



CHARGING GUIDELINES for the Horticulture Exports Program (HEP)

FOR IMPLEMENTATION FROM 1 December 2009

ISSUE/REV	DATE	REVISION DESCRIPTION	BY
4.0	December 09	New information in introduction on rebate, new tables with charge-rebate-balance figures, new implementation date	BMH
4.1	December 09	Correction of format and applicable legislation	BB
4.2	January 10	Correction of Overtime – non continuous applicable time Pg 20; Clarification of Miscellaneous certificates Pg 16; Clarification of Establishment registration fee pg 17	BB
4.3	February 10	Clarification of charging for EX28 Pg 7 & SHD02A item code Pg 16;	BB
4.4	April 10	Amendment of fee to be charged for any additional time for Premise Registration activity Pg 17	BB

The Australian Government Department of Agriculture, Fisheries and Forestry seeks to publish its work to the highest professional standards. The Commonwealth does not warrant the accuracy or currency of the information which comes from third parties. Readers should rely on their own skill and judgement in applying any information to particular issues or circumstances. To the maximum extent permitted by law, the Commonwealth disclaims all liability for any loss, damage, expenses and costs incurred by any person arising out of using or relying on any part of the information provided in this document.

SECTION 1 - INTRODUCTION	3
SECTION 2 - LEGISLATIVE BASE	5
<i>Operations Legislation</i>	5
<i>Charging Legislation</i>	5
SECTION 3 - FEE EXEMPTIONS	5
SECTION 4 - ADMINISTRATIVE ARRANGEMENTS	6
<i>Section 4.1 - Fee-For-Service</i>	6
<i>Section 4.2 - Travel Charges</i>	9
<i>Section 4.3 - Volume Charges</i>	13
<i>Section 4.4 - Manual Documentation Fees</i>	14
<i>Section 4.5 - EXDOC Registration, Certificates</i>	16
<i>Section 4.6 - Premises Registration Fees</i>	17
<i>Section 4.7 - Audit</i>	17
<i>Section 4.8 - Charging for Advice</i>	19
<i>Section 4.9 - Non Chargeable Activities</i>	19
<i>Section 4.10 - Overtime</i>	20
<i>Section 4.11- Miscellaneous Revenue</i>	21
SECTION 5 - COLLECTION ARRANGEMENTS WITHIN THE PROGRAM	21
<i>Section 5.1 - Overview</i>	21
<i>Section 5.2 - Dried Fruits</i>	21

HORTICULTURE EXPORTS PROGRAM

SECTION 1 - INTRODUCTION

The government is funding the Export Certification Reform Package, worth \$127.4 million over the next eighteen months to mid 2011. It includes a new set of export fees and charges to return industry to full cost recovery.

The Beale review of Australia's quarantine and biosecurity arrangements recommended that the AQIS export certification function should return to 100 per cent cost recovery. This recommendation has been implemented and the 40 per cent government contribution provided to the horticulture export industry has been removed.

From 1 December 2009 AQIS export certification and inspection services will return to full cost recovery with the reintroduction of the fees and charges.

As part of the government supported export certification reform package there is \$85.3 million for fee rebates to assist exporters to transition to the new fees and charges. This funding will be used to provide a 40 percent offset of the full cost impact on export industries to 30 June 2011. The rebates will be automatically applied to all invoiced fees and charges. These rebates have been detailed in this document.

AQIS has a vital role in delivering inspection certification and documentation to verify that importing country requirements are met to maintain export markets. Maintaining access for Australian horticultural, agricultural and food products to international markets is essential, as export inspection, auditing and certification services contribute to the generation of over \$26 billion¹ in exports by the Meat, Grain, Live Animal, Fish, Dairy, Organic, and Horticulture exports industries in 2007/2008. Of this, \$759 million² is attributed to horticulture exports.

The horticulture industry is the third largest agricultural industry in Australia and employs over 90,000 people³ in the growing and processing of fruit, vegetables, nursery stock and cut flowers and foliage. Australia's size and wide climatic range permits year long growing conditions and export activity virtually all year round. This requires the Horticulture Exports Program (HEP) to be active throughout the year to service the export market.

The HEPs primary function is to issue export permits and plant health certificates for horticulture produce consistent with Australian legislative responsibilities and importing country requirements. Services are provided on a cost recovery basis.

The Australian Government Cost Recovery Guidelines provides sound framework for cost recovery practices. The current cost recovery arrangements for HEP are assessed and designed with respect to the government's current cost recovery policy and guidelines.

AQIS and key industry stakeholders established an Industry Liability Account (ILA) to manage cost recovery outcomes for the program between years. The AQIS policy on the use of these accounts

¹ ABARE 2008. Australian Commodity Statistics 2008, Canberra.

² DAFF 2008, 'Australian Horticulture Fact Sheet', Canberra.

³ DAFF 2008, 'Australian Horticulture Fact Sheet', Canberra.

states that where there is an under recovery at the end of the financial year it should initially be met from monies in the existing industry liability accounts. Where these balances are not available or exhausted the debt remains with the program and is recognised as an 'accumulated deficit'. The program is expected to recover these losses in future years before being able to return funds to the ILA.

The HEP's costs are recovered through fees that are charged for the complete range of export certification activities, including the time spent completing export inspections, documentation charges for the issuance of manual and electronically generated certification, and travel charges on a fee-for-service and per document basis. Costs are also recovered by means of a volume charge per tonne up to a maximum of 5,000 tonnes annually per exporter.

The current cost recovery arrangements for export services relating to the export of horticultural produce fall into the broad category recognised in the Australian Government Cost Recovery Guidelines introduced in July 2005.

