



Australian Government
Department of Agriculture
and Water Resources

Report to levies stakeholders 2016–17



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Levies Stakeholders Legislation and Policy team

Department of Agriculture and Water Resources
GPO Box 858 Canberra ACT 2601

Phone: 1800 020 619
Email: levies.policy@agriculture.gov.au
Web: agriculture.gov.au/levies

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Contents

1	Executive summary	1
2	Financial management	2
3	Levies performance and operations	3
4	National Compliance Program	10
5	Levy payer registers	13
6	Levy changes in 2016–17	14
7	Appendixes	16
A	Cost recovery charges by levy recipient body	16
B	Cost recovery charges by commodity	17
C	Levy disbursed by levy recipient body	20
D	Levy disbursed by commodity	21
E	Levy recipient body analytical data	24
F	Commodity analytical data	25
	Glossary	27
	Tables	
1	Levies operating statement, 2015–16 to 2017–18	2
2	Logged calls to levies hotlines, 2016–17	5
3	Levy administration costs, by activity, 2016–17	7
4	LEAF rating system	8
5	Compliance program outcomes, 2012–13 to 2016–17	11
6	OCP inspections, by risk category and state, 2016–17	11
	Figures	
1	Cost recovery charges and levy disbursed, 2012–13 to 2016–17	2
2	Disbursements by levy recipient body, 2016–17	3
3	Returns lodged, 2012–13 to 2016–17	4
4	Receipts processed, 2012–13 to 2016–17	4
5	Cost recovery charges as a percentage of levy disbursed by levy recipient body, 2016–17	8
6	LEAF matrix, 2016–17	9
7	Risk ratings, by industry category	10
8	Record inspections, by industry category, 2016–17	12

LEVIES AT A GLANCE 2016–17



\$790.8m
Est. disbursements



\$493.2m
R&D and marketing



\$14.5m
Biosecurity



\$272.6m
Commonwealth matching



\$10.5m
Residue testing



46,086
Returns lodged



31,709
Online returns



14,377
Manual returns



\$105
Avg. cost per return



\$11,245
Avg. levy per return



8,003
Collection points



27
Levies staff



69%
Online take-up



\$4.8m
Cost recovery charges



\$312
Avg. cost per collection point



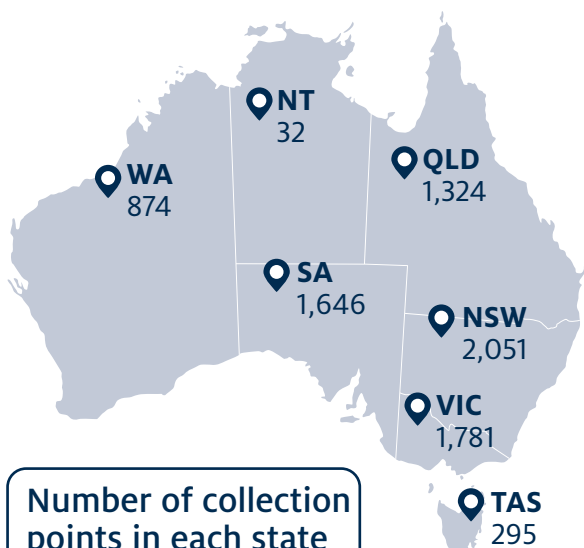
83%
EFT take-up



0.93%
Cost as % of levy



\$3.2m
Disbursements per day



National Compliance Program 2016–17

530
Record inspections

69%
Compliance rate

\$3,449
Avg. inspection cost

\$3.6m
Compliance findings

1 Executive summary

The *Report to levies stakeholders 2016–17* provides a summary of the Department of Agriculture and Water Resources management of the agricultural levies system for 2016–17. The report focuses on the activities performed by our staff and how those activities drive the financial performance of the levies team.

In 2016–17 the department disbursed \$790.8 million in levies and charges (levies) and Commonwealth matching payments to levy recipient bodies (LRBs). The cost to the department to administer the levies system was \$4.83 million, representing 0.93 per cent of the total amount of levies disbursed. This was a decrease of \$0.06 million or 1.29 per cent from the 2015–16 cost recovery charges. The department continues to streamline its processes and adjust the way levies are administered to ensure costs are kept to a minimum.

In 2016–17 adjustments of \$3.6 million were made and the overall compliance rate was 69 per cent, an improvement of 4 per cent from 2015–16. The department boasts a robust compliance program that continues to deliver positive results for industry. A significant proportion of an industry's cost recovery charges are for compliance. As a result, the department employs multiple strategies to ensure compliance while maintaining cost effectiveness. This includes a significant education program, targeting high-risk transactions, using third-party data and actively engaging with industry to share information, trends and intelligence.

In the 2016–17 levy year the department delivered a number of developments to the way it will collect and store levy information in the future. A significant priority for the department has been to progress the levy payer register project, resulting in a pilot project with the grains industry. Consultation that occurred in 2016–17, including with grain traders, has produced positive results and the concept of a levy payer register has been well received. Grain traders are confident that enhancements to the usability and functionality of the online system will add value to how levies are managed and that lodging levy returns online will remain simple.

A number of levies were established or amended in 2016–17. The collaborative working relationships that have been built between industry representative bodies and the department are critical to implementing legislative change, and the department recognises the significant effort that industry bodies contribute to the levies process. Industries are encouraged to continue their early engagement with the department to discuss how best they can meet the Australian Government's *Levy Principles and Guidelines*. Detailed information about the levies that were affected by legislative change in 2016–17 is in Chapter 7 and on the [department's website](#).



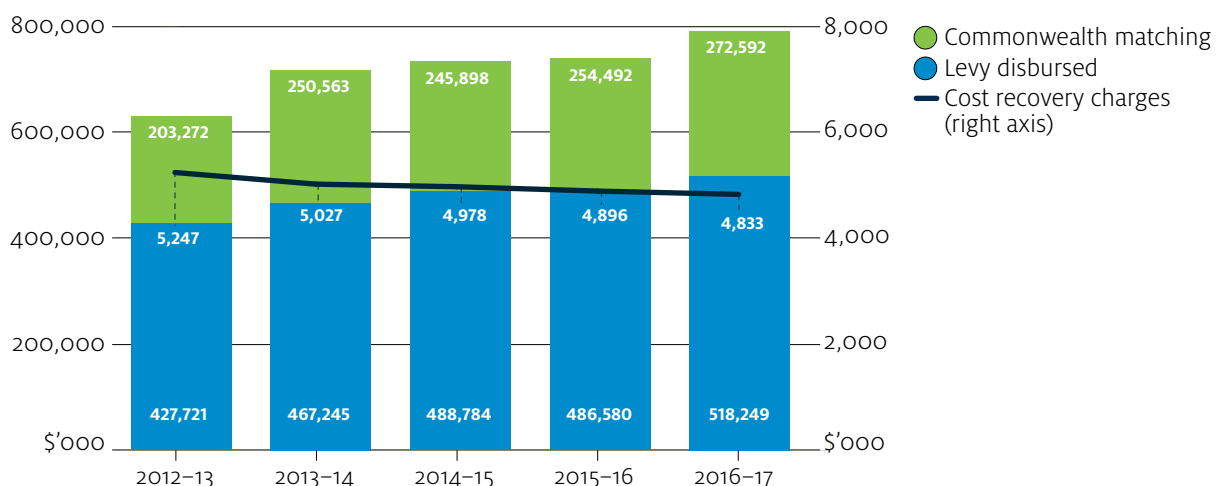
2 Financial management

The financial position of the department's levies program is expected to remain stable through to 2017–18. The levies statement of operations (Table 1) shows that overall expenditure for 2016–17 was \$5.05 million, a year-on-year reduction of 1.4 per cent from \$5.12 million in 2015–16. The decrease in expenditure reflected a decrease in total revenue of 2.2 per cent, driven mostly by a decrease in cost recovery charges (Figure 1). Disbursements for the period increased by \$49.77 million, an increase of 6.7 per cent from 2015–16.

