



EXPORT ADVISORY NOTICE – 2015 - 01		09 January 2015
Title:	Pilot test of mobile technology use in the field	
Species:	All live animals	
Country:	All	
For information:	[1] Live Animal Exporters [2] Department of Agriculture Live Animal Export Officers [3] MLA / LiveCorp / ALEC	

Purpose

The purpose of this EAN is to provide advice about the commencement of a mobile technology pilot to all exporters of live animals who deal with the Department of Agriculture for export certification inspections including those at registered premises.

About the mobile workforce pilot

The department has commenced a pilot to test the use of mobile technology in the field with some of our mobile officers. We are calling this the mobile workforce pilot.

The pilot has been in operation for several programs over the past 6 months and has been extended to include the Live Animal Exports Program.

You may notice some of our officers in the field are now using mobile devices instead of relying on manual or paper-based methods of recording and providing information. The department acknowledges that equipping our staff with mobile technology may affect you and will change the way that many of our staff interact with you. Feedback from clients to date has been positive and includes the reduction in delays when releasing imported goods.

The changes we are making will enable us to focus on the aspects of our client services where we can add the most value. There will be no change to the cost of services as a direct result of the mobile workforce pilot.

We appreciate your support during this period and value your suggestions and feedback during the pilot and beyond. You can phone us on (02) 6272 3084, email [Client Feedback](#) or complete the online [Suggestions, Compliments and Complaints form](#).

Further information

More information on the pilot and updates on its progress is available on the department's website. This will be regularly updated to keep you informed about what's changing and when, as well as how you can get involved and have your say on how we can do things better for you.

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