Definitions:

Industry Liability Account (ILA) - consists of the Income Equalisation Account (IEA) and the Revenue Rebate Account (RRA).

Income Equalisation Account (IEA) - enables AQIS and industry to overcome unforeseen downturns in the recovery of expenditure within each industry over a period of years. This account is designed to reduce the need for constant changes to fee/charging levels to accommodate unforeseen and often uncontrollable circumstances. Examples of unforeseen circumstances include results of severe climatic changes on production and exports or loss of major markets.

IEA accounts are established with the agreement of industry through the program consultative committees. The maximum in this account is 10 percent of the overall expenditure for the program.

Revenue Rebate Account (RRA) - Over recoveries above 10 percent may be placed in a revenue rebate account. The funds placed in this account are to be used to temporarily reduce the level of fees or charges applied for services performed by the recoverable program, as agreed by industry. The actual method and timeframe for returning these funds is a matter for the relevant consultative committee.

Biosecurity Services Group (BSG) - The Biosecurity Services Group integrates the functions of the Australian Quarantine and Inspection Service; Biosecurity Australia; the biosecurity parts of Product Integrity, Animal and Plant Health division; and the Quarantine and Biosecurity Policy Unit.

SECTION 2 – LEGISLATIVE BASE

Operations Legislation

Act	Regulations	Orders/Proclamations
<i>Export Control Act 1982</i>	<i>Export Control (Orders) Regulations 1982</i>	<i>Export Control (Prescribed Goods - General) Orders 2005</i> <i>Export Control (Plants and Plant Products) Orders 2005</i>

Charging Legislation

Act	Regulations	Orders/Determinations
<i>Export Control Act 1982</i>	<i>Export Control (Orders) Regulations 1982</i>	<i>Export Control (Fees) Orders 2001</i> <i>Export Control (Fees) Amendment Orders 2009 (No. 1)</i>

SECTION 3 – FEE EXEMPTIONS

Consignments comprising less than 10 kg do not require an Export Permit and therefore no Permit documentation fee applies (see *Export Control (Prescribed Goods - General) Orders 2005* Order 2.01(4(g))).

NOTE: Consignments less than 10 kg requiring a phytosanitary certificate or other certificates, will incur charges.

SECTION 4 – ADMINISTRATIVE ARRANGEMENTS

This fee structure is to be applied to all export commodities covered by the Horticulture Exports Program.

Section 4.1 - Fee-For-Service (FFS) in relation to inspecting horticulture products

Item Code	Cost Centre	Description	Unit	Charge	Rebate	Balance	Export Control (Fees) Orders 2001 Inc. Amendment Orders 2009 (No.1)
SHF01	123933	FFS - In Office: Inspection services of an authorised officer carried out at the officer's ordinary place of work	15 mins	\$68.00	(\$27.20)	\$40.80	Order 34A and Schedule 6 Part 1 Item 2(c)
SHF02	123933	FFS – Field Inspection/Services: Inspection services of an authorised officer carried out at a place other than the officer's ordinary place of work (minimum 30 minutes)	15 mins	\$68.00	(\$27.20)	\$40.80	Order 34A and Schedule 6 Part 1 Item 2(d)
SHF03	123933	FFS - Daily rate: Inspection services of an authorised officer required for a normal working day	Day	\$1224.00	(\$489.60)	\$734.40	Order 34A and Schedule 6 Part 1 Item 2(a)
SHF04	123933	FFS - Weekly rate: Inspection services of an authorised officer required during normal working hours for a week	Week	\$4284.00	(\$1,713.60)	\$2,570.40	Order 34A and Schedule 6 Part 1 Item 2(b)

Product Categories: This fee schedule will apply to:

- Fresh and Dried Fruits
- Fresh Vegetables
- Fresh and Dried Cut Flowers/Foliage
- Nursery Stock, Bulbs and Tubers

Fee for Service (FFS): The FFS charge is to be applied for each of the situations described below.

Starting and Stopping the Clock: Chargeable time starts when an inspector presents themselves to the manager/leading hand/designated person at the registered premises where the inspection is to take place. Chargeable time will stop when all the documentation required at the inspection site has been completed, which includes export certification, invoicing and payment details (for non-account clients) etc. The same criteria will apply to "in office" chargeable activities.

Inspection & Certification on Site (client's premises): The inspector must charge for the full time spent on site (including inspections, signing documents, delivering documents at the exporters request etc).

- If the chargeable activity is completed within **30 minutes** then the fee equivalent to 30 minutes will apply (i.e. 2 fifteen minute chargeable periods).
- If the chargeable activity in the AQIS office continues into the third or subsequent 15 minute period/s then each additional 15 minute period (or part thereof) required to complete the chargeable activity must be charged.

Inspection & Certification at AQIS Premises: The inspector must charge for the full time taken from commencement of the chargeable activity until the activity is completed (including issuing of all documentation for the service [Service Advice forms, Invoices, recording of payment details for non-account clients, etc], either manual or electronic.

For the purpose of defining an AQIS base or office, the actual AQIS premises will be considered an AQIS base. Any chargeable activity that is not conducted on the AQIS premises must incur the "field - inspection/service (minimum 30 min)" charge.

- AQIS will allow an exception to the "AQIS base" requirement noted above – in circumstances where the only service required is to sign off export documents. In the case where an inspector is out of the office for an extended period and cannot therefore offer an “in-office” service to clients requiring documents to be signed, then by prior agreement the inspector may arrange a suitable place to meet the client en-route. In this case, where the client has to travel to meet the inspector, the client may be charged an in-office fee and relevant documentation fees for that service. This does not extend to the inspector visiting a client’s premises simply for the purpose of delivering signed documents.