TABLE 1 Levies operating statement, 2015–16 to 2017–18

Operating statement	2015–16 (\$)	2016–17 (\$)	Variance (\$)	Variance (%)	2017–18 estimate (\$)
Revenues from government	188,000	188,000	–	0%	188,000
Other revenue	35,415	19,937	(15,478)	–43.7%	9,924
Cost recovery charges	4,896,450	4,833,104	(63,346)	–1.3%	4,948,522
Total revenue	5,119,865	5,041,041	(78,824)	–1.5%	5,146,446
Employee expenses	3,117,839	2,556,809	(561,030)	–18.0%	3,070,692
Supplier expenses	476,044	486,008	9,964	2.1%	290,328
Other expenses	7,312	6,262	(1,050)	–14.4%	19,100
Depreciation and amortisation	176,023	303,159	127,136	72.2%	303,039
Departmental overheads	1,342,654	1,697,104	354,450	26.4%	1,463,328
Total expenses	5,119,873	5,049,341	(70,531)	–1.4%	5,146,487
Net surplus/(deficit)	(8)	(8,300)	(8,292)	+/- 1000%	(41)
Levy disbursed	486,580,008	518,248,799	31,668,791	6.5%	506,188,000
Commonwealth matching	254,492,230	272,592,038	18,099,808	7.1%	302,755,000
Total disbursed	741,072,238	790,840,836	49,768,598	6.7%	808,943,000

FIGURE 1 Cost recovery charges and levy disbursed, 2012–13 to 2016–17

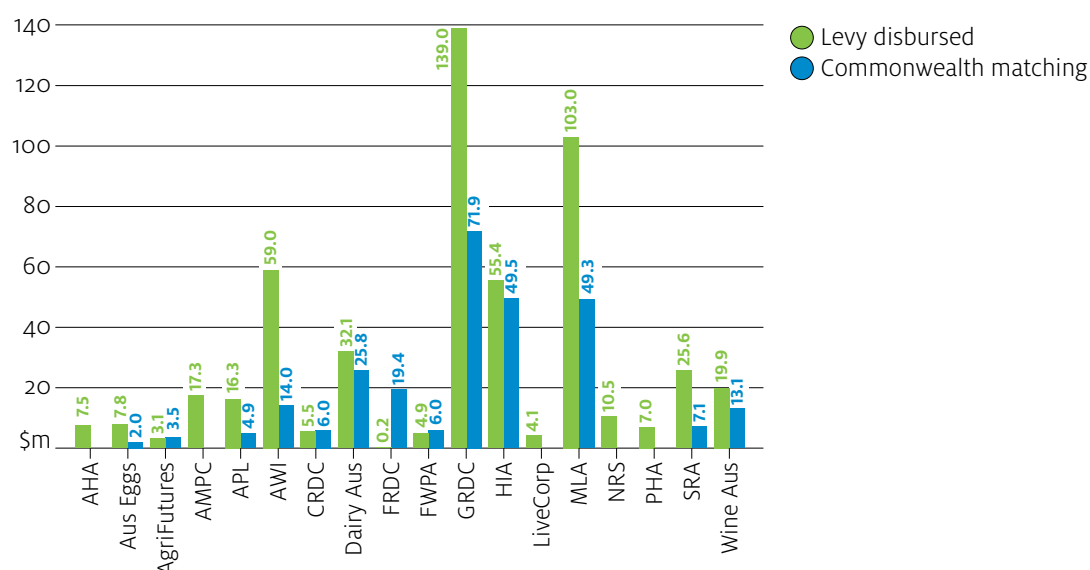


3 Levies performance and operations

3.1 Levies and charges disbursed in 2016–17

The department disbursed \$518.2 million in levies and charges in 2016–17, an increase of 6.51 per cent from 2015–16. The Australian Bureau of Statistics reported a record year for agricultural production, which has been reflected through an increase in levies and charges collected. The department also disbursed \$272.6 million in Commonwealth matching contributions for eligible research and development expenses (Figure 2).

FIGURE 2 Disbursements by levy recipient body, 2016–17



AHA Animal Health Australia. Aus Eggs Australian Eggs Limited. AgriFutures AgriFutures Australia. AMPC Australian Meat Processors Corporation. APL Australian Pork Limited. AWI Australian Wool Innovation Limited. CRDC Cotton Research and Development Corporation. Dairy Aus Dairy Australia Limited. FRDC Fisheries Research and Development Corporation. FWPA Forest and Wood Products Australia Limited. GRDC Grains Research and Development Corporation. HIA Horticulture Innovation Australia Limited. LiveCorp Australian Livestock Export Corporation Limited. MLA Meat & Livestock Australia. NRS National Residue Survey. PHA Plant Health Australia Limited. SRA Sugar Research Australia Limited. Wine Aus Wine Australia.



3.2 Returns and payments

The number of returns lodged through Levies Online in 2016–17 increased by 4.7 per cent from 2015–16. Figure 3 shows this has been a continuing trend over the past five years indicating that improvements to the system have encouraged more people to lodge their returns via the online portal.

The department is committed to delivering a cost-effective levies collection service. Online submissions reduce the amount of processing effort required by staff. Returns submitted through the portal are less likely to contain errors because calculations are made and feedback is provided in real time. These factors reduce cost recovery charges for industry and increasing adoption of the online portal remains to be a major focus for the department. We will continue to work with our stakeholders to further automate and enhance the system.

Electronic funds transfer (EFT) continues to be the department's preferred payment method because these types of transactions allow the levies management information system to automatically match payments with levy returns that are lodged. The number of payments processed via EFT in 2016–17 increased by 2.6 per cent from 2015–16 and the percentage of payments processed via EFT increased year-on-year by an average of 3.6 per cent per year since 2012–13 (Figure 4).

FIGURE 3 Returns lodged, 2012–13 to 2016–17

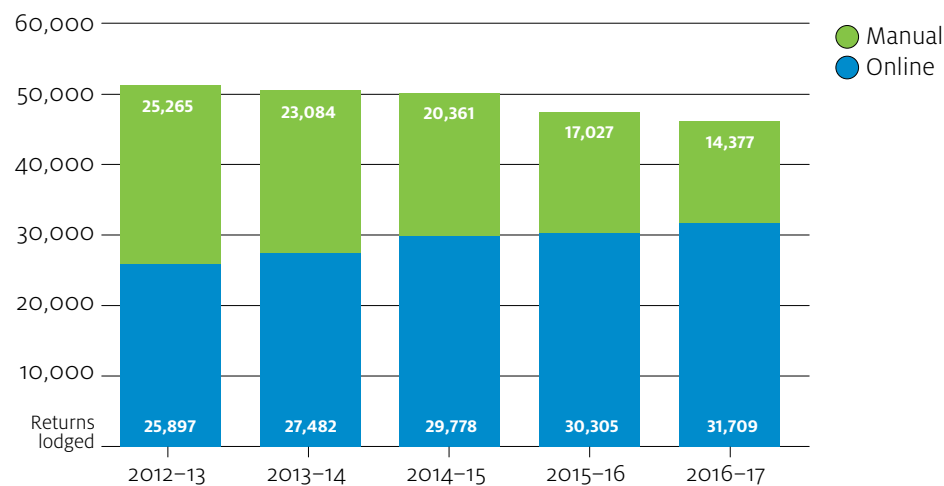
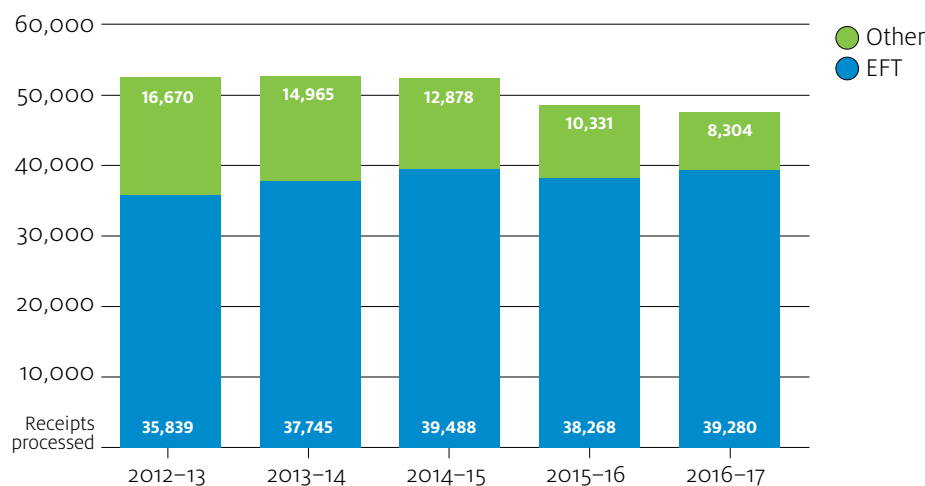


FIGURE 4 Receipts processed, 2012–13 to 2016–17



3.3 Website redevelopment

In 2016–17 the levies team completed a webpage redevelopment project following feedback from stakeholders about their experiences while visiting the website. Information on the website was reviewed to ensure it was relevant and accessible, easy to understand and reflected current legislation.

The website now provides visitors with direct links to levy rates, commodity information pages and guidance about how to lodge a return and make a payment. The department will continue to analyse data on visitors to the website to measure user experiences and content accessibility. This analysis will be provided to stakeholders in subsequent reports.

3.4 Client service

The department has made it easier for stakeholders to communicate directly with the levies team. Stakeholders can seek guidance about general levy matters, calculating levies, lodging returns and making payments via:

- levies.management@agriculture.gov.au
- Levies Management on free call 1800 020 619
- Levies Online on free call 1800 022 384.

