



# Imported food label and visual virtual inspections

Reduce wait times at the border by booking a label and visual virtual inspection for your eligible imported food.

June 2023

Label and visual virtual inspections are conducted remotely in real time using Microsoft Teams to connect a department officer with a food importer or nominated representative. The virtual inspection is equivalent to a physical inspection under the Imported Food Inspection Scheme.

Once a virtual inspection request is received, inspections are generally undertaken within 3 working days.

## Technological requirements

To be eligible to take part in a virtual inspection your business will need:

- a mobile device such as a smartphone or handheld tablet with the Microsoft Teams application installed
- a reliable internet connection
- a nominated person onsite with experience using the Microsoft Teams application.

## How to register for virtual inspections

You must be registered to take part in virtual inspections.

To register your business, email your expression of interest to [importedfood-postinspection@aff.gov.au](mailto:importedfood-postinspection@aff.gov.au).

## Foods suitable for a virtual inspection

Most food that would be referred for a normal label and visual inspection is eligible.

Before booking a virtual inspection, make sure your product matches the food listed on the Food Control Certificate, otherwise the inspection will be cancelled.

To pass a label and visual virtual inspection ensure the food is:

- compliant with [Australia's food standards](#) and [country of origin food labelling](#) requirements
- has no obvious signs of damage, deterioration or infestation.

## Foods not suitable for a virtual inspection

Foods not eligible for a label and visual virtual inspection include:

- [risk food](#)
- food subject to a [holding order](#)
- food subject to [analytical testing](#)
- [formulated supplementary sports foods](#)
- non-compliant food.

## Cost of virtual inspections

Importers will be charged as per the existing [charging guidelines](#) at the in-office fee charge rate.

## What happens during a virtual inspection

An authorised officer from the department will connect with an importer (or a nominated representative) using Microsoft Teams. The officer will:

- check the Food Control Certificate and documentation matches the food to be inspected
- instruct the nominated person on which foods are to be chosen for inspection
- instruct the nominated person to hold the food up to the phone or tablet so it can be visually assessed and the label checked
- release the food through the electronic system, if the food has passed the assessment.

The officer will cancel the inspection if any non-compliance is found, and the owner will be instructed to book a physical inspection. Charges will apply to cancelled inspections and any additional inspections.

## More information

Learn more about documentary requirements that must be met in line with the [Minimum documentary and import declaration requirements policy](#).

Email [importedfood-postinspection@aff.gov.au](mailto:importedfood-postinspection@aff.gov.au)

Phone 1800 900 090

### 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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