The “in-office” fee will apply to all client requested services that are undertaken at an AQIS base. This includes phytosanitary inspections and any activity associated with issuing export documentation and, where appropriate, the provision of advice to clients.

- The “in-office” fee will also apply to the time taken to issue and authorise export permits (RFPs or EX28s), phytosanitary certificates and other government documents for inspections that are performed at a separate time and/or location.
- EX28 for non-phyto countries that are faxed or emailed through for an ‘export permit number’ and authorised **will not** incur an ‘in-office’ charge.
- If the chargeable activity is completed within **15 minutes** then the 15 minute fee will apply.

- If the chargeable activity continues into the next or subsequent 15 minute period/s then each subsequent 15 minute period (or part thereof) required to complete the chargeable activity must be charged.

Daily Rate: The daily rate may be applied (in consultation with the client prior to commencement) where it is deemed to be more economical than the charge accrued under the fee for service rate. The daily rate may be applied to both weekdays and weekends. However, overtime charges will also apply to weekend work.

The daily rate is based on a 7.5 working hour day (8 hours per day in total when half an hour for lunch/break is taken into account). If the inspector is required to work more than the 8 hours in any given day then the extra time must be charged (in addition to the daily rate) at the fee for service rate - in increments of 15 minutes. Overtime charges may also apply - see overtime section.

Weekly Rate: The weekly rate may be applied (in consultation with the client prior to commencement) where it is deemed to be more economical than the charge that would be accrued either under the fee for service rate or the daily rate.

The weekly rate is based on a 5 day week (Monday to Friday) during normal hours. If the inspector is required to work in excess of 5 days under the weekly rate then any additional time worked must be charged either at the daily rate or the fee for service rate (at 15 minute increments). Overtime charges may also apply - see overtime section.

Inspection Times must not be Aggregated: Each visit (excluding weekly rate arrangements) receives its own invoice and fee.

Multiple Inspections on a Single Visit: Where 2 or more different clients have consignments requiring separate inspection and/or certification at the same premise, then a separate fee for service charge must be issued to each client based on the commencement and completion times for the inspections undertaken for each client. Each client must be charged for the minimum 30 minutes plus any subsequent 15 minute periods required to complete that client's work.

Where 2 or more clients/exporters contribute produce to a single inspection activity (i.e. treatment monitoring and inspection of citrus, apples and mangoes to Japan, and Light Brown Apple Moth (LBAM) inspection of pome fruit to USA etc) then AQIS will prepare a single charge covering the full time spent conducting that service - provided a single client has been nominated to receive the charge. If a single client cannot be nominated to accept the AQIS charge then each participating client will be charged for their separate share of the inspection (the minimum fee will apply in each case plus any additional time in excess of the first 30 minutes).

Consignments Not Ready to be Inspected: If an inspector has been booked for a nominated time and arrives to find the consignment is not ready to be inspected then the client is to be charged from the booked time or from when the inspector arrived which ever is the later. *Chargeable time is not to be delayed until when the consignment is ready for inspection.*

It will be acceptable for the inspector to wait, at the client's request, for the commodity to be presented (waiting time is chargeable) only if it will not affect service that is to be provided to other clients with subsequent appointments. It may be necessary to call clients to make a decision on this. If a consignment cannot be presented in time, then the exporter is to be charged travel time and the minimum fee, or for the period for which the inspector has waited. (The circumstances should be noted in the service advice comments section). If the inspector is required to return to complete the

inspection at a later time, then a separate invoice is to be raised when the actual inspection is performed

Late Cancellations: Where an inspector commences travel to an inspection location (as previously booked) and finds that the inspection has been cancelled without appropriate notice, then the minimum fee for service charge, return trip travel charges (or allocation of shared trip charge as detailed below) and overtime charges that would have applied must be charged to the client. This also applies for individual inspections in shared travel arrangements.

Appropriate Notice: AQIS requires appropriate notice to effectively allocate staff resources to facilitate industry requests for inspection. To facilitate this, AQIS needs 24 hours notice of cancellations. The definition of 'appropriate notice' may vary between regions and clients are requested to contact their Regional Plant Program Manager to obtain local ruling. Clients must make all reasonable efforts to notify the program in reasonable time.

Inspector Arrives Early: If an inspector arrives early and is able to start work then chargeable time starts from when the manager/leading hand agrees that the inspection can start even if this is still before the booked time.

Personal Breaks in the Chargeable Time: The client must not be charged for any "time out" that is taken by the inspector for reasons not related to the inspection. Such reasons may include responding to phone calls, coffee or toilet breaks. The "clock" should be stopped and restarted again when the inspection resumes.

- Other interruptions caused by the client that ultimately delay the inspection must be considered part of the chargeable time.

Supervision of Treatments: Supervision of disinfection treatments (i.e. where such treatments are a mandatory requirement of the importing country and require AQIS certification) is charged at the fee for service rate.

In cases where AQIS undertakes random monitoring of treatments by companies performing disinfection treatments (i.e. as a result of failed phytosanitary inspection) unless the random monitoring detects a non-conformance, which requires corrective action by the treatment company, the monitoring will not be a chargeable activity.