In 2016–17 a total of 5,609 calls were made to the levy hotlines and a breakdown of the length of each call and to which hotline is shown in Table 2.

TABLE 2 Logged calls to levies hotlines, 2016–17

	Levies Management (Ph: 1800 020 619)	Levies Online (Ph: 1800 022 384)	Levies Compliance helpdesks			Total
			NSW	SA	Vic.	
Less than 1 min	194	430	114	181	102	1,021
1 to 5 mins	1,248	608	272	626	412	3,166
5 to 10 mins	318	63	113	293	200	987
10 to 15 mins	84	12	44	83	55	278
15 to 20 mins	19	7	12	33	23	94
More than 20 mins	20	4	4	22	13	63
Total	1,883	1,124	559	1,238	805	5,609

3.5 Stakeholder communications

In 2016–17 the department adopted a new email notification application to provide our levy stakeholders, particularly levy agents, with timely information about important changes to levy rates, reminders to lodge returns and information about the levy payer register pilot project.

Adopting the new email notification application was, in part, in response to some stakeholders expressing concern that they did not receive critical information before a levy rate was implemented. The application has improved our ability to communicate effectively because it has allowed us to monitor, in real time, recipients receiving correspondence. The department can now be proactive in updating contact details and can also better target our communications based on data from the application.

To ensure the department has correct contact details, levy agents should login to their [Levies Online](#) account and check their details are up-to-date. Levy agents not yet registered online can email levies.management@agriculture.gov.au or phone our free call number on 1800 020 619.



3.6 Cost recovery

The administration and collection of levies is managed by the department under a cost recovery arrangement. Costs are allocated to each industry proportionately, based on the effort required by the department to manage the particular levy. This is measured by staff allocating their time against activities in five minute blocks.

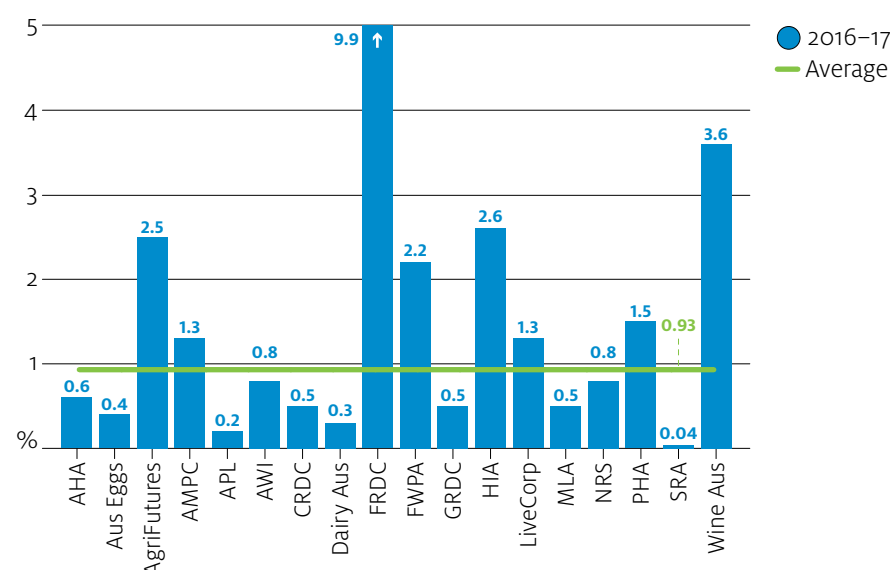
In 2016–17 the cost to the department to administer the levies program was \$4.83 million or 0.93 per cent of the total levies collected, representing a decrease of 1.29 per cent from the amount recovered from industry in 2015–16. The department will continue to streamline its services and implement regulatory reform that will complement the Australian Government's red tape reduction initiatives.

The cost recovery arrangement that the department operates under promote the transparent, sustainable and efficient allocation of resources. To support these principles, Table 3 outlines the department's 2016–17 administrative costs, by activity, and provides a comparison between the 2015–16 and 2016–17 results. The department's 2017–18 cost recovery estimate is also shown in Table 3. The department's cost recovery charges in 2016–17, as a percentage of levy disbursed by LRB, are shown in Figure 5. Detailed information about the cost recovery charges that are attributed to a specific commodity is in Appendix B.

TABLE 3 Levy administration costs, by activity, 2016–17

Activity	2015–16 (\$)	2016–17 (\$)	Variance (\$)	Variance (%)	2017–18 estimate (\$)
Direct charges (e.g. legal services, IT costs)	55,420	36,900	(18,520)	-33.4	10,000
Agent management (e.g. levy-payer and/or intermediary liaison)	432,918	451,714	18,796	4.3	429,897
Queries (e.g. generated from incorrect returns and/or payments)	192,597	213,015	20,418	10.6	211,663
Processing (e.g. returns and payments)	261,842	228,712	(33,130)	-12.7	304,045
Statistics (e.g. statistical information entered alongside returns)	112,378	155,956	43,578	38.8	114,160
Targeted compliance (e.g. OCP)	964,376	1,102,811	138,435	14.4	1,049,776
Non-targeted compliance (e.g. missing returns and debt management)	400,196	483,688	83,492	20.9	469,865
Other actions (e.g. reports, commodity specific requests for support)	220,321	185,265	(35,056)	-15.9	177,312
Program management (e.g. non-attributable activities)	2,256,404	1,975,043	(281,361)	-12.5	2,181,804
Total	4,896,452	4,833,104	(63,348)	-1.3	4,948,522

FIGURE 5 Cost recovery charges as a percentage of levy disbursed by levy recipient body, 2016–17



AHA Animal Health Australia. Aus Eggs Australian Eggs Limited. AgriFutures AgriFutures Australia. AMPC Australian Meat Processors Corporation. APL Australian Pork Limited. AWI Australian Wool Innovation Limited. CRDC Cotton Research and Development Corporation. Dairy Aus Dairy Australia Limited. FRDC Fisheries Research and Development Corporation. FWPA Forest and Wood Products Australia Limited. GRDC Grains Research and Development Corporation. HIA Horticulture Innovation Australia Limited. LiveCorp Australian Livestock Export Corporation Limited. MLA Meat & Livestock Australia. NRS National Residue Survey. PHA Plant Health Australia Limited. SRA Sugar Research Australia Limited. Wine Aus Wine Australia.

3.7 Levy efficiency and feasibility (LEAF) rating

The levy efficiency and feasibility (LEAF) rating was developed by the department in 2014–15 to demonstrate the efficiency and practicality of a levy or charge and to make comparisons between each leviable or chargeable commodity. The rating system was designed to be quantitative not qualitative (Table 4). Figure 6 shows each commodity's LEAF rating.

