



Australian Government

Australian Quarantine and Inspection Service

31 March 2011

INDUSTRY ADVICE NOTICE NO. 2011/18

Plant Exports – Electronic Export Certification – Change to Service Delivery

Further to Industry Advice Notice 2008/15; 2009/28; 2010/19 & 2011/11, this notice is issued to inform exporters of amended service delivery arrangements for electronic export certification for Western Australia.

From the **4 April 2011**, exporters who have their product certified in Western Australian and require assistance with electronic export certification are required to contact the relevant AQIS office. Direct service delivery will no longer be provided by Central Office (Canberra), except in emergency situations.

This notice reinforces the service delivery arrangements for the regions of North East Australia; South East Australia; Central East Australia and Tasmania (see map provided).

Contact details and service delivery hours:

Western Australia: Effective 4 April 2011

08:00am - 17:00 pm Monday to Friday (excluding public holidays).

Written requests via email to the Plant Exports documentation section – waexportdocs@aqis.gov.au

Telephone enquiries – 08 9334 1577

Tasmania: Effective 10 February 2011

08:00am - 16:00 pm Monday to Friday (excluding public holidays).

Written requests via email to the Plant Exports documentation section – RFP.Enquiries.TAS@daff.gov.au

Telephone enquiries – 03 6233 3352

Central East Australia: Effective 8 June 2010

07:30am - 16:00 pm Monday to Friday (excluding public holidays).

Written requests via email to the Plant Exports documentation section - nswexdoc@aqis.gov.au

Telephone enquiries – 02 8334 7613

North East Australia: Effective 26 October 2009

06:30am - 16:00 pm Monday to Friday (excluding public holidays).

Horticulture:

Written requests via email to the Horticulture Exports Duty Office – nerexdoc@aqis.gov.au

Telephone enquiries – 0401 561 835

Grain:

Written requests via email to the Grains Exports Duty Office – brisbanegrainexports@aqis.gov.au

Telephone enquiries – 07 3246 8719

South East Australia: Effective 26 October 2009

08:00am - 16:00 pm Monday to Friday (excluding public holidays).

Written requests via email to the Exports documentation - phyto.cert@aqis.gov.au

Telephone enquiries – 03 8308 5001

Clients who are exporting through other regions of Australia are to continue to use the current service delivery contact details until further advice is issued:

Horticulture email: EXDOCPPlantPrograms@aqis.gov.au

Grain & Plant Products email: EXDOCPPhytoGrains@daff.gov.au

The following electronic export certification arrangements will continue unchanged:

- All requests are to be received in writing (email is sufficient)
- Charging is as per the Horticulture Exports Program or Grain & Seed Exports Program charging guidelines
- Reissued phytosanitary certificates to be returned to the Plant Exports electronic export certification team, Canberra
- Auditing and reporting of electronic export certification by the National Systems Manager

In addition, all clients who utilise the services of the Single Electronic Window (SEW) – EDN obtained through the RFP – and require the EDN to be withdrawn are to direct such requests to the EXDOC helpdesk on email: exdoc.helpdesk@aqis.gov.au .

Please note that this is for requesting action on an EDN only and not for the RFP.

These arrangements have been provided to respond to increasing demand for Plant Export Operations Program electronic export certification services.

