



EXPORT ADVISORY NOTICE – 2019-02		22 March 2019
Title:	Livestock Export Client Standards - Amendments	
Species:	All livestock	
Country:	Australia	
For information:	<ul style="list-style-type: none">[1] Departmental Officers[2] Livestock Exporters[3] Meat and Livestock Australia[4] LiveCorp[5] ALEC[6] Australian Government Accredited Veterinarians[7] Registered Premise Operators	

PURPOSE

To inform all livestock export clients that the department has amended and made an addition to the livestock client service standards (EAN 2017-06) effective 22 March 2019.

BACKGROUND/ KEY POINTS

The livestock client service standards describe the level of service the department aims to deliver. The standards set out how the department and livestock export clients will be expected to communicate and interact when undertaking their respective roles as regulator and exporters. The standards provide targets to measure efficiency and effectiveness of departmental services in response to client requests. They also outline the obligations livestock export clients have when working with the department.

The original Livestock Export Client Standards were developed in consultation with the Australian Livestock Exporter's Council. The standards came into operation on 1 July 2017. EAN 2017-06 also provided operational examples of the Livestock Client Service Standards to demonstrate how they are intended to be used – these examples remain unchanged.

The department has developed the amended and additional standards in line with recommendations from the Moss Review (the independent Review of the Regulatory Capability and Culture of the Department of Agriculture and Water Resources in the Regulation of Live Animal Exports, available on the departments website at: <http://www.agriculture.gov.au/animal/welfare/export-trade/independent-review-of-regulation>). The amendment to the standards includes changes to timeframes around ESCAS non-conformances as well as the addition of timeframes for notifiable mortality incidents.

The amended and additional standards will come into operation on 22 March 2019 and will be available on the [department's website](http://www.agriculture.gov.au/about/commitment/client-service-charter/client-service-standards) at [agriculture.gov.au/about/commitment/client-service-charter/client-service-standards](http://www.agriculture.gov.au/about/commitment/client-service-charter/client-service-standards).

See **Attachment A** to preview the amended Livestock Client Service Standards.

Attachment B contains operational examples of the Livestock Client Service Standards to demonstrate how they will be used.

INSTRUCTIONS:

1. All exporters are encouraged to become familiar with the amended Livestock Client Service Standards and keep in mind the included timeframes when planning export activities and reporting non-conformances/notifiable mortality incidents.



Tina Hutchison
Assistant Secretary
Live Animal Exports Division
Department of Agriculture and Water Resources

Contact officers:

Joffrid Mackett and Sanjay Boothalingam – Live Animal Exports Branch
Leah Wells and Donna Bennett – Veterinary and Meat Exports Services
Phone: 02 6272 4581
Email: livestockexp@agriculture.gov.au