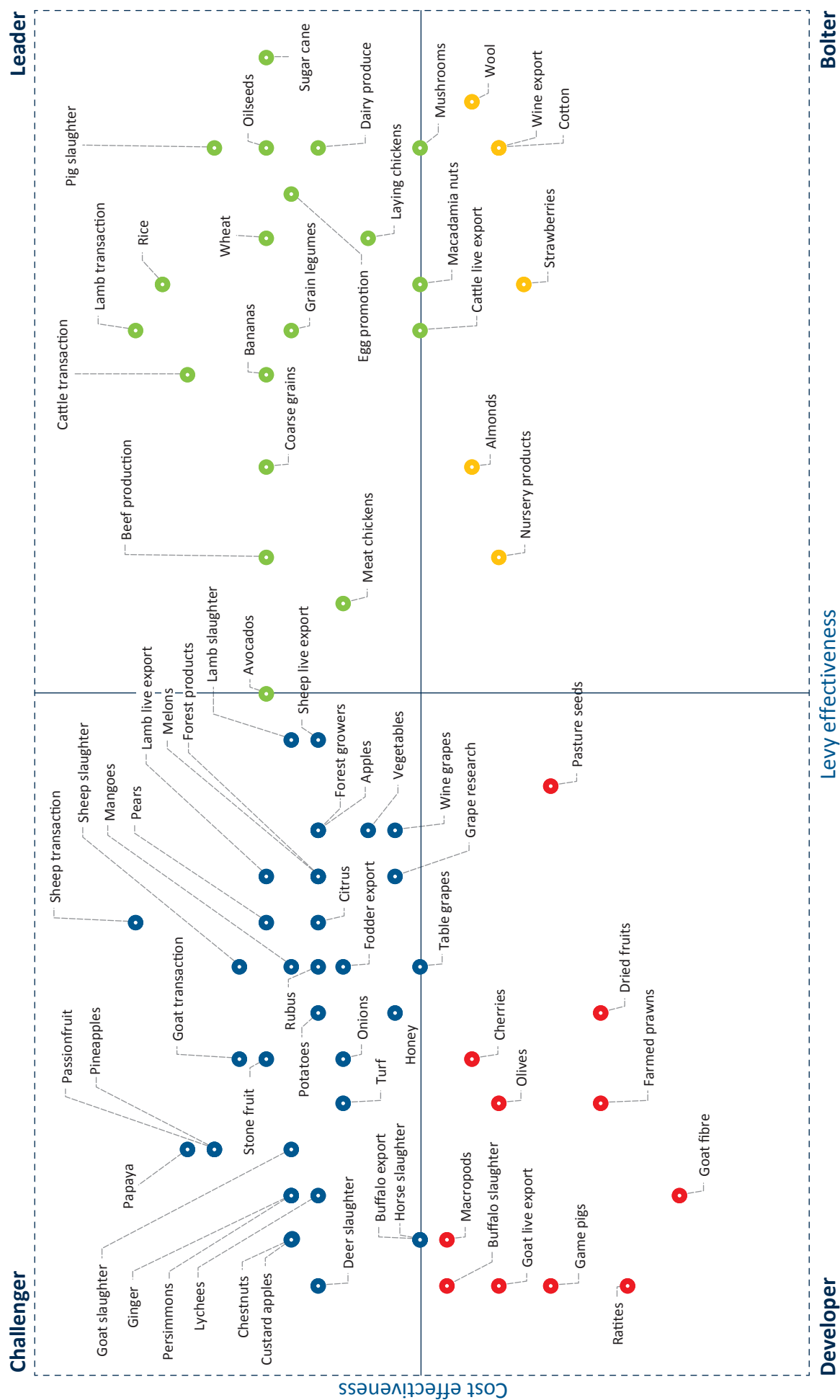
TABLE 4 LEAF rating system

LEAF factor	Measure	High score typified by:	Low score typified by:
Levy effectiveness (#/10)	Levy (\$)/return (#)	High levy (\$)/return	Low levy (\$)/return
	Levy (\$)/collection point (#)	High levy (\$)/collection point	Low levy (\$)/collection point
	Total levy (\$)	High levy (\$)	Low levy (\$)
Cost effectiveness (#/10)	Cost (\$)/return	Low cost (\$)/return	High cost (\$)/return
	Cost (\$)/collection point	Low cost (\$)/collection point	High cost (\$)/collection point
	Cost (%) of total levy	Low cost as % of total levy	High cost as % of total levy

The cost drivers associated with collecting each levy informs how a commodity falls in one of four categories:

- **Leader**—high cost effectiveness/high levy effectiveness
- **Challenger**—high cost effectiveness/low levy effectiveness
- **Bolter**—low cost effectiveness/high levy effectiveness
- **Developer**—low cost effectiveness/low levy effectiveness.

FIGURE 6 LEAF matrix, 2016–17



4 National Compliance Program

The National Compliance Program (NCP) targets levy agents and commodities of operational or strategic risk to provide assurance to our stakeholders about the accuracy of the levies and charges collected.

The department would like to encourage LRBs and industry representative bodies to continue their engagement through the Commodity Liaison Program, or directly with levies officers, to discuss emerging trends within their industries and to share information that will assist the department to deliver a materially compliant levies system.

4.1 Compliance activities in 2016–17

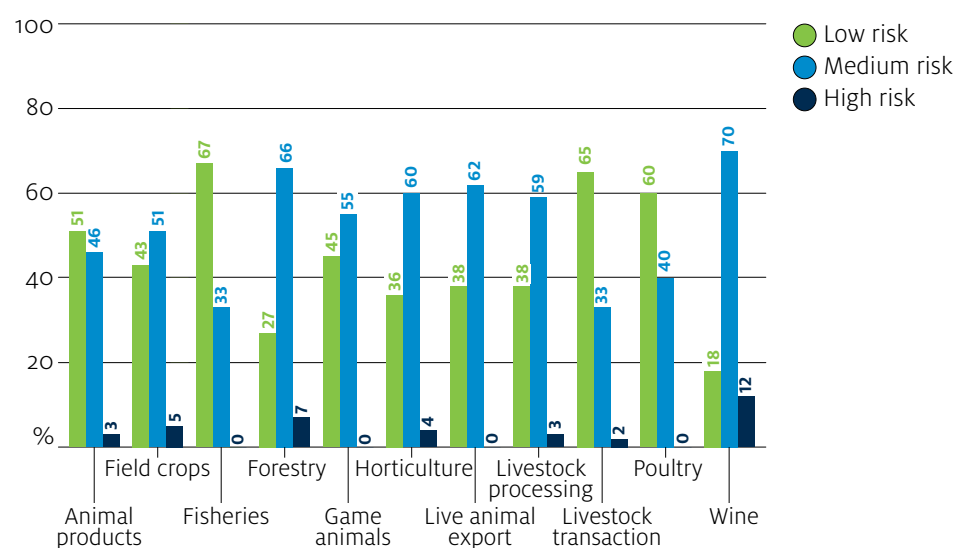
The NCP comprises three risk-based programs:

- Operational compliance program (OCP)—a national record inspection program that certifies the accuracy of levies and charges being paid by business type or commodity
- Strategic compliance program (SCP)—delivering projects to address specific areas of non-compliance
- Targeted compliance assessment program (TCAP)—focusing on agents not selected in the OCP.

Non-targeted compliance activities are also carried out under the NCP, as required.

The department recognises the top three levy payers for each commodity as the key industry agents, regardless of their risk category. The three levy agents are selected for inspection on a three-year cycle. High risk agents are selected on a 50 per cent basis and should expect a record inspection every two years. The remaining selections are made up of a random sample of 75 per cent medium risk and 25 per cent low risk agents. A maximum of 15 per cent of an industry can be selected in any one OCP. Risk ratings by industry category are shown in Figure 7.

FIGURE 7 Risk ratings by industry category



In 2016–17, 530 scheduled OCP inspections were completed across Australia with a compliance rate recorded of 69 per cent. When taking financial findings into account, this rate increases to 73 per cent.

Overall, the NCP found approximately \$3.6 million in incorrect levy payments in 2016–17. Of this, underpaid levy totalled \$2.6 million and overpaid levy totalled \$1 million. Table 5 provides further information about the results of the inspection program and Table 6 shows the breakdown of the 530 OCP inspections that were carried out, by state. Figure 8 shows the number of record inspections and the average cost per inspection by industry category.

TABLE 5 Compliance program outcomes, 2012–13 to 2016–17

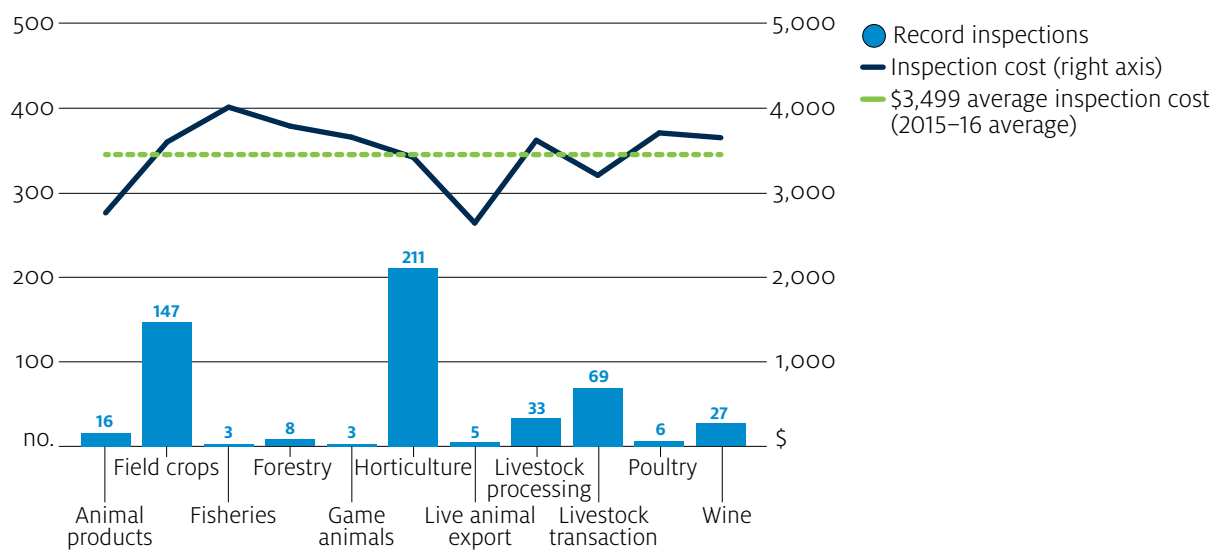
	Unit	2012–13	2013–14	2014–15	2015–16	2016–17
OCP inspections completed	%	100	100	100	100	100
Compliance rate	%	58	66	65	65	69
New agents identified a	no.	48	32	33	83	63
Levy underpayments	\$	519,916	426,046	3,552,273	4,280,711	2,608,413
Levy overpayments	\$	(9,831)	(103,871)	(73,401)	(166,434)	(1,027,552)
Net adjustment b	\$	510,085	322,175	3,478,872	4,114,277	1,580,861
Total adjustment c	\$	529,747	529,917	3,625,674	4,447,145	3,635,965

a The number of new agents identified from the OCP inspections. Several new agents may be identified from one record inspection. **b** Net adjustment reflects the difference between the levy underpayments collected from levy payers and levy overpayments returned to levy payers. **c** Total adjustment includes the total levy underpayments collected from levy payers and total levy overpayments returned to levy payers.

