online-services/biosecurity-portal/guides)) but cannot access the report via the ‘Industry Reporting’ tile, please email STEPS@aff.gov.au. Include details advising that you are having trouble accessing the reports. The more information you can include, the better. One of our team members will get back to you to assist shortly.

### Can I select an entry from the details page of the cargo status?

To select an entry to view on the cargo status you must select the entry from the summary page of the cargo status. You are unable to change the selected entry on the details page.