Section 4.2 - Travel Charges

Item Record	Program Code	Description	Unit	Charge	Rebate	Balance	Export Control (Fees) Orders 2001 Inc. Amendment Orders 2009 (No.1)
SHF06A	123933	Travel Charge – Per Kilometre Rate (Fee-for-service - General)	Kilometre or part there-of	\$0.85	(\$0.34)	\$0.51	Suborder 34C
SHA05A	123933	Audit Travel Charge – Per Kilometre Rate	Kilometre or part there-of	\$0.85	(\$0.34)	\$0.51	Suborder 34C

The travel charge is based on the costs associated with running the AQIS fleet of vehicles. It is intended to recover only the full cost of running vehicles that are used by AQIS to provide services to clients of the Horticulture Exports Program (including inspection services provided by contract staff). The travel fee is charged at a per kilometre rate and does not include any component for salary or time spent travelling to service clients.

The per kilometre rate is charged for travel related to export certification activities (including phytosanitary inspections, mandatory treatment supervision and completion of export documents at locations away from an AQIS base) undertaken by the Horticulture Exports Program. The travel charge will also apply to travel related to scheduled Approved Arrangement (AA) audits and any other travel related to a chargeable Horticulture Exports Program activity.

The per kilometre rate will be applied to:

- travel of all vehicles going to and coming from an inspection location;
- export inspections, even if a fee-for-service rate is also charged (for audit item record code see page 17);
- multiple trips to and from an inspection location per day or per week (except for travel that is classified as “other AQIS travel - non-chargeable activities”); and
- bookings that are cancelled late (see above for the definition of “late cancellation”).

Determining the Chargeable Distance: The distance that a client is to be charged will be calculated from the client’s designated AQIS base.

Defining an “AQIS base”

For the purposes of this document, an ‘AQIS base’ has two definitions:

- **AQIS office:** Where there is a staffed AQIS office, that office is considered an ‘AQIS base.’ Where more than one AQIS office exists within the one area, the office that is nearest to the client’s premises is considered the ‘AQIS base.’ The AQIS inspector (or AQIS contractor’s) billet (i.e. motel, hotel or private residence etc) must not be regarded as an AQIS base.
- **Production areas (no permanent AQIS office):** In locations where there is no AQIS office, but where AQIS is required to supply an inspector (or contractor) on a temporary basis to meet seasonal demands (i.e. Mundubbera, Mareeba area, Bowen district etc), then the Post Office in the main regional centre will be considered to be the ‘AQIS base.’ In this case the AQIS Regional Office will define the duration of the “season” in that area (i.e. start/finish). At all times outside of the defined “season” travel will be measured from the nearest manned AQIS office. Where an inspector is required to stay overnight, chargeable travel distance is calculated to/from the AQIS base, not to/from any billet (motel, hotel, private residence etc).
- ‘AQIS bases’ are subject to change at any time. However, AQIS will endeavour to consult with industry on AQIS base locations and closures.

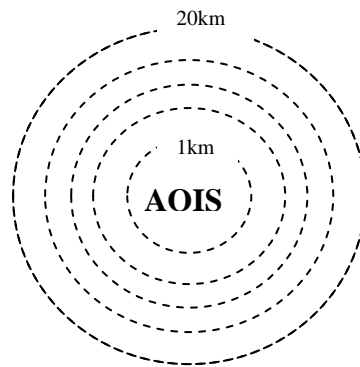
Travel Charge Systems: The chargeable distance can be determined in accordance with either the “zone system” or “odometer system,” both of which are described below. The system used to

calculate the chargeable travel distance is at the discretion of the Regional AQIS office. Regardless of the system employed, the travel charge should be reproducible, consistent and documented.

Each AQIS Regional office should standardise the distance to and from a client's premises so as to avoid inconsistencies in the application of travel charges. Chargeable distances will be rounded up to the nearest whole number.

Zone System

The zone system is based on a series of concentric circles, centred on the AQIS base and emanating outwards in graduations of 1km, 5km, 10km, 15km and 20km in radius.



The location of each client's premises within the zone system will be determined by the Regional AQIS office.

- **Clients located within the zone system:** The chargeable travel distance will be calculated according to the zone that the client is located within. For example, clients located less than or equal to 1km from the AQIS base will be classified as in the '1km zone.' The fee for travel will be based on a 2km round trip. Clients located 13km from the AQIS base will be classified as in the '15km zone;' clients 16km from the AQIS base will be in the '20km zone,' and so forth.
- **Clients located beyond the 20 km zone:** Clients will be charged the actual distance travelled. The chargeable travel distance will be calculated using the "odometer system," which is described below.

Odometer System

The odometer system is based on the odometer reading of a vehicle after a return trip from the AQIS base to a client's premises. Where possible, the distance will be measured using the shortest driveable route. The chargeable distance **MUST** be the same when travelling from the same AQIS base to the same destination on different occasions when the travel is not part of a shared travel arrangement.

Shared Travel: Clients located beyond the 20km outer zone limit have the option of booking group inspections to reduce their travel charge. Where possible bookings will be combined into a inspection plan to be serviced in a continuous route to provide cost saving to industry. Shared travel inspections are defined as a number of client's, located within close proximity to one another, being inspected in succession. . The resulting chargeable distance of the round trip is then split between each client serviced.

