NSW
GOVERNMENT

**Department of
Primary Industries**

NSW DPI Biosecurity & Food Safety
Regulatory Framework

Contents

1.   Introduction

NSW DPI Biosecurity & Food Safety (BFS) is the regulator responsible for the protection of the NSW economy, environment and community from biosecurity and food safety risks. BFS is the lead division for:

- the production of clean, safe and correctly labelled food and agricultural produce;
- managing risks posed by animal and plant pests, diseases, weeds and contaminants;
- responding to emergencies and disasters related to primary production and biosecurity;
- managing animal welfare.

The main statutory function for BFS is to ensure compliance with the following legislation and their associated regulations:

- *Biosecurity Act 2015*
- *Exhibited Animals Protection Act 1986*
- *Animal Research Act 1985*
- *Food Act 2003*
- *Hemp Industry Act 2008*
- *Poppy Industry Act 2016*
- *Stock Medicines Act 1989*.

This document sets out NSW DPI Biosecurity and Food Safety's framework for achieving compliance with this legislation by applying outcomes-focused and risk-based regulatory principles.

2.   Regulator's core purpose

BFS has determined that its core purpose is the:

> *"Proactive, informed protection of the NSW economy, environment and community from biosecurity and food safety risks".*

3.   Classify regulated entities and activities into segments according to risk

As part of the NSW Public Sector, BFS utilises the Risk Management Toolkit for the NSW Public Sector to assist in determining risk management processes. Further, NSW DPI has articulated its risk management objectives in its NSW DPI Risk Management Framework.

Based on these high level approaches to risk management, BFS has adopted a risk-based approach to design initiatives and allocate its regulatory resources to the areas of highest risk. As an outcome based regulator, this approach to regulation minimises costs and maximises outcomes for the government, businesses and the community.

This risk based approach to regulating industries to mitigate biosecurity and food safety risk extend across policy, administration and operational activities as set out below:

Risk classification Determined on the consequence of the risk and the likelihood of it occurring. Influenced by national standards and approaches to risk management	→	**Licence/Approval/ Permit classification** Determined on the types of activities conducted by the business to be licensed and issued as 'permissions' on the licence	→	**Compliance activity classification** Determined by the risk of the licensed permitted activities and previous compliance history of the business

The BFS regulatory framework consists of an integrated series of components, including legislation, policy, education, incentives, licensing, administration, audit, investigation, and compliance and enforcement action.

A responsive and risk-based approach to its regulatory functions is applied by BFS to help ensure that its compliance and enforcement activities focus on the highest risk activities to the economy, community and environment, targeting those businesses and people least likely to comply. BFS escalates its regulatory response according to the risk posed and the seriousness of the non-compliance, the attitude to compliance by the business, the compliance history and frequency of issues arising.

The BFS Compliance team is responsible for implementing compliance audit programs for licensed businesses, investigating complaints and conducting targeted compliance activities. The team is also responsible for managing third party audit programs.

The risk based compliance initiatives conducted by BFS are largely separated into the following two categories:

Proactive initiatives: programmed audits, inspections, educational and training activities;

Reactive initiatives: investigate and respond to incidents of foodborne illness outbreaks, pest and disease issues, complaints, emergencies, biosecurity threats and market failures.

BFS's Compliance Policy and Enforcement Policy explains its broad approach to monitoring compliance and enforcement. It sets out the compliance framework and explains that compliance and enforcement priorities are determined using a risk-based approach.

Resources are focused on those areas that pose the greatest risk to the economy, community and environment. Ensuring that industry, government and the community comply with biosecurity and food safety legislation is fundamental to protecting the health of the community and keeping markets accessible for NSW primary products. It also ensures the delivery of credible cost-effective regulation.

3.1 Risk classification

The classification of biosecurity and food safety risks are determined based on national and international standards. Appendix 1a and 1b outline the regulated entities across the biosecurity and food safety spectrum classified into segments and activities and the associated risk assessments against each segment.

3.1.1   Food safety risk assessment

The *Food Act 2003* requires the Food Authority to conduct a risk assessment before the introduction of a new food safety scheme.

The Food Authority has an established Risk Assessment Policy that ensures the risk assessment or risk profile is fit for its intended purpose in each instance and will follow the established international Codex Alimentarius Commission (Codex) standard for risk assessment. The policy identifies the Authority's processes for conducting risk assessment, how it will be used, reviewed and updated in line with the international principles established by Codex.

