

## Livestock client service standards

| Service                                  | Service Standard<br>'We will'   | Client Obligations<br>'You must'  | Service Target                                    |
|--|---|---|---|
| <b>Client Contact</b>                    |   |   |   |
| Correspondence – by phone                | For calls received through the national contact number we will answer your call within 2 minutes.   | This standard applies to clients contacting the department through the national contact number 1800 900 090.  | 80% of calls answered within our service standard |
| Correspondence – by online contact forms | For general enquiries received through the department's online contact form we will provide immediate confirmation of receipt and respond to your request within 10 business days of receipt.<br><br>If we cannot fully answer your query in that time we will advise you when a complete response can be expected.<br><br>Wherever possible, we will respond earlier. For some services such as permit and grant applications, specific service standards may exist.   | You need to provide detailed and relevant information with your enquiry. Appropriate contact information should be included to ensure the department can follow up in cases where additional information is required.   | 80% responded to within our service standard.     |
| Operational enquiries                    | The Canberra office phone number is 02 6272 4581 and email <a href="mailto:livestockexp@agriculture.gov.au">livestockexp@agriculture.gov.au</a> . Operating hours are 08.30 am to 12.30 pm and 1.30 pm to 5.00 pm Monday to Friday.<br><br>Regional contact details<br>All livestock phone enquiries should be directed to the relevant regional office:<br>VIC - 03 83186767 <a href="mailto:SEAnimal@agriculture.gov.au">SEAnimal@agriculture.gov.au</a><br>NT – 08 8998 4997 <a href="mailto:animalexpoint@agriculture.gov.au">animalexpoint@agriculture.gov.au</a><br>WA - 08 9334 1551 <a href="mailto:animalswa@agriculture.gov.au">animalswa@agriculture.gov.au</a><br>SA - 08 8201 6031 <a href="mailto:animalexpnoisa@agriculture.gov.au">animalexpnoisa@agriculture.gov.au</a><br>FNQLD – 08 8998 4997 <a href="mailto:animalexpnoifnqld@agriculture.gov.au">animalexpnoifnqld@agriculture.gov.au</a><br>QLD – 07 3246 8633 <a href="mailto:animalexpnoiqld@agriculture.gov.au">animalexpnoiqld@agriculture.gov.au</a><br>NSW - 02 8334 7434 <a href="mailto:animalexpnoinsw@agriculture.gov.au">animalexpnoinsw@agriculture.gov.au</a> | All livestock operational enquiries should be directed to the regional contacts as listed. Applications and supporting documentation to export livestock must be lodged on <b>TRACE</b> . All other livestock applications should be sent to <a href="mailto:livestockexp@agriculture.gov.au">livestockexp@agriculture.gov.au</a> . |   |

| <b>Inspection - Export</b>   |   |   |  |
|--|---|---|--|
| Service  | Service Standard<br>'We will'   | Client Obligations<br>'You must'  | Service Target                           |
| Inspection of goods – export registered establishment, approved premise, airside or vessel | Service an appointment made 3 business days prior to the required inspection.<br>Undertake inspections only in areas which are well lit.<br><br>For external areas without sufficient artificial lighting, the period in which area is sufficiently lit is defined as the period one hour after sunrise to one hour before sunset.<br><br>Wherever reasonable, we will seek to accommodate bookings and changes made inside the three business days period we cannot guarantee that we will be able to service this request.<br><br>Fees may apply for changing or cancelling an appointment/inspection as per the current charging guidelines. | Make an appointment for livestock inspection at least three business days prior to Inspection.<br><br>Ensure that the inspection location for the inspection is well lit. For external areas without sufficient artificial lighting, this is defined as the period from one hour after sunrise to one hour before sunset.<br><br>Change or cancel an appointment for a livestock inspection at least 24 hours prior to the inspection appointment time. | 95% inspections provided within standard |