To ensure that shared travel charging is consistent and fair, the following rules apply:

- To improve efficiency, AQIS will be proactive in helping clients to arrange the splitting of travel costs between multiple jobs. When a client books an inspection, the AQIS officer may be able to arrange for the inspection to be done in conjunction with another booking(s). It is suggested that clients also be proactive in prompting AQIS officers for this information.
- Sufficient advance notice must be given by clients when booking group inspections to allow AQIS officers enough time to plan the trip accordingly. Sufficient advance notice is defined as per Notice of Intention requirements detailed in order 39 of the *Export Control (Plants and Plant Products) Orders 2005* (i.e. at least 3 clear working days for ship freight and sufficient time [usually 24 hours] for air freight) **OR** at the Regional Plant Programs Managers discretion.
- Any shared travel charge must never be more than the cost of a normal return trip from the AQIS base to the client's premises.
- If a client in a shared travel group cancels their inspection with appropriate notice, the chargeable distance will be re calculated and split across remaining client bookings.
- For multiple bookings at one location the chargeable distance will be split equally across all clients within the group booking. Each client will receive an invoice for their own share of the travel charge. The total kilometres, once divided by the number of clients will be rounded up to the nearest whole number for each client. For example, if for the total round trip, the number of kilometres is 150 kilometres and there are eight clients, each client will be invoiced for 19 kilometres (not 18.75).
- For different inspections at multiple locations performed by an officer without returning to an AQIS office, fees will be split based on the percentage of the whole trip but not more than the cost of a normal return trip for each location.

More than One Vehicle: Where a client books a job that requires the use of more than one vehicle, the client will be charged a travel charge for each vehicle that is required. For example, a client that lives 50km from the AQIS base and requires two vehicles for the job will be charged for the 100km round trip of two vehicles.

Where it is AQIS' decision to take more than one vehicle to a job (eg, for efficiency purposes) the client will only be charged for the travel of the vehicle(s) that were required for their particular job. For example, a client that lives 50km from the AQIS base and requires only one vehicle for the job (but two AQIS officers arrive for the inspection in two separate vehicles) will be charged for the 100km round trip of one vehicle only.

Travel by Flying: Where long distances are required to be travelled by officers, it may be less expensive for the client to pay for airflight to the destination. This is permitted if the client arranges

and pays for the flight and any additional transport required in getting the officer to and from the necessary location.

Other AQIS Travel – Non-Chargeable Activities: No travel charge will apply to travel initiated for purposes other than those noted above. Such activities include:

- Provision of relief or support staff to Regional locations;
- Circuitous deviations from the most direct route (i.e. that are not related to certification activity);
- Hosting visitors; eg: international delegations, verification visits
- Vehicle maintenance;
- Moving staff or goods from AQIS base to base (i.e. head office to airport office, etc);
- Occasional courtesy visits to exporters/packers (i.e. inform/advise new or changed procedures etc – as may be required);

Section 4.3 – Volume Charges

Item Code	Cost Centre	Description	Unit	Fee	Rebate	Balance	Export Control (Fees) Orders 2001 Inc. Amendment Orders 2009 (No.1)
SHV04	123933	Exported consignments of horticulture products	Tonne or part there-of	\$1.90	(\$0.76)	\$1.14	Order 34

Charging by Weight: Fees will be charged based on the net weight of the shipment being exported.

Determining the Volume Charge: The tonnage charge must be invoiced at the time of completing the export permit - EX28 or when the AQIS copy of the EX222 is returned to AQIS. (This will be subject to audit under the AA). The tonnage charge is calculated directly from the total mass of the shipment as declared on the export permit (EX28 or EX222).

- The volume charged (rounded up to the nearest tonne) will be the volume as declared at the time the export permit is verified, signed and stamped by AQIS. Any later amendments or alterations to the export permit that involve a reduction in volumes will not incur a refund of any of the volume charge. Any amendments that involve an increase in the exported volume will require an additional charge to cover any additional volume declared.
- For shipments of less than the minimum chargeable unit (i.e. less than 1 tonne) then the fee charged will be the fee equivalent to the minimum chargeable unit.

Note: Regional staff are not to invoice the volume charge for EXDOC RFP's. This is only to be invoiced by Canberra Office.

Volume Cap: A capping has been set on the maximum volume of 5,000 tonne that the Horticulture Export Program will charge an exporter in any one financial year.

- The volume cap will apply to individual exporters - but may include single/multiple/mixed commodities (i.e. all horticultural produce exported by that exporter).
- It will be entirely the responsibility of the exporter to keep track of their export volumes and to inform AQIS (Horticulture Exports Program Canberra) once the ceiling has been reached.

Proof of exported volumes: MUST be supplied by the exporter before AQIS will waive any further volume charges for that year. The proof may be supplied to AQIS at the time the volume cap is reached, or may be provided in anticipation of reaching the cap (i.e. within 2 weeks), or it may be supplied at any point after the cap is reached.

Program Undertaking to Process Cap Exemptions: The Horticulture Exports Program will undertake to process the request to waive further seasonal volume charges and notify the exporter within 2 weeks of receiving the formal request (provided all relevant proof is provided with the request). The waiver will be effective from the date of written confirmation from the Horticulture Exports Program - regardless of when the proof was provided to AQIS.

Action by Regions upon Confirmation of Cap Exemption: When the ceiling has been reached and proven (and notified to Regions by the Program), no further volume charges will be levied from the date of notification for that exporter for the remainder of the current financial year. (i.e. the period during which the accumulated volume will be considered is from 1 July to 30 June.)

- At 1 July each year the accumulated volume will re-commence again at 0.
- At 1 July each year inspectors must resume charging the volume fee for all exporters.