The Priority Classification System adopted by the NSW Food Authority, uses the nationally endorsed food safety risk profiling framework to classify the risk priority of NSW food businesses. Classifications under this system are:

- Priority 1 (P1) – highest risk

- Priority 2 (P2)

- Priority 3 (P3)

- Priority 4 (P4) – lowest risk

Priority classifications are applied to each licence permission granted to those businesses which require a food safety licence. The classifications are used to apply regulations relating to food safety programs in food businesses and their audit frequency. Risk classifications are also applied to non-licensed MWIP businesses to determine inspection frequencies.

3.1.2   Biosecurity risk assessment

BFS have articulated their risk assessment process in the Regulatory Impact Statement Proposed Biosecurity Regulation 2016, November 2016 which was prepared to assist in the development of the *Biosecurity Regulation 2017*. Further risk management approaches related to the *Biosecurity Act 2015* were published in the Information Paper: Assessing risk to inform management approaches under the Biosecurity Act 2015, September 2016

BFS have outlined their four-step approach to managing biosecurity risks to be:

Biological risk assessment	→	Program and corporate risk identification	→	Need for government intervention	→	Risk monitoring and evaluation

3.2   Risk and regulatory compliance programs

Following risk assessment and classification, the legislation governing BFS allows for the introduction of proactive regulatory compliance programs for specific industry sectors. These programs are outlined below:

Food Safety	Biosecurity
Dairy Food Safety Scheme	Alkaloid Poppy Program
Egg Food Safety Scheme	Low THC Hemp Program
Meat Food Safety Scheme	Beekeeper Compliance Program
Plant Products Food Safety Scheme	Plant Interstate Certification Assurance
Seafood Food Safety Scheme	Plant Certification Assurance
Vulnerable Persons Food Safety Scheme	National Livestock Identification System
Regulatory Food Safety Auditor Program	Exhibited Animals Compliance Program
Manufacturer/Wholesaler Inspection Program	Cattle Tick Program
Facility Verification Program	Prohibited Pig Feeding Compliance
Management of food safety supervisors	Manufactured stock food
Food Regulation Partnership	

Under the *Biosecurity Act 2015*, activities can be prescribed in the *Biosecurity Order (Permitted Activities) 2017*. This order permits certain activities that would otherwise be prohibited by a mandatory measure or by a regulatory measure implemented for a biosecurity zone. The Order and associated permitted activities are managed through a combination of desk based and field compliance activities.

Under the *Food Regulation 2015*, businesses that meet regulatory definitions outlined in a food safety scheme require a licence with the Food Authority to conduct their activity. Some of these businesses are also required to implement and maintain food safety programs.

3.3   National risk assessment

Biosecurity and food safety risks are also assessed and coordinated at a national level.

Food Standards Australia New Zealand (FSANZ) has published their approach to conducting risk analysis in food regulation, which is based on the internationally accepted Codex Risk Analysis Framework. Further, BFS is an active participant on the Food Regulation Standing Committee (FRSC) - a sub-committee of the Australia and New Zealand Ministerial Forum on Food Regulation.

Biosecurity risk management is underpinned by the Intergovernmental Agreement on Biosecurity (IGAB) which was signed by all state and territory governments (excluding Tasmania) in January 2012. The National Biosecurity Committee (NBC) is established under

the IGAB and is charged with providing advice to the Agriculture Senior Officials Committee and the Agriculture Ministers' Forum on national biosecurity.

The NBC is supported by three sectoral committees that provide policy, technical and scientific advice on matters affecting their sector, covering all pests and disease risks to the terrestrial and aquatic (inland water and marine) animals and plants, and the environment:

- Animal Health Committee

- Plant Health Committee

- Marine Pest Sectoral Committee.

Finally, the Centre of Excellence for Biosecurity Risk Analysis (CEBRA) is a key initiative in the Australian Government's response to biosecurity risk. CEBRA aims to deliver practical solutions and advice for assessing and managing biosecurity risks.

4.   Define and document outcomes

BFS has defined and documented its broader strategic outcomes in the *NSW Food Safety Strategy 2015-2021* and the *NSW Biosecurity Strategy 2013-2021*.