| <b>Assessment – Export</b>  |  |  |                               |
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| Service   | Service Standard<br>'We will'  | Client Obligations<br>'You must'   | Service Target                |
| Assess/issue export documentation   | Assess documents during standard hours of service (6.30am- 6.30pm).<br><br>Advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents.  | Provide complete, accurate and legible documents for the department to assess your consignment.<br><br>Lodge documents on TRACE<br><br>Allow at least six hours of assessment time within the hours of service (6.30am – 6.30pm) between the time that you submit your documents and when you request a permit or certificate to be issued.    | 95% processed within standard |
| Application for (or renewal of) an export licence<br>Variation of an export licence | Assess and make a decision on the application within 40 business days# of receipt.<br><br>Advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents.<br><br>Wherever possible, we will respond earlier, however the complexity of the application and the volume of applications being processed will have an effect on processing time. | Provide an Export Licence application, variation or renewal that is complete and accurate.<br><br>Pay the relevant fee with the application.<br><br>Provide the application with sufficient notice to allow the department to process it within the normal period<br><br>Respond to requests for information from the department promptly.     | 90% processed within standard |
| Registration or renewal of registered premises                                      | Assess and make a decision on the application within 40 business days# of receipt.<br><br>Advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents.<br><br>Wherever possible, we will respond earlier, however the complexity of the application and the volume of applications being processed will have an effect on processing time. | Provide a Registered Premises application, variation or renewal that is complete and accurate.<br><br>Pay the relevant fee with the application.<br><br>Provide the application with sufficient notice to allow the department to process it within the normal period<br><br>Respond to requests for information from the department promptly. | 90% processed within standard |

# Timeframe does not include time taken for applicant to provide more information.

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| Registration of an Australian Government Accredited Veterinarians (AAVs) for livestock export | <p>Assess and make a decision on the application within 10 business days# of receipt.</p> <p>Advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents.</p>   | <p>Provide an AAV application or renewal that is complete and accurate</p> <p>Pay the relevant fee with the application.</p> <p>Provide the application with sufficient notice to allow the department to process it within the normal period</p> <p>Respond to requests for information from the department promptly.</p>  | 90% processed within standard |
| Application for an Approved Arrangements  | <p>Assess the application, audit the business and make a decision within 40 business days# of receipt. If we do not make a decision within 60 days you have the right to appeal to the Administrative Appeals Tribunal to get a decision.</p> <p>Advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents.</p> <p>Give you least five business days notice of an audit.</p>  | <p>Provide an Approved Arrangement that is complete and accurate</p> <p>Pay the relevant fee with the application.</p> <p>Provide the application with sufficient notice to allow the department to process it within the normal period</p> <p>Respond to requests for information from the department promptly.</p>  | 90% processed within standard |
| Application for a variation to an approved arrangement  | <p>Assess the application and make a decision made within 20 business days# of receipt.</p> <p>Advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents.</p> <p>Applications for variations which include more than five Standard Export Plans will wherever possible be assessed and a decision made within 20 business days of receipt.</p> <p>However, due to the many possible variables and complexities involved, the department reserves the right to vary the time frame according to the quantity and complexity of SEPs.</p> <p>If we do not make a decision within 60 days you have the right to appeal to the Administrative Appeals Tribunal to get a decision.</p> | <p>Provide an approved arrangement variation that is complete and accurate</p> <p>Pay the relevant fee with the application.</p> <p>Provide the application with sufficient notice to allow the department to process it within the normal period</p> <p>Respond to requests for information from the department promptly.</p>  | 90% processed within standard |
| Submission of NOI (without an approved arrangement)   | <p>Make a decision on the application within 10 business days# of receipt of a complete application.</p> <p>Variations that require reassessment will be assessed and decided on within seven business days of receipt.</p>   | <p>Lodge an accurate and complete NOI on TRACE at least 10 business days prior to export or commencement of pre-export isolation.</p> <p>Provide the application with sufficient notice to allow the department to process it within the normal period</p> <p>Respond to requests for information from the department promptly.</p> <p>A NOI may be accepted within this period in exceptional circumstances. However, the department cannot guarantee servicing of this request.</p> | 95% processed within standard |
| Submission of NOI (with an approved arrangement)  | <p>Assess and approve or reject Notices of Intention (NOIs) for consignments under approved arrangements within three business days# of receipt.</p>  | <p>Lodge an accurate and complete NOI on TRACE at least 10 business days prior to export or commencement of pre-export isolation.</p> <p>Provide the application with sufficient notice to allow the department to process it within the normal period</p> <p>Respond to requests for information from the department promptly.</p> <p>A NOI may be accepted within this period in exceptional circumstances. However, the department cannot guarantee servicing of this request.</p> | 95% processed within standard |
| Audits  | <p>Give exporter's 5 business days# notice of an audit.</p> <p>If the proposed date is not convenient the department will work to find an alternative date.</p> <p>If an alternative date cannot be organised within 20 business days of the original notification the approved arrangement may be suspended until the audit is conducted.</p> <p>If less than 24 hours' notice is given to cancel/reschedule an audit, a fee will apply in line with the Department's Charging Guidelines</p>  | <p>Advise the department promptly if an audit date is not convenient and organise an alternative date within 20 business days of the original notification.</p> <p>Provide all the necessary resources to allow the department to complete the scope of the audit.</p>  | 90% processed within standard |
| Exporter Supply Chain Assurance System (ESCAS) applications and variations                    | <p>Assess and make a decision on the application within 10 business days# of receipt.</p>   | <p>You will provide accurate and complete ESCAS applications and variations</p> <p>Pay the relevant fee with the application.</p> <p>Provide the application with sufficient notice to allow the department to process it within the normal period</p> <p>Respond to requests for information from the department promptly.</p>   | 90% processed within standard |
| Fees  | <p>Bill you accurately and within 20 days of a provided service Explain how we calculated the bill</p>  | <p>Pay your account within 28 days</p> <p>Promptly contact with the department if you are unable to pay your account on time</p>  | 90% processed within standard |