TABLE 6 OCP inspections by risk category and state, 2016–17

Risk category	ACT/NSW	NT	Qld	SA	Tas.	Vic.	WA	Total
Key industry	9	1	20	7	1	16	4	58
High risk	80	0	49	18	6	68	28	249
Medium risk	56	0	28	36	2	37	9	168
Low risk	17	1	18	6	0	8	5	55
Total	162	2	115	67	9	129	46	530

FIGURE 8 Record inspections by industry category, 2016–17



5 Levy payer registers

Closing the loop between primary producers and the organisations that invest levy on their behalf is a priority for the Australian Government. This is why the Commonwealth Parliament passed legislation to allow the creation of levy payer registers. This was only the first step; the department is working to create a sophisticated and efficient levy payer register system capable of collecting and storing levy payer information. The department must also legislate regulations to govern the collection of this information from levy payers and levy agents.

The department will soon test the design of a levy payer register with the grains industry through the Grains Research and Development Corporation. The four grain levies are ideal for a pilot project because they are relatively simple to calculate. However, the complexities in the grain supply chain present a unique opportunity to design an efficient collection system that can be rolled out to other industries.

Targeted consultation with grain trading organisations has identified that successfully transitioning levy agents from the existing system is a major driver of success for the new system. It will also need to be automated, flexible and secure. The department anticipates that a functional grain levy payer register will be in place by early 2018. However, the system will not go live until regulations are made that compel the collection of this data. The department will continue to seek input from industry and levy recipient bodies to create an efficient regulatory environment to support the new system.

Enhancements to the department's levy management information system and Levies Online will be implemented to support levy payer registers and lead to greater transparency in client interactions with the department. Features of the new Levies Online system will include a modern look and feel and will result in improvements to:

- login and account management—users will be able to reset their own passwords, effectively manage their levy returns and payments, and track information and generate reports in real time
- returns and payments—flexible forms and online payments will improve automation of transactions for intermediaries and levy payers
- new file upload capability to lodge returns, specifically designed for levy payer registers.

The department is aware of the significant value that would be gained from establishing levy payer registers. By working with a modernised levies system, our primary industries should benefit from downward pressure on cost recovery charges. We anticipate that costs to comply will also fall for levy agents that use the full capability of the system.

6 Levy changes in 2016–17

1 July 2016

- The pig slaughter marketing levy rate increased by 30 cents, taking the overall levy rate from \$3.125 per head to \$3.425 per head. This 30 cent per head increase was the final increment in a 90 cent per head marketing levy increase that was approved on 24 May 2012.
- The forest industry introduced an Emergency Plant Pest Response levy of 5 cents per cubic metre of logs for exotic softwood trees of the genus *Pinus sp.* This increased the overall rate for exotic softwood trees to 10.5 cents per cubic metre of logs.
- The deer velvet and deer export industry reduced the deer velvet levy and charge set at 1 per cent of the sale value of the velvet to zero and reduced the export charge on live deer set at \$5.00 per head to zero.
- The research and development (R&D) and Plant Health Australia Limited (PHA) components of the citrus levy were increased. The overall rate for oranges in bulk increased from \$2.75 per tonne to \$4.25 per tonne; oranges not in bulk from 5.5 cents per box to 8.5 cents per box; other citrus in bulk from \$2.00 per tonne to \$3.50 per tonne; and other citrus not in bulk from 4 cents per box to 7 cents per box.
- The fodder industry introduced an R&D charge on exported fodder at 50 cent per tonne.

1 January 2017

- The beef production R&D levy rate was set to zero until 30 June 2018 and the marketing levy rate will be set to 0.6 cents per kilogram. From 1 July 2018 the beef production marketing levy rate will decrease to 0.24 cents per kilogram and the R&D levy rate will increase to 0.36 cents per kilogram, with no change to the overall levy rate of 0.6 cents per kilogram.
- The livestock slaughter levy rate splits between R&D and marketing were also amended, comprising sheep, lambs and goats, to provide the Australian Meat Processor Corporation with the opportunity to undertake marketing programs on behalf of the industry. Changes to the levy rates include:
 - The sheep R&D levy rate was set to zero and the marketing levy rate was activated to 15 cents per head until 30 June 2018. From 1 July 2018 the sheep marketing levy rate will decrease to 6 cents per head and the R&D levy rate will increase to 9 cents per head, with no change to the overall levy rate of 15 cents per head.
 - The lamb R&D levy rate was also set to zero and the marketing levy rate was activated to 16 cents per head. From 1 July 2018 the lamb marketing levy rate will decrease to 6.4 cents per head and the R&D levy rate will be increased to 9.6 cents per head, with no change to the overall levy rate of 16 cents per head.
 - The goat R&D levy rate was set to zero and the marketing levy rate was activated to 10 cents per head. From 1 July 2018 the goat marketing levy rate will decrease to 4 cents per head and the R&D levy rate will increase to 6 cents per head, with no change to the overall levy rate of 10 cents per head.
- A melon levy and charge of 0.4 cents per kilogram was introduced for melons that are produced in Australia and sold by a producer or that are exported. However, a melon producer is not liable to pay the levy or charge if they sold or exported less than 20 tonnes of melons by retail sale in a financial year.

1 April 2017

- The avocado industry introduced a PHA membership levy of 0.1 cent per kilogram, which was offset by a 0.1 cent per kilogram reduction to the R&D component.
- The banana industry increased its PHA membership levy, taking the overall banana levy rate from 2.45 cents per kilogram to 2.94 cents per kilogram.
- The cotton industry introduced a \$4.06 per tonne levy and charge on seed cotton. The levy applies to harvested seed cotton intended for export and the charge applies to exported seed cotton. However, the charge is not payable if the levy has already been applied to the harvested seed cotton.



7 Appendixes

APPENDIX A Cost recovery charges, by levy recipient body

Levy recipient body	2013–14 (\$)	2014–15 (\$)	2015–16 (\$)	2016–17 (\$)	2017–18 estimate (\$) ^a
Animal Health Australia	98,472	62,792	56,384	43,462	48,439
Australian Eggs Limited	33,117	27,400	23,280	28,940	23,079
AgriFutures Australia	109,901	107,777	77,646	79,133	91,679
Australian Meat Processors Corporation	161,124	165,347	173,010	219,863	209,647
Australian Pork Limited	53,011	43,646	55,572	36,190	50,917
Australian Wool Innovation	346,267	480,936	438,966	444,255	435,721
Cotton Research and Development Corporation	13,254	17,612	14,590	29,029	21,576
Dairy Australia Limited	96,288	85,439	94,694	97,928	105,968
Fisheries Research and Development Corporation	11,503	14,877	9,559	17,242	8,184
Forest and Wood Products Australia Limited	205,975	227,652	200,059	108,079	160,604
Grains Research and Development Corporation	544,347	583,386	545,487	742,214	693,573
Horticulture Innovation Australia Limited	1,316,357	1,309,765	1,234,561	1,462,117	1,357,563
LiveCorp	46,451	44,184	48,242	51,364	51,187
Meat & Livestock Australia	737,698	688,293	781,129	555,598	650,542
National Residue Survey	169,042	90,821	91,343	83,167	87,304
Plant Health Australia Limited	7,882	38,124	98,870	108,773	124,201
Sugar Research Australia	19,804	16,250	16,439	9,086	7,858
Wine Australia ^b	1,056,530	974,167	936,622	716,661	820,479
Total	5,027,023	4,978,468	4,896,450	4,833,104	4,948,522

^a The 2017–18 estimate is based on departmental officer's timesheet activity between 1 May 2016 and 30 April 2017. ^b Wine Australia, formally known as the Australian Grape and Wine Authority, was formed on 1 July 2014. The estimates include the combined historical costs for the Grape and Wine Research Development Corporation and the Wine Australia Corporation.

