



08 November 2011

INDUSTRY ADVICE NOTICE NO. 2011/53

Plant Export Operations— Service Charter

Department of Agriculture, Fisheries and Forestry biosecurity is introducing a Service Charter for the Plant Export Operations area that will be in effect from 1 December 2011.

The Service Charter has been designed to highlight our service to industry. It outlines the service standards we provide, who our clients are, what our role is, what your rights are and how you can help us improve and deliver our services. We strive to provide and maintain a high level of service by stating necessary lead times for the functions related to export certification.

The service standards are subject to exporters providing documentation that is complete, accurate and the importing country requirements available at time of request.

To provide industry sufficient time to adapt to the service standards, we will be flexible to reasonable client requests within the weeks up to the date of effect – 1 December 2011.

We suggest all clients familiarise themselves with the service charter and in particular the lead times for inspections and certification.

The introduction of the service charter will be the first of a number of initiatives aimed at improving national consistency in Plant Export Operations service delivery. These changes to business practises will be incrementally introduced over the next few months.

The [Service Charter](#) is available online.

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