



# Stakeholder communication and engagement policy

Live Animal Export Branch

## Introduction

The Department of Agriculture, Fisheries and Forestry regulates the export of prescribed livestock, live animals and animal reproductive material in accordance with the *Export Control Act 2020* and the *Export Control (Animals) Rules 2021*.

Stakeholder communication and engagement activities are core functions of an effective regulator and support day-to-day interactions with regulated entities through to the development of fit-for-purpose operational policy and standards.

## 1 Purpose

This policy describes the circumstances, practices and platforms we may use to engage with live animal export stakeholders.

## 2 Stakeholders

External stakeholders include but are not limited to:

- accredited veterinarians (AAV)
- agents for livestock, other live animals and reproductive material
- animal health bodies
- animal welfare groups
- community groups
- live animal exporters, including animal reproductive material exporters
- national, state or territory farming organisations
- national, state or territory peak export industry bodies
- national, state or territory producer bodies
- other Australian, state or territory governments, including the Office of Best Practice Regulation
- producers and farmers
- registered establishment occupiers
- other interested parties.

### 3 Communication and engagement channels

The department has a variety of targeted channels to communicate and engage with its stakeholders. The department will use the most appropriate communication channels for the given intent, audience, messaging and desired outcomes.

Communication channels and engagement mechanisms can be formal, informal, interactive, educational, face to face, directional and/or advisory, and may include:

- brochures, information packs, reports
- direct correspondence, such as emails
- education and training events
- export advisory notices (EAN) and market access notices (MAN)
- Have Your Say and other survey platforms
- round tables, forums, seminars, focus groups, working groups, consultations
- social media, including Twitter, Facebook, LinkedIn
- webinars, teleconferences
- website updates.

### 4 Engagement circumstances

Circumstances where the department engages with specific stakeholder groups are outlined at [Appendix A](#).

The department will periodically evaluate its communication and engagement activities to determine whether they are effective and whether messages are being understood.

In all circumstances, the department protects information that is of a sensitive or confidential nature so as not to compromise any person, place or organisation as it deems necessary and in line with all relevant legislation.

Information obtained under, or in accordance with, the *Export Control Act 2020* (the Act) is protected information and may only be used or disclosed in accordance with the Act.

### 5 Related material

- [Department of Agriculture, Fisheries and Forestry website](#)
- [Export Advisory Notices](#)
- [Export Control Act 2020](#)
- [Export Control \(Animals\) Rules 2021](#)
- [Have Your Say website](#)
- [Market Access Notices](#)

## Appendix A: Stakeholder engagement circumstances and platforms

Circumstance	Primary stakeholder audience includes	Reason	Platforms that may be utilised
<p>Routine interactions with our regulated entities, on day-to-day operations. For example:</p> <ul style="list-style-type: none"> <li>– AAV application assessments</li> <li>– licence or approved arrangement assessments</li> <li>– notice of intention to export (NOI) assessments</li> </ul>	<ul style="list-style-type: none"> <li>• AAVs</li> <li>• live animal exporters</li> <li>• other government departments</li> <li>• registered establishment occupiers</li> </ul>	<p>The department will communicate with individual stakeholders directly and in-confidence where a particular activity directly concerns their operations (such as licence or approved arrangement assessments).</p> <p>There are circumstances where the department can only communicate with certain persons in a livestock export business. They must be nominated under the relevant export licence as a person in management or control. This is a requirement under the Act. Read more about <a href="#">management or control and directing export operations</a>.</p> <p>The department will not consult with other stakeholders on these day-to-day operations. The nature of the engagement is regulatory and appropriate to be between the regulator and the regulated entity.</p>	<ul style="list-style-type: none"> <li>• telephone and/or email notifications, instructions and advice</li> <li>• written correspondence (such as email or formal notices)</li> </ul>
<p>Non-routine interactions with regulated entities and other stakeholders.</p> <p>This may include interactions relating to:</p> <ul style="list-style-type: none"> <li>– claims of Export Supply Chain Assurance System (ESCAS) non-compliances</li> <li>– compliance activities</li> <li>– significant regulatory decisions</li> </ul>	<ul style="list-style-type: none"> <li>• affected parties where appropriate</li> </ul>	<p>The department has different legal and decision-making responsibilities in respect of individual regulatory decisions, which are dependent on the issue.</p> <p>In relation to non-routine interactions, the department will consult directly and in confidence with affected regulated entities.</p> <p>Third parties and other stakeholders may provide a submission to the department for its consideration on any regulatory matter. However, the department will use its discretion when deciding whether to respond to, or action, any submission it receives as it deems necessary.</p> <p>The department will not seek input, consult or engage in active dialogue with third party stakeholders, in circumstances where a departmental employee has the statutory authority under relevant export legislation to make a decision.</p> <p>The department may use its discretion and legislative authority to publicly communicate major regulatory decisions.</p>	<ul style="list-style-type: none"> <li>• department website (for the purposes of stakeholder consultation, public notification or general information)</li> <li>• written correspondence (such as email or formal notices)</li> </ul>

## Stakeholder communication and engagement policy

<p>Policy, guidelines and procedures development that affect export operations.</p> <p>For example, policies to support compliance with the Australian Standards for the Export of Livestock (ASEL), such as how to appropriately calculate voyage length and feed and water provisions.</p>	<ul style="list-style-type: none"> <li>• AAVs</li> <li>• live animal exporters</li> <li>• peak industry bodies</li> <li>• registered establishment occupiers</li> </ul>	<p>Where policies affect export operations, stakeholders that are directly or indirectly impacted will be consulted to ensure any new or updated requirements are practical and fit for purpose, and appropriate guidance material is available.</p> <p>The department may not respond to submissions at its discretion and unless deemed necessary.</p>	<ul style="list-style-type: none"> <li>• department website and social media platforms</li> <li>• feedback platforms</li> <li>• stakeholder working group meetings</li> <li>• training sessions</li> <li>• via key representative industry bodies</li> <li>• written correspondence (such as email or formal notices)</li> </ul>
<p>Standards, reviews, reforms and legislation. For example:</p> <ul style="list-style-type: none"> <li>– consultation on proposed amendments to export control legislation, such as changes to the <i>Export Control Act 2020</i> and Export Control (Animals) Rules 2021</li> <li>– live export standards and reviews, such as reviews and implementation of the ASEL</li> </ul>	<ul style="list-style-type: none"> <li>• all relevant stakeholders</li> </ul>	<p>The department will engage widely to ensure subject matter experts are engaged, stakeholders are given a platform to be heard, and relevant considerations are reviewed by the department.</p> <p>For standards, reviews and reform work, the department will engage with all relevant stakeholders to ensure it obtains a holistic and evidence-based understanding on a wide range of matters that may affect, and be affected by, any new or updated requirements.</p> <p>The department may not respond to submissions at its discretion and unless deemed necessary.</p>	<ul style="list-style-type: none"> <li>• department website and social media platforms</li> <li>• events, seminars and other forums</li> <li>• Have Your Say, other survey and market research platforms</li> <li>• stakeholder working group meetings</li> <li>• training sessions</li> <li>• written correspondence (such as email or formal notices)</li> <li>• via key representative and industry bodies</li> </ul>

## Version control

Version	Date of issue	Author	Reason for change
1.0	April 2022	Live Animal Export Branch	First publication
2.0	April 2023	Live Animal Export Branch	Added content relating to persons in management or control Updated department branding and document formatting

### Acknowledgement of Country

We acknowledge the Traditional Custodians of Australia and their continuing connection to land and sea, waters, environment and community. We pay our respects to the Traditional Custodians of the lands we live and work on, their culture, and their Elders past and present.

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