APPENDIX B Cost recovery charges, by commodity

Industry group	Commodity	2013–14 (\$)	2014–15 (\$)	2015–16 (\$)	2016–17 (\$)	2017–18 estimate (\$)
Animal products	Bees	5,810	85	445	273	–
	Dairy produce	105,811	87,143	96,583	99,853	108,082
	Goat fibre	1,182	6,069	684	4,949	1,726
	Honey	59,684	50,815	65,674	50,373	53,493
	Wool	346,267	480,936	438,966	444,255	435,721
Total animal products		518,753	625,048	602,351	599,703	599,023
Field crops	Coarse grains	247,885	209,814	211,207	266,458	248,076
	Cotton	13,300	17,762	14,755	29,370	21,820
	Fodder export	–	–	4,178	8,716	8,735
	Grain legumes	94,466	126,278	95,826	149,854	159,328
	Oilseeds	53,214	55,300	54,125	81,588	64,586
	Pasture seeds	3,246	5,643	3,962	4,443	1,463
	Rice	5,659	7,125	6,803	741	992
	Sugar cane	19,804	16,250	16,439	9,086	7,858
	Wheat	207,256	209,512	200,865	266,099	242,593
	Wheat export	–	–	–	–	–
Total field crops		644,829	647,684	608,159	816,354	755,451
Fisheries	Farmed prawns	11,503	14,877	9,559	17,242	8,184
Total fisheries		11,503	14,877	9,559	17,242	8,184
Forestry	Forest growers	84,444	102,514	95,986	49,409	94,375
	Forest products	121,531	128,591	119,062	69,553	83,036
Total forestry		205,975	231,105	215,047	118,961	177,411
Game animals	Deer slaughter	3,911	5,211	3,304	3,169	4,301
	Deer velvet	2,048	5,356	1,508	–	–
	Game goats	349	1,193	100	–	774
	Game pigs	2,013	2,786	1,311	2,956	2,506
	Horse slaughter	481	1,517	2,892	1,934	1,026
	Macropods	12,846	8,395	8,118	10,148	10,358
	Ratites	677	1,122	520	3,850	942

continued ...

APPENDIX B Cost recovery charges, by commodity continued

Industry group	Commodity	2013–14 (\$)	2014–15 (\$)	2015–16 (\$)	2016–17 (\$)	2017–18 estimate (\$)
Total game animals		22,326	25,581	17,753	22,056	19,909
Horticulture	Almonds	8,520	12,738	3,913	16,834	12,240
	Apples	70,376	64,705	75,959	103,466	99,383
	Avocados	42,741	31,831	38,255	71,314	54,859
	Bananas	43,983	44,532	61,033	62,543	73,902
	Cherries	57,566	50,873	47,057	64,450	57,911
	Chestnuts	10,604	13,586	8,772	7,716	11,570
	Citrus	109,222	80,688	89,666	109,988	115,792
	Custard apples	5,097	5,989	8,065	11,513	5,523
	Dried fruits	12,681	18,700	22,080	25,346	22,168
	Ginger	11,098	24,651	13,447	16,191	10,449
	Lychees	6,086	7,003	6,556	12,303	9,444
	Macadamia nuts	22,495	31,865	20,856	37,916	19,912
	Mangoes	30,423	35,220	39,818	47,118	38,945
	Melon	–	–	–	22,538	12,901
	Mushrooms	14,103	14,986	7,173	7,546	5,824
	Nursery products	64,676	51,449	47,435	56,345	58,214
	Olives	60,266	51,791	17,393	22,843	15,649
	Onions	35,907	42,013	41,537	47,353	32,236
	Papaya	11,092	9,620	9,060	14,452	12,993
	Passionfruit	9,641	10,308	13,291	13,211	12,953
	Pears	43,499	34,027	38,567	46,675	52,618
	Persimmons	11,387	11,199	10,406	12,638	10,396
	Pineapples	9,154	9,540	10,759	11,923	17,839
	Potatoes	78,842	56,944	51,201	53,966	57,370
	Rubus	6,086	8,521	7,301	14,721	13,415
	Stone fruit	54,334	47,454	34,791	52,387	43,377
	Strawberries	8,254	6,333	6,240	18,548	11,295
	Sweet potato	–	–	25,157	26,777	29,885
	Table grapes	63,072	71,281	61,789	94,567	70,355
	Turf	136,855	105,890	88,370	54,851	56,239
	Vegetables	307,964	411,383	383,674	379,499	387,999
Total horticulture		1,346,024	1,365,119	1,289,622	1,537,538	1,433,658

continued ...

APPENDIX B Cost recovery charges, by commodity continued

Industry group	Commodity	2013–14 (\$)	2014–15 (\$)	2015–16 (\$)	2016–17 (\$)	2017–18 estimate (\$)
Live animal export	Buffalo export	1,277	1,484	677	2,211	1,352
	Cattle live export	25,399	24,401	21,351	31,178	32,710
	Deer export	1,170	428	1,086	–	–
	Goat live export	7,923	5,784	8,547	6,712	5,231
	Lamb live export	3,067	2,325	4,206	2,844	2,923
	Sheep live export	10,062	11,674	14,137	10,630	10,323
Total live animal export		48,898	46,096	50,004	53,576	52,539
Livestock processing	Beef production	68,397	82,512	76,133	101,012	89,222
	Buffalo slaughter	692	1,140	1,481	2,594	3,257
	Goat slaughter	17,436	21,091	17,440	19,545	20,517
	Lamb slaughter	40,342	32,127	41,985	64,414	59,542
	Pig slaughter	58,254	46,273	58,868	38,170	53,937
	Sheep slaughter	34,948	29,617	37,451	34,892	40,365
Total livestock processing		220,070	212,759	233,358	260,626	266,841
Livestock transaction	Cattle transaction	559,807	475,028	567,507	376,772	446,561
	Goat transaction	61,487	54,804	53,833	46,335	45,197
	Lamb transaction	178,139	153,427	161,400	137,342	171,148
	Sheep transaction	100,199	102,759	105,260	74,465	78,473
Total livestock transaction		899,632	786,019	888,000	634,914	741,379
Other rural industries	Tea tree oil	–	–	–	–	19,933
	Total other rural industries	–	–	–	–	19,933
Poultry	Egg promotion	22,941	15,857	14,190	16,724	15,398
	Laying chickens	12,409	12,180	10,485	14,090	8,063
	Meat chickens	16,600	20,475	18,952	22,578	27,776
Total poultry		51,950	48,513	43,626	53,392	51,236
Wine	Grape research	152,094	185,098	181,700	167,495	188,784
	Wine export	370,273	277,653	190,181	19,334	21,695
	Wine grapes	534,695	512,917	567,090	531,914	612,480
Total wine		1,057,063	975,668	938,971	718,743	822,958
Total		5,027,023	4,978,468	4,896,450	4,833,104	4,948,522

APPENDIX C Levy disbursed, by levy recipient body

Levy recipient body	2013–14 (\$)	2014–15 (\$)	2015–16 (\$)	2016–17 (\$)	2017–18 estimate (\$) ^a
Animal Health Australia	7,138,856	7,630,079	7,886,556	7,518,577	7,694,000
Australian Eggs Limited	7,045,342	6,424,048	7,654,720	7,794,839	7,785,000
AgriFutures Australia	5,475,688	4,479,362	3,974,195	3,143,393	5,580,000
Australian Meat Processors Corporation	20,202,353	22,034,673	19,664,293	17,305,419	16,763,000
Australian Pork Limited	12,423,453	15,077,293	14,379,323	16,322,100	16,985,000
Australian Wool Innovation	43,308,614	48,303,558	50,330,876	58,984,569	56,100,000
Cotton Research and Development Corporation	10,977,077	7,298,282	6,054,115	5,529,683	10,820,000
Dairy Australia Limited	32,981,436	35,372,937	35,369,207	32,130,361	32,221,000
Fisheries Research and Development Corporation	148,956	189,250	161,515	174,802	250,000
Forest and Wood Products Australia Limited	3,991,812	4,352,385	4,568,525	4,914,300	6,037,000
Grains Research and Development Corporation	120,416,725	117,590,342	110,520,065	139,012,956	114,692,000
Horticulture Innovation Australia Limited	42,110,614	45,958,821	51,819,514	55,373,955	53,374,000
LiveCorp	4,305,821	5,612,011	5,194,447	4,107,106	4,555,000
Meat & Livestock Australia	106,000,399	114,766,843	111,382,631	102,991,586	110,295,000
National Residue Survey	10,442,360	10,980,124	10,579,782	10,466,881	10,577,000
Plant Health Australia Limited	2,229,210	2,509,499	5,108,870	7,026,110	9,960,000
Sugar Research Australia	19,560,494	22,679,009	24,333,149	25,569,691	23,800,000
Wheat Exports Australia ^b	22	–	–	–	–
Wine Australia ^c	18,486,133	17,525,053	17,598,226	19,882,474	18,700,000
Total	467,245,363	488,783,571	486,580,008	518,248,799	506,188,000

^a The 2017–18 estimate is from information provided by LRBs for the 2017–18 federal budget process. ^b Wheat Exports Australia was abolished on 31 December 2012. ^c Wine Australia, formally known as the Australian Grape and Wine Authority, was formed on 1 July 2014. The estimates include the combined historical costs for the Grape and Wine Research Development Corporation and the Wine Australia Corporation.