Section 4.4 – Manual Documentation Fees

Item Code	Cost Centre	Description	Unit	Charge	Rebate	Balance	Export Control (Fees) Orders 2001 Inc. Amendment Orders 2009 (No.1)
SHD07	123933	Phytosanitary certificate – Manual documentation (for exporters with an approved arrangement)	Certificate	\$51.00	(\$20.40)	\$30.60	Schedule 6 Part 2 Item 4 (a)
SHD06	123933	Phytosanitary certificate – Manual documentation (for exporters without an approved arrangement)	Certificate	\$51.00	(\$20.40)	\$30.60	Schedule 6 Part 2 Item 4 (a)
SHD02A	123933	Certificate as to Condition or similar document	Certificate	\$51.00	(\$20.40)	\$30.60	Schedule 6 Part 2 Item 5 (a)

SHD03A	123933	Export Permit (EX28 & EX222) - manual signature	Permit	\$51.00	(\$20.40)	\$30.60	Schedule 6 Part 2 Item 6 (a)
SHD05	123933	Replacement Documents	Document	\$50.00	(\$20.00)	\$30.00	Schedule 6 Part 2 Item 7

Export Permit (EX28 and EX222): Export permits are required for all fresh and dried fruit, all fresh vegetables and cut flowers/foilage/nursery stock destined for phytosanitary markets. Every export permit issued will incur the nominated fee. The fee should be charged at the time the permit is issued by AQIS (for EX28's), or at the time the AQIS copy of EX222 is returned to the AQIS office.

- If alterations are required, a fee-for-service will be charged for the time taken to amend documents.

Phytosanitary certificates: All Phytosanitary certificates issued will incur the document fee. This includes Phytosanitary certificates that are signed by an AQIS officer (manual signature) and Phytosanitary certificates issued electronically through EXDOC (for both AQIS and Approved Arrangements (AA) inspected consignments). A minimum fee for service will still be charged for each inspection regardless of the number of Phytosanitary certificates issued in the time - each of which will incur the document fee.

- Phytosanitary certificates requiring amendment or alteration must incur the relevant fee-for-service charge for the time taken to amend the document.

Multiple Phytosanitary certificates: Where a consignment has been inspected and the exporter applies to have multiple Phytosanitary certificates issued (that equates to the total quantity of product presented for inspection), each separate Phytosanitary certificate will be charged at the document rate. Ideally, all the certificates should be supplied to the inspector at the same time so that they can be processed together.

Certified Copies: If the client wishes, certified copies of Phytosanitary certificates could be obtained through a Justice of the Peace, Commissioner for Declarations, Commissioner for Affidavits or the suitable certifying official for the state involved. AQIS may still certify true copies however this practice must incur the appropriate time charge (fee for service) and document fee.

Replacement of all Types of Documents: Reissued documents or certificates requested as a result of amendments will incur the nominated document fee (unless the reason for replacement is to correct an AQIS error - in which case no charges will apply). The relevant time charge (fee for service) must also be charged for the time taken to issue the replacement document. This fee applies in situations where the original document has been issued and subsequent changes are required to key pieces of information such as country of origin, volumes, transport details, consignee etc. by the exporter.

Lost certificates: Replacement documents or certificates requested as a result of loss, destruction, damage or defacing will incur the nominated document replacement fee. The relevant time charge (fee for service) must also be charged for the time taken to issue the replacement document. This fee also applies in situations where the original document has been issued and a replacement certificate is required as a result of changes to key pieces of information such as country of origin, volumes etc. by the exporter.

Phytosanitary certificates Issued at Another Location: If an inspection is performed at a registered premise (for which the inspection fee will have been charged), but the Phytosanitary certificate is to be issued at another location (i.e. in-office) after the inspection has been completed then the nominated Phytosanitary certificate fee will be charged at the time the certificate is issued. An in-office fee will also apply for the time spent issuing the certificate.

Proforma Phytosanitary certificates: Proforma Phytosanitary certificates must not be used for any horticultural exports. Transfer certificates, EX 28s and EX222s signed by an AQIS inspector are the required documents for verifying product and certification details required for issuance of Phytosanitary certificates at other locations.

Approved Arrangement and Issuing Phytosanitary certificates: All Phytosanitary certificates issued for clients operating under an AA scheme will be charged at the nominated Phytosanitary certificate fee. AQIS is not required to inspect the product, however the in-office fee for service must be charged for the time taken to verify the inspection details and issue the Phytosanitary certificate.

Miscellaneous Certificates or Other documents: Supply of other miscellaneous certificates or documents (Certificate as to Condition, GMO, Radiation Statements, Declaration and Certificate as to Condition, statements on AQIS letterhead, transfer certificates etc.) will be charged at the nominated fee for service. Where certificates are issued at the time of inspection, the time taken to complete and issue the certificate is to be included in the Field Inspection fee for service charge. Where certificates are issued after the inspection (i.e. in-office), the In-Office fee for service must be charged for the time taken to complete and issue the certificate.

Section 4.5 – EXDOC Registration and EXDOC Certificates

Item Code	Cost Centre	Description	Unit	Charge	Rebate	Balance	Export Control (Fees) Orders 2001 Inc. Amendment Orders 2009 (No.1)
SHE03	123933	Export Permits (Electronic RFP)	Permit	\$26.00	(\$10.40)	\$15.60	Schedule 6 Part 2 Item 6 (b)
SHE08	123933	Phytosanitary certificate – Electronic Signature (for exporters with an approved arrangement)	Certificate	\$26.00	(\$10.40)	\$15.60	Schedule 6 Part 2 Item 4 (b)
SHE07	123933	Phytosanitary certificate – Electronic Signature (for exporters without an approved arrangement)	Certificate	\$26.00	(\$10.40)	\$15.60	Schedule 6 Part 2 Item 4 (b)
SHE05A	123933	Certificate as to Condition or similar document (Electronic signature)	Certificate	\$26.00	(\$10.40)	\$15.60	Schedule 6 Part 2 Item 5 (b)

Irregular User Registration Fee: The irregular user option is charged to users have electronic export certification raised ‘on-line’ by an authorised AQIS officer. The collection of this fee will be coordinated through the EXDOC Horticulture Systems Administrator.