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| <b>Assessment – ESCAS Non-Conformances</b>             |   |   |                               |
|--|---|---|-------------------------------|
| <b>Service</b>   | <b>Service Standard<br/>'We will'</b>   | <b>Client Obligations<br/>'You must'</b>  | <b>Service Target</b>         |
| Assess 3 <sup>rd</sup> Party Reported Non Conformances | <p>Assess and make a decision on a reported non-compliance within:</p> <ul style="list-style-type: none"> <li>• three months if it involves a single compliance issue for one exporter</li> <li>• six months if it involves multiple issues or exporters</li> </ul> <p>Provide relevant exporters with details of the allegation</p> <p>Advise exporters as soon as practical if there is missing, incomplete or incorrect information.</p> <p>Advise exporters as soon as practical of any regulatory action/s to be applied as the result of an assessment.</p> | <p>Make every effort to investigate the circumstances of the allegation.</p> <p>Once provided with details of the allegation by the department, investigate and respond within 14 days.</p> <p>Where a full investigation may take longer than the department's timeframe provide us with what information you can and advise us when a complete response can be expected.</p> <p>Promptly respond to requests from the department with accurate and complete information.</p> <p>Acknowledge non-compliance where it has occurred.</p> <p>Identify, implement and review corrective actions in a timely manner.</p>          | 90% processed within standard |
| Assess Self-Reported Non Conformances                  | <p>Assess and make a decision on a reported non-compliance within three months.</p> <p>Advise exporters as soon as practical if there is missing, incomplete or incorrect information.</p> <p>Advise exporters as soon as practical of regulatory action/s to be applied as the result of an assessment.</p>  | <p>Make every effort to investigate the circumstances of the allegation.</p> <p>Promptly respond to requests from the department with accurate and complete information.</p> <p>Identify and implement corrective actions in a timely manner.</p>   | 90% processed within standard |
| <b>Assessment – Notifiable Mortality Incidents</b>     |   |   |                               |
| Assess notifiable mortality incidents                  | <p>Assess and report on a notifiable mortality incident within 6 months. Within the 6 month period the department will:</p> <ul style="list-style-type: none"> <li>• Provide relevant exporter with details of the notifiable mortality incident.</li> <li>• Advise exporters as soon as practical if there is missing, incomplete or incorrect information.</li> <li>• Advise exporters as soon as practical of any regulatory action/s to be applied as the result of the assessment.</li> </ul>  | <p>Make every effort to investigate the circumstances of the notifiable mortality incident.</p> <p>Once provided with details of the incident by the department, investigate and respond within 14 days.</p> <p>Where a full investigation may take longer than the department's timeframe provide us with what information you can and advise us when a complete response can be expected.</p> <p>Promptly respond to requests from the department with accurate and complete information.</p> <p>Acknowledge non-compliance where it has occurred.</p> <p>Identify and implement corrective actions in a timely manner.</p> | 90% processed within standard |

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*During periods of increased export trade activity, there may be delays in meeting assessment times.*