APPENDIX D Levy disbursed, by commodity

Industry group	Commodity	2013–14 (\$)	2014–15 (\$)	2015–16 (\$)	2016–17 (\$)
Animal products	Bees	6,938	8,622	722	53
	Dairy produce	33,639,308	36,078,511	36,074,690	32,761,928
	Goat fibre	34,393	20,680	28,582	25,215
	Honey	536,027	434,678	646,310	789,341
	Wool	43,308,614	48,303,558	50,330,876	58,984,569
Total animal products		518,753	77,525,280	84,846,049	87,081,180
Field crops	Coarse grains	26,667,797	28,120,104	25,774,322	27,048,985
	Cotton	11,020,528	7,360,240	6,122,676	5,594,544
	Fodder export	–	–	–	367,328
	Grain legumes	8,518,488	10,590,236	17,405,898	25,904,331
	Oilseeds	22,183,647	16,604,264	18,071,809	26,362,246
	Pasture seeds	187,270	172,294	133,410	146,857
	Rice	3,492,660	2,492,627	2,085,358	755,995
	Sugar cane	19,560,494	22,679,009	24,333,149	25,569,691
	Wheat	66,657,835	65,828,282	52,615,473	63,732,737
	Wheat export	22	–	–	–
Total field crops		158,288,740	153,847,056	146,542,093	175,482,714
Fisheries	Farmed prawns	148,956	189,250	161,515	174,802
Total fisheries		148,956	189,250	161,515	174,802
Forestry	Forest growers	1,201,822	1,400,324	1,511,898	2,010,869
	Forest products	2,789,990	3,001,153	3,101,129	3,346,312
Total forestry		3,991,812	4,401,477	4,613,027	5,357,181
Game animals	Deer slaughter	26,315	23,259	21,701	18,317
	Deer velvet	8,696	12,414	12,871	–
	Game goats	16	18	–	–
	Game pigs	4,762	9,457	15,717	5,503
	Horse slaughter	51,030	41,762	53,261	38,659
	Macropods	96,898	87,357	91,818	74,283
	Ratites	9,378	11,592	11,069	10,205
Total game animals		22,326	197,095	185,860	206,437

continued ...

APPENDIX D Levy disbursed, by commodity *continued*

Industry group	Commodity	2013–14 (\$)	2014–15 (\$)	2015–16 (\$)	2016–17 (\$)
Horticulture	Almonds	1,359,559	1,388,775	1,542,450	1,551,775
	Apples	4,049,366	3,846,594	4,019,106	4,363,086
	Avocados	3,652,284	4,151,817	5,142,969	5,648,429
	Bananas	6,305,183	6,345,198	9,031,600	10,254,075
	Cherries	711,635	962,717	1,094,477	688,982
	Chestnuts	88,415	110,472	96,353	82,738
	Citrus	1,724,755	1,648,672	1,874,496	2,718,135
	Custard apples	72,655	73,656	84,833	89,362
	Dried fruits	369,568	322,476	368,141	303,420
	Ginger	160,004	174,307	160,871	147,755
	Lychees	117,956	139,747	170,299	149,106
	Macadamia nuts	3,243,817	3,465,318	4,050,725	4,061,363
	Mangoes	904,761	1,227,523	1,211,245	1,188,099
	Melon	–	–	–	323,286
	Mushrooms	2,476,956	4,296,349	4,819,417	5,267,823
	Nashi	(158)	–	–	–
	Nursery products	1,944,998	2,124,520	2,388,718	2,306,123
	Olives	283,100	250,134	339,500	274,046
	Onions	479,741	705,920	1,018,999	926,699
	Papaya	302,761	278,985	333,296	368,530
	Passionfruit	209,539	210,423	251,408	241,979
	Pears	1,428,345	1,400,853	1,565,851	1,501,240
	Persimmons	134,053	123,173	100,944	133,096
	Pineapples	241,368	280,114	260,601	297,384
	Potatoes	957,730	1,026,351	1,038,398	1,015,041
	Rubus	240,080	327,363	444,391	573,689
	Stone fruit	927,459	948,196	991,649	947,131
	Strawberries	697,731	734,722	761,083	1,018,501
	Sweet potato	–	–	243,036	1,368,001
	Table grapes	1,635,998	1,601,681	1,783,911	1,317,120
	Turf	503,974	516,012	587,326	581,937
	Vegetables	7,802,565	8,367,293	9,442,185	10,156,615
Total horticulture		1,346,024	43,026,201	47,049,360	55,218,275

continued ...

APPENDIX D Levy disbursed, by commodity continued

Industry group	Commodity	2013–14 (\$)	2014–15 (\$)	2015–16 (\$)	2016–17 (\$)
Live animal export	Buffalo export	9,339	19,497	25,051	32,416
	Cattle live export	3,068,768	4,221,723	3,978,898	3,044,331
	Deer export	30	–	515	–
	Goat live export	43,357	47,821	37,652	13,346
	Lamb live export	195,402	202,652	251,393	237,225
	Sheep live export	998,294	1,139,815	926,504	812,204
Total live animal export		4,315,190	5,631,508	5,220,013	4,139,522
Livestock processing	Beef production	14,722,217	16,533,486	14,464,252	12,513,836
	Buffalo slaughter	1,173	1,562	1,049	5,289
	Goat slaughter	251,082	264,567	228,666	203,992
	Lamb slaughter	3,600,937	3,790,719	3,701,983	3,583,767
	Pig slaughter	13,243,880	15,984,490	15,232,114	17,214,723
	Sheep slaughter	1,628,116	1,445,902	1,269,392	1,003,824
Total livestock processing		220,070	33,447,406	38,020,725	34,897,456
Livestock transaction	Cattle transaction	77,613,091	84,660,198	80,206,603	72,041,070
	Goat transaction	1,160,990	1,267,777	1,102,167	990,060
	Lamb transaction	36,848,407	39,759,656	40,969,485	40,297,452
	Sheep transaction	3,610,788	3,319,544	3,036,008	2,705,757
Total livestock transaction		899,632	119,233,276	129,007,176	125,314,264
Poultry	Egg promotion	4,851,217	4,394,571	5,270,073	5,327,621
	Laying chickens	2,303,019	2,141,674	2,750,282	2,845,525
	Meat chickens	1,401,347	1,516,459	1,661,053	1,856,455
Total poultry		8,555,582	8,052,704	9,681,408	10,029,600
Wine	Grape research	3,633,862	3,419,307	3,471,619	3,850,163
	Wine export	2,183,689	2,338,182	2,590,386	2,867,859
	Wine grapes	12,698,273	11,794,918	11,582,334	13,214,550
Total wine		18,515,824	17,552,407	17,644,339	19,932,572
Total		467,245,363	488,783,571	486,580,008	518,248,799

APPENDIX E Levy recipient body analytical data

Levy recipient body	Collection points ^a	Cost/ collection point	Levy/ collection point	Returns processed ^b	Cost/ return	Levy/ return	Record inspections	OCP costs ^c	Average inspection cost
	(#)	(\$)	(\$)	(#)	(\$)	(\$)	(#)	(\$)	(\$)
Animal Health Australia	162	269	46,448	1,034	42	7,274	5	15,053	3,228
Australian Eggs	41	707	190,413	153	190	51,070	4	14,354	3,989
AgriFutures Australia	253	313	12,448	783	101	4,016	8	27,017	3,242
Australian Meat Processors Corporation	506	435	34,200	4,593	48	3,768	29	107,457	3,752
Australian Pork Limited	73	496	223,568	722	50	22,592	4	12,319	2,796
Australian Wool Innovation Limited	151	2,942	390,626	1,543	288	38,227	6	14,269	2,462
Cotton Research and Development Corporation	19	1,546	294,450	81	358	68,226	4	13,863	3,507
Dairy Australia Limited	87	1,122	368,112	970	101	33,126	8	20,041	2,661
Fisheries Research and Development Corporation	18	958	9,711	49	352	3,567	3	12,030	4,010
Forest and Wood Products Australia Limited	328	329	14,970	991	109	4,960	7	27,665	3,776
Grains Research and Development Corporation	2,155	344	64,520	5,020	148	27,690	137	491,470	3,592
Horticulture Innovation Australia Limited	5,249	279	10,550	11,638	126	4,758	200	681,128	3,428
LiveCorp	79	650	51,989	304	169	13,510	5	13,787	2,681
Meat & Livestock Australia	2,145	259	48,010	12,804	43	8,044	61	194,638	3,214
National Residue Survey	282	295	37,064	1,442	58	7,258	10	34,577	3,302
Plant Health Australia Limited	359	303	19,584	729	149	9,640	12	40,469	3,425
Sugar Research Australia Limited	14	649	1,826,406	92	99	277,931	1	5,146	5,118
Wine Australia	3,563	201	5,581	3,139	228	6,335	27	99,460	3,649
Total	15,483	312	33,472	46,086	105	11,245	530	1,824,743	3,449

^a Collection points can be counted more than once if they deal in multiple commodities and LRBs. The active levy agent base as at 30 June 2017 is 8,003. ^b Some returns contain multiple commodities and, therefore, could be counted multiple times against different LRBs. ^c The Operational Compliance Program selects levy agents for a record inspection annually using a risk based algorithm against the likelihood and consequence of non-compliance.