The following goals and outcomes from each strategy noted below relate to compliance activities for BFS:

NSW Food Safety Strategy 2015-2021 Goals	
GOAL 1: Increase food businesses' contribution to NSW's economic growth and prosperity	**GOAL 2: Mitigate risks and protect the safety of NSW consumers**
Reduce businesses' food safety failure rate by working with poor performers through education and training to improve their safe food handling processes and have them back on track quickly.	Reduce foodborne illness caused by Salmonella, Campylobacter, Listeria and Fatal anaphylaxis cases due to allergen contamination by 30% supported by improved food safety practices, verification programs on farms and at processing facilities, and training across the retail sector.
Build auditing capacity by partnering with third parties to conduct audits and inspections in the field.	Tailor audit and inspection frequency to the degree of risk presented by particular food types and industries' compliance performance.
	Respond to foodborne illness investigations and emergency food incident responses through effective multi agency and response protocols such as early alerts and product recalls to contain risks, minimise reputational damage and enhance consumer and market confidence.
Measures of success: Increase NSW businesses compliance with food safety requirements to 95%.	
NSW Biosecurity Strategy 2013-2021 Goals	
GOAL 3: Biosecurity protects the environment and community	**GOAL 4: Biosecurity is underpinned by a responsive and consistent legislative framework**
Undertake surveillance activities that are underpinned by robust science and prioritised according to risk.	Streamline certification systems.
	Develop an audit framework based in risk and compliance history.
	Develop regulatory standards and, where appropriate, independent third-party auditing schemes.

5.   Defining and documenting operational plans to achieve outcomes

Ongoing routine compliance activities, special projects and specific operations are determined by the BFS Compliance Branch on an annual basis to review its activities against the relevant goals and outcomes outlined in the *NSW Food Safety Strategy 2015-2021* and the *NSW Biosecurity Strategy 2013-2021*. These activities are documented in the branches Operational Plan where additional intelligence sourced from the following areas are used to prepare activities for the year ahead:

- feedback from the community and stakeholder groups;

- industry monitoring;

- national biosecurity and food safety forums;

- national and international market trends; and

- trends in non-compliances.

Further, the priorities listed in this operational plan are developed in line with overarching planning processes adopted for all units within BFS to ensure all branch activities are complementary and in line with *NSW DPI Strategic Plan 2017-19*.

These planning activities are conducted at least annually and are recalibrated by:

- identifying and prioritising risks within that industry

- developing actions to minimise inherent and emerging risks for these industries

- understanding the context in which regulated entities operate to enable effective engagement with industry, and

- collaborating with key industry and government stakeholders to assist in implementation and information dissemination.

For those industries that have been prioritised, BFS uses a program logic model to underpin its decision making. This is used to design and cost specific initiatives that target underlying risk drivers.

6.   Carry out regulatory operations – implement the operational plans

BFS promotes itself as a regulatory agency that encourages voluntary compliance and detects and deters non-compliant behaviours. However, if non-compliant activity continues, proportionate and escalated enforcement actions are taken that are applied consistently and fairly.

All compliance and enforcement activities of BFS are conducted in line with the:

- Biosecurity and Food Safety Compliance Policy; and
- Biosecurity and Food Safety Enforcement Policy.

Further guidance documents that BFS applies for its regulatory operations are summarised in Appendix 2.

BFS conducts routine audits and inspections of individuals and businesses to monitor compliance.

Audit and inspection frequency is determined by:

- the level of inherent risk related to the food being produced or activity being conducted; and
- the compliance and enforcement history of the individual or businesses.

Food safety audit activities are outlined in the Regulatory Food Safety Audits fact sheet. Further, a Guidance on audits is published for food safety audits which assists both staff and industry in understanding the audit process as well as the escalating enforcement actions that may be taken due to non-compliance. The program for conducting routine food inspections is detailed in the Manufacturer/Wholesaler Inspection Program (MWIP)

Biosecurity audit activities are outlined in the Biosecurity Audit Procedure. The frequency of biosecurity audits are outlined in the Biosecurity Audit Frequency Policy.

Reactive inspections may also be conducted in response to complaints or external intelligence in relation to non-compliant activity. These complaints are triaged and response monitored using well established KPIs.

7. Establishing measures and reporting on achievement of outcomes

The efficiency and effectiveness of compliance activities is monitored over time including:

- during implementation with project management that includes monitoring and reporting, communication protocols, and budget management, and
- following implementation by evaluating the contribution to intended outcomes and learnings to inform future initiatives.