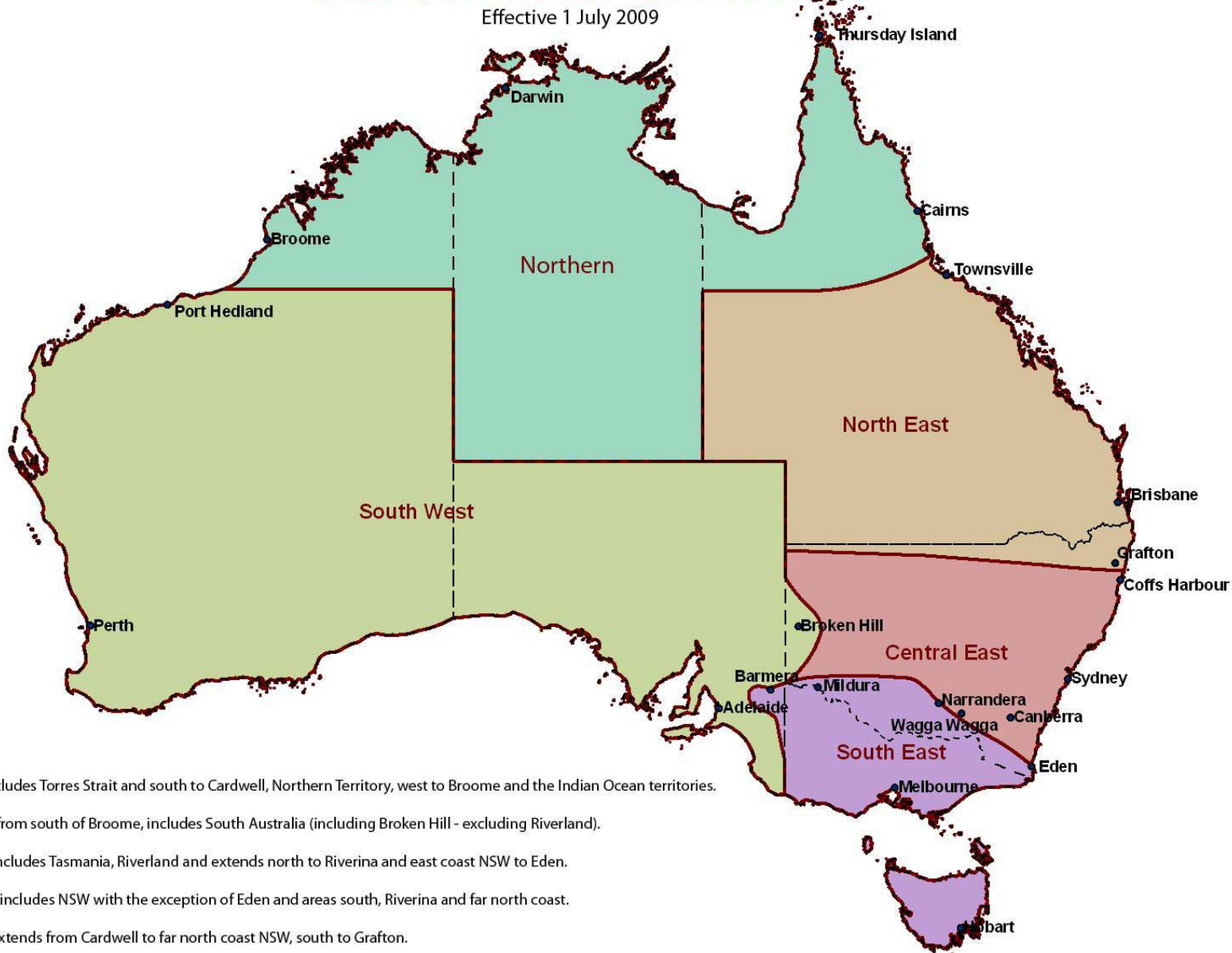
For further assistance please contact your regional AQIS office. Contact details are provided on the AQIS web at: <http://www.daff.gov.au/aqis/about/contact/plants-grains-hort>

Kylie Calhoun
Acting General Manager
Plant Export Operations

EXDOCPlantPrograms@aqis.gov.au
EXDOCPhytoGrains@aqis.gov.au

Biosecurity Services Group - regional boundaries

Effective 1 July 2009



Northern includes Torres Strait and south to Cardwell, Northern Territory, west to Broome and the Indian Ocean territories.

South West from south of Broome, includes South Australia (including Broken Hill - excluding Riverland).

South East includes Tasmania, Riverland and extends north to Riverina and east coast NSW to Eden.

Central East includes NSW with the exception of Eden and areas south, Riverina and far north coast.

North East extends from Cardwell to far north coast NSW, south to Grafton.