EXDOC Permits and Certificates: The nominated fee for issuing an EXDOC export permit (RFP) and other EXDOC certificates to exporters/agents will be invoiced on the basis of a regular report that is generated from the EXDOC system by the EXDOC Horticulture Systems Administrator. Inspectors will not be required to invoice clients for these documents.

Charging for Authorising EXDOC Documents: EXDOC users will incur the fee for service charge for the time AQIS is involved in verifying RFP (Request for Permit) etc. This fee will be charged at ‘fee-for-service in office’.

Section 4.6 – Premises Registration Fees (Horticulture)

Item Code	Cost Centre	Description	Unit	Charge	Rebate	Balance	Export Control (Fees) Orders 2001 Inc. Amendment Orders 2009 (No.1)
SHRE09	123933	Registration of registered establishment	Fee-for-Service	\$550.00	(\$220.00)	\$330.00	Schedule 6 Part 1 Item 3

Registered Premises: Phytosanitary inspections will only be undertaken at AQIS registered premises or an AQIS office with inspection facilities. Premises must be registered if (i) AQIS is to perform an inspection there, or (ii) AQIS has delegated the responsibility for inspections, this includes AAs.

Fees for Registration: There is a \$550.00 annual fee for registration of premises.

Premises Visits - For Registration Purposes:

An export establishment is registered by AQIS to ensure that the premise is suitable for the preparation and inspection of prescribed goods. Export registration is initiated by occupiers who request that their facility be utilised to consolidate horticulture and plant products for exports.

This fee has been established, recognizing the cost that is incurred by AQIS to review the application, inspect the facility and liaison with the entity. This cost covers the assessment of the application and an initial visit to the premises.

The fee for registered establishments will cover applications for initial registration and annual renewals. The fee is applicable for the first 2 hours and includes travel, any additional time is charged at \$68.00 for each quarter hour. Registration is for a period of 12 months. This renewal must be requested 28 days before the current registration period expires.

Additional or follow up visits (e.g. verification that the establishment has complied with or maintained registered establishment legislative requirements) are covered by the Field Inspection/Service fee for service rate and applicable Travel charge.

Section 4.7 - Audit

Item Code	Cost Centre	Description	Unit	Charge	Rebate	Balance	Export Control (Fees) Orders 2001 Inc. Amendment Orders 2009
-----------	-------------	-------------	------	--------	--------	---------	--

							(No.1)
SHA01	123933	Audit – Field Audit/Services: Auditing of approved arrangements where services of an authorised officer are carried out at a place other than the officer’s ordinary place of work (minimum 30 min).	15 mins	\$68.00	(\$27.20)	\$40.80	Schedule 6 Part 1 Item 1
SHA02	123933	Audit – Daily rate: Auditing of approved arrangements where services of an authorised officer required for a normal working day	Day	\$1,224.00	(\$489.60)	\$734.40	Schedule 6 Part 1 Item 2 (a)
SHA03	123933	Audit – Weekly rate: Auditing of approved arrangements where services of an authorised officer required during normal working hours for a week	Week	\$4,284.00	(\$1,713.60)	\$2,570.40	Schedule 6 Part 1 Item 2 (b)
SHA04	123933	Audit – In office: Auditing of approved arrangements where services of an authorised officer are carried out at the officer’s ordinary place of work	15 min	\$68.00	(\$27.20)	\$40.80	Schedule 6 Part 1 Item 2 (c)

Chargeable time is to include:

- Audit preparation time
- The actual audit - including any desk audits
- Audit report preparation
- Closing out Corrective Action Reports
- Time taken to access/process amendments and/or variations to Approved Arrangements

Desk auditing may include time spent in the office reviewing a manual that has been formally submitted – this would be charged at the in-office rate. It also could include time spent at the client’s premises – this time would be charged at normal fee for service rates, including travel.

Time Charges in Relation to Audits: Charges for preparation, initial audit, and report preparation for companies on AAs may be aggregated. However, it is permissible to record the various components of the aggregated fee if required by the client

- If the cost of the aggregated time exceeds the daily or weekly rate/s then the daily or weekly rate may be applied.

Audit Preparation: All time spent preparing for an audit is to be charged at the fee for service rate.

Audit Checklists: Where a check list is prepared charges (in-office fee for service) will apply to the preparation time.

Audit Time Charges: All time spent at the auditee's premises conducting the audit is chargeable. If it is desirable to spend additional time at the auditee's premises for other non-chargeable activities (for example AA promotion etc) the premises operator must be notified when chargeable time has ceased.

Audit Report Preparation: The time spent in preparing the audit report is fully chargeable. This includes preparation of audit reports at the auditee's premises or at the inspector's base.

Corrective Action Requests (CAR): When time is required to close out a CAR at an auditee's premise, the time is chargeable. Where the CAR can be closed out in an AQIS office only the in office fee will apply.

Promotion Activities: (Subject to further review) Where a Regional Plant Program Manager is involved in promotion of Approved Arrangements or provision of assistance to an establishment in preparation of a Approved Arrangements manual/procedures etc, travel charges and fee for service charges may be waived. This waiver of fees will only apply to:

- discussions in an AQIS office
- informal discussions via telephone and email;
- discussions at the client's premises. There will be no walk through the packing facility and providing comment at this meeting – that activity is strictly part of the desk audit process, which is chargeable.