BFS uses successes and learnings identified through monitoring and reporting to actively inform future initiatives through:

- refining and strengthening processes to identify and prioritise risks
- improving feedback mechanisms related to testing and validating internal knowledge and program design, and
- strengthening project management and implementation mechanisms.

BFS measures and monitors its efforts in compliance related activities through a suite of statistics and reporting that show activity volumes and compliance rates, allowing for insights and decisions to be made for future resource planning.

8. Strategic risk review and review of the outcomes, achievements and measures

BFS has embedded it in its corporate planning process, with detailed planning to cascade this purpose through outcomes, outputs and actions at all levels of the agency, and published and communicated its purpose both internally and externally to regulated entities (ie businesses), regulation beneficiaries (ie employees), and the broader community.

The review of measures is conducted monthly by BFS Compliance Branch Managers meeting. Annually, BFS will take these measures to ensure that its compliance activities are conducted

proportionately and that any escalated enforcement actions that are taken are applied consistently and fairly.

Further the review of outcomes and achievements is conducted annually by the BFS Executive team in preparation for resource and budget planning each year.

Appendix 1a: Program risk classifications and assessments – Food Safety

Compliance Program	Legislation		Risk Assessment	Compliance Activities	Emerging and Historical Risks
	Act	Regulation			
Dairy Food Safety Scheme	Food Act 2003	Food Regulation 2015	Dairy Food Safety Scheme: Periodic review of the risk assessment, November 2014	Dairy food business compliance activities Audits of licensed food businesses	• Sale of raw milk products • Botulism-affected dairy animals • Chemical hazards • Antimicrobial resistant bacteria (AMR)
Meat Food Safety Scheme	Food Act 2003	Food Regulation 2015	Meat Food Safety Scheme: Periodic review of the risk assessment, June 2014	Meat food business compliance activities Audits of licensed food businesses	• Antimicrobial resistant bacteria (AMR) • Chicken or duck paté and parfait
Seafood Food Safety Scheme	Food Act 2003	Food Regulation 2015	Seafood safety scheme: periodic review of the risk assessment, April 2017	Seafood food business compliance activities Audits of licensed food businesses	• Reef fish and ciguatera • Scombroid poisoning • Mercury in fish • Dioxins and the dioxin-like PCBs • Parasites in raw or undercooked seafood • Cyanobacterial blooms
NSW Shellfish Program	Food Act 2003	Food Regulation 2015	Seafood safety scheme: periodic review of the risk assessment, April 2017 Phtyoplankton and biotoxins in NSW shellfish aquaculture areas	NSW Shellfish Industry Manual Audits of licensed food businesses	• Sewage contamination of shellfish harvest areas • Pathogen growth in Sydney rock oysters • Pinnatoxins in oysters
Vulnerable Persons Food Safety Scheme	Food Act 2003	Food Regulation 2015	Risk assessment of the vulnerable persons food safety scheme, March 2017	Guidelines for Food Service to Vulnerable Persons Audits of licensed food businesses	• Good hygienic practices • Approved supplier program • Advice on high risk foods to vulnerable persons

Appendix 1a: Program risk classifications and assessments – Food Safety

Compliance Program	Legislation		Risk Assessment	Compliance Activities	Emerging and Historical Risks
	Act	Regulation			
Plant Products Food Safety Scheme	Food Act 2003	Food Regulation 2015	NSW Plant Products Food Safety Scheme Periodic review of the risk assessment, April 2014	Plant products food business compliance activities Audits of licensed food businesses	• Foodborne illness outbreaks associated to fruit and vegetables (ie. leafy greens, spinach and rock melon)
Egg & Egg Products Food Safety Scheme	Food Act 2003	Food Regulation 2015	Egg Food Safety Scheme: periodic review of the risk assessment, June 2013 Baseline evaluation of the NSW Egg Food Safety Scheme: Results summary report, January 2013 Baseline evaluation of the NSW Egg Food Safety Scheme Survey of NSW egg businesses: Industry profile and observed practices, January 2013 Baseline evaluation of the NSW Egg Food Safety Scheme: Microbiological survey of egg farms in NSW, January 2013 Review of egg stamping implementation in NSW, May 2017	Egg & egg products food business compliance activities Audits of licensed food businesses	• Transovarian *Salmonella Enteritidis* • Raw egg mayonnaise, desserts and sauces • External surface *Salmonella* prevalence • Management of *Salmonella* risks on farm.
Manufacturer/Wholesaler Inspection Program	Food Act 2003	Food Regulation 2015	NSW Food Authority Priority Classification System	Manufacturing and wholesale inspection program information pack Guidance on manufacturer and wholesaler inspection program	• Home-based businesses • GM food manufacture • Compositional and labelling standards • Undeclared allergens

