



LIVESTOCK CLIENT SERVICE STANDARDS

Operational examples

1—Inspection of livestock

Our service standard:**We will:**

- service an appointment made three business days prior to the required inspection.
- undertake inspections only in areas which are well lit.

Fees may apply for changing or cancelling an appointment/inspection as per the current charging guidelines.

Wherever reasonable, we will seek to accommodate bookings and changes made inside the three business period however we cannot guarantee that we will be able to service this request.

Your client obligations:

You must:

- make an appointment for livestock inspection prior to 6:30pm at least three business days prior to the required inspection.
- ensure that the inspection location for the inspection is well lit. For external areas without sufficient artificial lighting, 'well lit' is defined as the period from one hour after sunrise to one hour before sunset.
- change or cancel an appointment for a livestock inspection at least 24 hours prior to the inspection appointment time.

Our service target: 95% inspections provided within standard.

Scenario:

An exporter has booked a departmental veterinary officer for an inspection for 4pm on a Wednesday.

When the vet arrives at the registered premises at 3:45pm, the exporter explains that the consignment is still being checked by their own vet and asks the department vet to wait. The department vet lets the exporter know that they will be charged for the waiting time past the original inspection time, under the department's cost recovery guidelines.

At 5:30pm the consignment is still not ready for inspection and now it is getting dark. The exporter confirms there is no artificial lighting in the inspection area.

The vet informs the exporter that the inspection can't proceed as there is insufficient light. They negotiate another inspection time for the next day when there will be sufficient light.

Outcome:

- Original inspection request is unable to be serviced.
- Exporter must arrange another inspection.
- Exporter is required to pay for the waiting time of the original scheduled inspection and the inspection the next day.

2—Assess/issue export documentation

Our service standard:**We will:**

- assess documents during standard hours of service (6.30am-6.30pm).
- advise you as soon as practical if there are missing, incomplete, incorrect or ineligible documents.

Your client obligations:

You must:

- provide complete, accurate and legible documents for the department to assess your consignment.
- Lodge documents on TRACE.
- 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 on TRACE and when you request a permit or certificate to be issued.

Our service target: 95% processed within standard.

Scenario:

The morning before a small air shipment, an exporter calls a departmental veterinary officer to let them know of the details of the consignment. They agree on an inspection at 5am the next morning at the airport, where there will be sufficient artificial lighting. The vet confirms the exporter will need to have all the documents loaded into TRACE by 12:30pm today to allow them time to review and prepare documents in time for the inspection tomorrow morning.

At 2pm the documents are not loaded and the vet contacts the exporter to remind them that they need to get their documents loaded. The exporter commits to have all paperwork loaded correctly by 3:30pm.

At 6:30pm the documents are still not on TRACE and so the vet is unable to complete the assessment and prepare the Health Certificate and Export Permit for the consignment.

The vet contacts the exporter to let them know that because the documents have not been provided in time, they will not be able to complete the Health Certificate and Export Permit and the animals won't be able to be exported. The vet cancels the inspection scheduled for the next morning.

Outcome:

Document assessment was unable to be completed and no Health Certificate or Export Permit could be issued.

Animals could not be exported.

3—Audits

Our service standard:

- **We will** give exporter's five business days notice of an audit.
- If the proposed date is not convenient the department will work to find an alternative date.
- If an alternative date cannot be organised within 20 business days of the original notification the exporter's approved arrangement may be suspended until the audit is conducted.
- 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](#).

Your client obligations:

You must:

- advise the department promptly if an audit date is not convenient and organise an alternative date within 20 business days of the original notification.
- provide all the necessary resources to allow the department to complete the scope of the audit.

Our service target: 90% processed within standard.

Scenario:

An exporter receives an email on a Monday from the departmental auditor let them know that they have an audit scheduled for the following Tuesday. The exporter calls to explain they're currently travelling and will not be back for another week. They negotiate to have the audit on Wednesday a week later, 11 business days from notification.

On the Monday morning before the scheduled audit, the exporter calls to cancel the appointment as they will be away on Wednesday and rebook for the Friday, 13 business days from initial notice.

On the Friday the exporter calls and says they are still away and so need to cancel again. As it is less than 24-hours from their appointment the auditor advises they will be charged under the department's Charging Guidelines.

The exporter requests the audit be postponed until the Monday after next, 21 days from the initial notice. The exporter is reminded that this is their final chance to have an audit. If the audit isn't carried out on the Monday as planned their AA could be suspended.

When the auditor arrives the exporter is unavailable and has left a message for the auditor asking for the audit to be rebooked 2 weeks from now. The audit can't be completed and the new audit is booked.

The approved arrangement is suspended until the audit can be completed. The exporter can't send any consignments until their audit has been completed and the suspension is lifted.

Outcome:

- Audit was not successfully completed within 20 business days of initial notice.
- The second cancellation was less than 24 hours from the appointment, therefore the exporter will incur charges under the Departments Charging Guidelines.
- The exporter can't export until audit has been completed.
- Exporter rebooked an audit.