Section 4.8 - Charging for Advice

Key Industry Group Consultation: The Horticulture Export Program will not impose any fees or charges in situations where technical issues and operational procedures are discussed at key industry group forums (i.e. pre/post seasonal reviews, grower/packer meetings, etc).

Individual Consultation: The Horticulture Export Program will endeavour to disseminate key information to clients in such a manner that the information is readily accessible to clients. Such methods of dissemination can include industry meetings, via HECC membership (key industry groups), Industry Advice Notices, AQIS web site, etc. Clients are encouraged to make use of such forums. However, should clients wish to seek personalised consultation with AQIS staff (Canberra or Regional) on procedural or policy issues, then the normal fee for service rates (in-office or field) will apply to the time AQIS spends on this activity.

Approved Arrangement Advice: In the interests of promoting AQIS's approved arrangement (AA) initiatives, interested parties should discuss the AA requirements and process with the Regional Plant Program Manager in their respective State.

Section 4.9 - Non Chargeable Activities

Treatment activities that are carried out by companies using appropriate supporting documentation or under an Approved Arrangement are not chargeable by AQIS.

Monitoring of treatments that are mandatory under protocol or importing country requirements are chargeable activities.

Section 4.10 – Overtime (charges in addition to normal inspection or audit fees)

Item Code	Cost Centre	Description	Unit	Charge	Rebate	Balance	Export Control (Fees) Orders 2001 Inc. Amendment Orders 2009 (No.1)
Overtime:							
SHO01A	123933	Overtime rate if services are performed continuously with ordinary duty	15 mins or part thereof	\$16.00	(\$6.40)	\$9.60	Order 34B (2(a))
SHO02A	123933	Overtime rate if services are performed non-continuously with ordinary duty (minimum \$240).	Min	\$240.00	(\$96.00)	\$144.00	Order 34B (2(b))

Standard Hours of Operation: 0630 to 1830 on weekdays (not including public holidays).

Must be within span hours 0630 to 1830 on weekdays. Any work performed within this period (weekdays – not including public holidays) as specified by the Regions, does not attract overtime charges unless a period of more than eight hours is worked at one client’s premise by an inspector. Regions set Standard Operating Hours in accordance with resources and exporter requirements. Standard Hours of Operation should be set to retain efficiencies in the Program. Exporters requesting inspections outside of the Standard Operating hours are required to pay overtime. Full span of hours may be utilized as Standard Hours of Operating by staggering start times of inspectors so that overtime is not paid during that time, where there is a demand and adequate FTE’s.

Some Regions have special arrangements whereby the standard hours of operation commence and finish at different times to those specified above as the span of hours. This is essentially to facilitate export certification for exporter groups whose normal hours of work cannot fit in with AQIS's standard hours of operation.

The Regional Plant Program Manager/Managers should be consulted on circumstances where special arrangements apply. The same conditions for charging overtime will apply to these special arrangements, however the standard hours of operation will relate to the actual start and finish times applicable to the special arrangement.

Overtime Charges: Overtime charges are to automatically apply to work performed on weekdays after 1830 and before 0630, Saturdays, Sundays and public holidays. In cases where the standard weekday hours of operation have been varied to meet local industry/AQIS needs, then the overtime will only apply to hours worked outside the amended hours of operation.

Where Suborder 34B(2)(b) applies, it requires AQIS to charge each exporter the minimum amount allowed under Suborder 34B(2)(b) - \$240.00 for services provided in relation to the export of horticultural products. This charge may not be split between more than one exporter if during the 3 hour period to which the minimum charges equates, the AQIS officer performs other services for different exporters at the same location. AQIS is obliged to charge all these exporters the minimum amount.

If an AQIS officer is required to travel and the travel occurs during a period of overtime, the officer's time for travelling is also charged at overtime rates in accordance with Part 3, Order 21(2). Part 3, Order 21(1) states: *The period in respect of which a fee imposed by Order 16 or 18 is charged includes the time reasonably taken by the authorised officer in travelling to and returning from the place where the officer's attendance is required.*

Continuous Rate: The continuous overtime fee applies to work that is performed immediately leading up to, or immediately following on from the standard hours of operation. (i.e. leading up to 0630 or following on from 1830) - or the amended hours of operation as described above.

Non-Continuous Rate: The non-continuous overtime fee applies to any work performed where the inspector is required to commence and complete duty prior to the standard hours of operation or leaves work at the completion of the standard hours of operation but is required to return to work at a later time (i.e. there is a clear break between duties where the inspector is deemed to be off duty).

- This rate also applies where the inspector is called out on weekends and public holidays.

Section 4.11 - Miscellaneous Revenue

Where an inspector feels that there is a fee that should be charged but the fee structure above does not accommodate either the service or the appropriate charge, the Regional Plant Program Manager/Manager should discuss the matter with the Program Manager, Horticulture Exports Program to determine further action.

SECTION 5 – COLLECTION ARRANGEMENTS WITHIN THE PROGRAM

Section 5.1 - Overview

All fees for the Horticulture Export Program are charged through the issuing of ELSA or Service Advice invoices or Record of Service (ROS) forms for national horticulture account clients, by payment on a monthly statement system.

The Horticulture Exports Program may consider withdrawal of service for outstanding debt.

Section 5.2 – Dried fruit

The charging structure for Dried Fruit has been rolled into the rest of the Horticulture Export Program. Charges for Dried Fruit are to be applied in accordance with the fees and guidelines set out in this document.