Appendix 1a: Program risk classifications and assessments – Food Safety

Compliance Program	Legislation		Risk Assessment	Compliance Activities	Emerging and Historical Risks
	Act	Regulation			
Regulatory Food Safety Auditor System	Food Act 2003	Food Regulation 2015	NSW DPI BFS Risk Register	Regulatory Food Safety Auditor Manual Guide to implementing a regulatory food safety auditor system	• Approvals • Competency and skill level of auditors • Conflict of interest • Corruption • Verification activities
Management of food safety supervisors	Food Act 2003	Food Regulation 2015	Guideline to Food Safety Supervisor Requirements Food Safety Supervisor Scheme Evaluation: Results Summary Report, February 2015	Guideline to Food Safety Supervisor Requirements	• Safe egg handling • Allergen management • Cleaning and sanitising practices
Food Regulation Partnership	Food Act 2003	Food Regulation 2015	Evaluation of the Food Regulation Partnership: Results Summary Report, August 2012 Evaluation of the Food Regulation Partnership: Survey of council Environmental Health Officers and General Managers in NSW, June 2012 Evaluating the Food Regulation Partnership: Survey of Multi-Outlet Retail Food Businesses, January 2012	Inspections by councils against the Food Standards Code Food Premises Assessment Report	• Home-based businesses • Safe egg handling • Allergen management • Cleaning and sanitising practices

Appendix 1b: Program risk classifications and assessments – Biosecurity

Compliance Program	Legislation		Risk Assessment	Compliance Activities	Emerging and Historical Risks
	Act	Regulation			
Alkaloid Poppy Program	Poppy Industry Act 2016	Poppy Industry Regulation 2016	Poppy Industry Bill 2016	Alkaloid poppy licence manual Alkaloid Poppies – Risk Management Plan Guidance, December 2016	• Unlawful use of poppy plant extracts
Low THC Hemp Program	Hemp Industry Act 2008	Hemp Industry Regulation 2016	Hemp as fibre and food? Regulatory developments and current issues, Briefing Paper No 03/2016	Soon to be published.	• Production of hemp with THC levels above prescribed limits.
Beekeeper Compliance Program	Biosecurity Act 2015	Biosecurity Regulation 2017	Regulatory Impact Statement: Proposed Biosecurity Regulation 2016, November 2016	Primefact: Biosecurity compliance requirements for the NSW apiary industry Biosecurity Registration Procedure (Chapter 2)	• American Foulbood • Varroa • Braula fly
Plant Interstate Certification Assurance Plant Certification Assurance	Biosecurity Act 2015	Biosecurity Regulation 2017	Regulatory Impact Statement: Proposed Biosecurity Regulation 2016, November 2016	Interstate Certification Assurance (ICA) and Certification Assurance (CA) arrangements ICA procedures	• Queensland Fruit Fly • Blueberry Rust • Grapevine Phylloxera • Mediterranean Fruit Fly • Myrtle Rust • Potato Cyst Nematode • Citrus Red Mite • Melon thrips • Silverleaf Whitefly