Appendix F Commodity analytical data

Commodity	Collection points a	Cost/ collection point	Levy/ collection point	Returns processed b	Cost/ return	Levy/ return	Record inspections c	OCP costs d	Average inspection cost
	(#)	(\$)	(\$)	(#)	(\$)	(\$)	(#)	(\$)	(\$)
Almonds	23	732	67,468	49	344	31,669	3.2	11,193	3,503
Apples	307	337	14,212	739	140	5,904	16.4	56,735	3,452
Avocados	244	292	23,149	554	129	10,196	16.3	54,338	3,336
Bananas	161	388	63,690	429	146	23,902	12.5	40,084	3,209
Beef production	169	598	74,046	1,734	58	7,217	14.6	53,487	3,672
Bees	1	273	53	1	273	53	–	–	–
Buffalo export	5	442	6,483	17	130	1,907	0.2	436	1,786
Buffalo slaughter	7	371	756	31	84	171	0.0	29	3,364
Cattle live export	27	1,155	112,753	142	220	21,439	3.2	9,636	3,020
Cattle transaction	1,260	299	57,175	6,859	55	10,503	41.8	133,025	3,185
Cherries	292	221	2,360	239	270	2,883	8.7	31,431	3,615
Chestnuts	78	99	1,061	79	98	1,047	0.7	3,012	4,418
Citrus	391	281	6,952	1,116	99	2,436	15.3	44,971	2,935
Coarse grains	800	333	33,811	2,056	130	13,156	48.9	169,730	3,468
Cotton	19	1,546	294,450	82	358	68,226	4.0	14,026	3,507
Custard apples	111	104	805	164	70	545	2.0	8,051	3,985
Dairy produce	89	1,122	368,112	989	101	33,126	7.7	20,435	2,661
Deer slaughter	17	186	1,077	84	38	218	0.2	552	3,097
Dried fruits	26	975	11,670	59	430	5,143	2.0	4,952	2,472
Egg promotion	34	492	156,695	85	197	62,678	2.4	8,650	3,680
Farmed prawns	18	958	9,711	49	352	3,567	3.0	12,030	4,010
Fodder export	22	396	16,697	48	182	7,653	–	–	–
Forest growers	144	343	13,964	391	126	5,143	3.1	11,897	3,892
Forest products	216	322	15,492	686	101	4,878	4.9	18,388	3,720
Game pigs	3	985	1,834	20	148	275	0.3	1,252	4,649
Ginger	120	135	1,231	317	51	466	3.0	8,987	2,980
Goat fibre	3	1,650	8,405	7	707	3,602	1.0	3,493	3,493
Goat live export	16	420	834	45	149	297	0.5	1,323	2,584
Goat slaughter	89	220	2,292	577	34	354	2.0	4,796	2,452
Goat transaction	260	178	3,808	1,052	44	941	5.8	13,566	2,325
Grain legumes	474	316	54,650	973	154	26,623	26.0	101,710	3,912
Grape research	788	213	4,886	745	225	5,168	10.4	34,347	3,288
Honey	182	277	4,337	265	190	2,979	2.0	7,276	3,638

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Appendix F Commodity analytical data continued

Commodity	Collection points a	Cost/ collection point	Levy/ collection point	Returns processed b	Cost/ return	Levy/ return	Record inspections c	OCP costs d	Average inspection cost
	(#)	(\$)	(\$)	(#)	(\$)	(\$)	(#)	(\$)	(\$)
Horse slaughter	2	967	19,330	22	88	1,757	0.4	1,419	3,598
Lamb live export	12	237	19,769	23	124	10,314	0.3	209	719
Lamb slaughter	122	528	29,375	1,173	55	3,055	8.9	37,372	4,178
Lamb transaction	463	297	87,036	3,519	39	11,451	16.9	60,915	3,594
Laying chickens	8	1,761	355,691	78	181	36,481	1.4	6,579	4,569
Lychees	105	117	1,420	110	112	1,356	1.7	7,180	4,190
Macadamia nuts	27	1,404	150,421	155	245	26,202	8.0	28,052	3,507
Macropods	18	564	4,127	109	93	681	0.7	3,398	4,649
Mangoes	260	181	4,570	413	114	2,877	7.7	30,001	3,901
Meat chickens	20	1,129	92,823	249	91	7,456	2.6	8,274	3,242
Melon	112	201	2,886	125	180	2,586	0.4	1,058	2,674
Mushrooms	11	686	478,893	20	377	263,391	1.0	2,495	2,495
Nursery products	71	794	32,481	213	265	10,827	6.0	15,366	2,561
Oilseeds	249	328	105,872	444	184	59,374	15.0	50,458	3,366
Olives	82	279	3,342	63	363	4,350	3.0	10,766	3,605
Onions	209	227	4,434	432	110	2,145	7.1	26,250	3,699
Papaya	129	112	2,857	323	45	1,141	1.4	6,345	4,632
Passionfruit	128	103	1,890	310	43	781	1.7	6,291	3,613
Pasture seeds	4	1,111	36,714	10	444	14,686	1.0	3,331	3,236
Pears	250	187	6,005	595	78	2,523	5.9	21,246	3,577
Persimmons	147	86	905	144	88	924	1.6	6,633	4,062
Pig slaughter	77	496	223,568	762	50	22,592	4.6	12,992	2,796
Pineapples	111	107	2,679	257	46	1,157	1.3	5,435	4,059
Potatoes	251	215	4,044	562	96	1,806	6.5	16,907	2,585
Ratites	4	962	2,551	16	241	638	1.0	2,832	2,794
Rice	4	185	188,999	8	93	94,499	–	–	–
Rubus	58	254	9,891	98	150	5,854	2.1	7,915	3,838
Sheep live export	24	443	33,842	94	113	8,640	1.1	2,620	2,281
Sheep slaughter	126	277	7,967	1,109	31	905	3.2	11,802	3,720
Sheep transaction	503	148	5,379	3,399	22	796	4.6	14,053	3,049
Stone fruit	369	142	2,567	628	83	1,508	6.3	22,157	3,490

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Appendix F Commodity analytical data continued

Commodity	Collection points a	Cost/ collection point	Levy/ collection point	Returns processed b	Cost/ return	Levy/ return	Record inspections c	OCP costs d	Average inspection cost
	(#)	(\$)	(\$)	(#)	(\$)	(\$)	(#)	(\$)	(\$)
Strawberries	7	2,650	145,500	12	1,546	84,875	2.0	10,244	5,122
Sugar cane	14	649	1,826,406	92	99	277,931	1.0	5,146	5,118
Sweet potato	133	201	10,286	406	66	3,369	3.7	12,177	3,280
Table grapes	288	328	4,573	519	182	2,538	12.0	34,738	2,905
Turf	210	261	2,771	667	82	872	5.0	12,240	2,448
Vegetables	848	448	11,977	2,603	146	3,902	46.9	172,322	3,755
Wheat	695	383	91,702	1,695	157	37,600	50.9	183,980	3,616
Wine export	7	2,762	409,694	40	483	71,696	0.0	3	3,152
Total	15,483	312	33,472	46,086	105	11,245	530	1,824,743	3,449

a Collection points can be counted more than once if they deal in multiple commodities and LRBs. The active levy agent base as at 30 June 2017 is 8,003. **b** Some returns contain multiple commodities and, therefore, could be counted multiple times against different LRBs. **c** Agents that deal in multiple commodities and are selected for a record inspection may be listed more than once. **d** The Operational Compliance Program selects levy agents for a record inspection annually using a risk based algorithm against the likelihood and consequence of non-compliance.

Glossary

Agent management	The department's engagement with levy payers
Direct charges	Costs incurred by the department on behalf of industry
EFT	Electronic funds transfer
FTE	Full-time equivalent
IOC	Industry-owned corporation
IRB	Industry representative body
Levies Online	Web-based platform for levy payers to calculate, lodge and track returns
LiveCorp	Australian Livestock Export Corporation Limited
LRB	Levy recipient body
Non-targeted compliance	Behaviour-driven compliance program activities
OCP	Operational compliance program
Phoenix	The department's levies management information system
Processing	Receiving and processing levy returns and receipts
Program management	Administration of levies and charges
Statistics	Analysis of statistical information to inform levy returns
SCP	Strategic compliance program
Targeted compliance	Operational compliance program activities



General inquiry 1800 020 619



Web: agriculture.gov.au/levies

Email: levies.policy@agriculture.gov.au