Appendix 1b: Program risk classifications and assessments – Biosecurity

Compliance Program	Legislation		Risk Assessment	Compliance Activities	Emerging and Historical Risks
	Act	Regulation			
National Livestock Identification System	Biosecurity Act 2015	Biosecurity Regulation 2017	Regulatory Impact Statement: Proposed Biosecurity Regulation 2016, November 2016	NLIS Policy and Legislation	• Timely and effective response to food safety or biosecurity threat
		Biosecurity (NLIS) Regulation 2017		NLIS Compliance Procedures for Property Identification Codes	
Exhibited Animals Compliance Program	Exhibited Animals Protection Act 1986	Exhibited Animals Protection Regulation 2010	Proposed Australian Animal Welfare Standards and Guidelines – Exhibited Animals	A Guide to the Exhibition of Animals in New South Wales, October 2010	• Poor animal treatment • Animal escapes • Public perception
				Exhibited animals and compliance standards	
Cattle Tick Program	Biosecurity Act 2015	Biosecurity Regulation 2017	Regulatory Impact Statement: Proposed Biosecurity Regulation 2016, November 2016	Primefact: Cattle Tick control in NSW	• Preventing outbreaks of cattle tick and tick fever
				Cattle Tick Procedure	
Prohibited Pig Feeding Compliance	Biosecurity Act 2015	Biosecurity Regulation 2017	Regulatory Impact Statement: Proposed Biosecurity Regulation 2016, November 2016	Prohibited pig feed procedure	• Foot-and-Mouth Disease • Classical and African Swine Fever • Transmissible Gastroenteritis
				Australian Prohibited Pig Feed (Swill) Compliance National Uniform Guidelines	
Manufactured stock food	Biosecurity Act 2015	Biosecurity Regulation 2017	Regulatory Impact Statement: Proposed Biosecurity Regulation 2016, November 2016	Manufactured stock food requirements	• Management of restricted animal material
Non-indigenous animals	Biosecurity Act 2015	Biosecurity Regulation 2017	Regulatory Impact Statement: Proposed Biosecurity Regulation 2016, November 2016 Australian Bureau of Agricultural and Resource Economics and Sciences (ABARES) risk assessment models	Management of non-indigenous animals – prohibited and registrable dealings	• Damage to ecosystem from escaped animals • Disruption to biodiversity
Stock medicines	Stock Medicines Act 1989	Stock Medicines Regulation 2010	Regulatory Impact Statement – Proposed Biosecurity Regulation 2016: Summary of Submissions Report, May 2017	Controls over stock medicine use in NSW	• Antimicrobial resistant bacteria (AMR) • Chemical residue • Animal welfare

Appendix 2: BFS regulatory compliance guidance documents

Document	Purpose
Biosecurity and Food Safety Compliance Policy	• Summarises the agency's general approach to compliance • Explains how BFS will conduct its regulatory functions • Sets out the principles adopted by BFS to achieve compliance with the law • Outlines BFS functions, priorities, strategies and regime.
Biosecurity and Food Safety Enforcement Policy	• Summarises the agency's general approach to compliance and enforcement • Explains how BFS undertakes activities that reduce biosecurity and food safety risks and enhance compliance with established standards • Assists with decision-making to ensure that enforcement actions are consistent, fair, and based on best practice
Audit Frequency Policy	• Describes how compliance audits are used effectively, consistently and appropriately to ensure and improve compliance with the requirements of the *Biosecurity Act 2015*. • Describes how the frequency of compliance audits rewards compliance • Outlines cost recovery principles for biosecurity audits • Provides clarity for staff to when a compliance audit is required.
Operations Manual	• Provides operational directions, policies and procedures for officers.
Accreditation of Biosecurity Certifiers Procedure	• Sets out how DPI will manage the accreditation of biosecurity certifiers under the *Biosecurity Act 2015*.
Appointment of Biosecurity Auditors Procedure	• Sets out how DPI will appoint biosecurity auditors to conduct biosecurity audits under the *Biosecurity Act 2015*.
Biosecurity Audits Procedure	• Outlines the types of biosecurity audits, and identify when and how they are to be carried out to ensure compliance with the Biosecurity Act 2015 and supporting legislation, policies and procedures.
Biosecurity Certificates Procedure	• Provides guidance to staff responsible for issuing biosecurity certificates.
Biosecurity Directions Procedure	• Provides guidance for authorised officers in the use of the biosecurity direction tool to ensure compliance with the requirements of the Biosecurity Act 2015 (the Act).
Biosecurity Permits Procedure	• Provides guidance for authorised officers in the granting of permits to provide exceptions to requirements imposed by or under the Biosecurity Act 2015.
Biosecurity Registrations Procedure	• Describe how DPI and the LLS will use biosecurity registration to manage the risks arising from keeping certain non-indigenous animals and bees under the Biosecurity Act 2015.
Biosecurity Undertaking Procedure	• Provides guidance for authorised officers in the use of the biosecurity undertaking compliance tool to ensure compliance with the requirements of the Biosecurity Act 2015.
Biosecurity Emergency Powers Procedure	• Provides guidance for authorised officers in the use of the powers provided by the Biosecurity Act 2015 (the Act) in the case of an emergency.
Biosecurity Fees and Charges Procedure	• Provide guidance for the application of fees and charges for services provided and actions imposed under or by the Biosecurity Act 2015.
Complaints Handling Policy	• Outlines the systems and KPIs used to handle complaints.