

Technical Alert

Delays with Import Permit Assessments of Biological Products, & tips to improve the processing of applications.

The Department of Agriculture and Water Resources has acknowledged delays in assessing import permits for a variety of animal and biological product import permit applications which includes and impacts complementary medicines, registered medicines, laboratory materials, diagnostic kits, poultry, meat, egg and dairy products.

The Department typically aims to assess applications in twenty business days but has been experiencing significant delays in recent months. To address this, they have reallocated staff to the permit processing area and are recruiting new staff to compensate for this back log. However, there will still be a delay whilst these measures take effect.

There are three teams working on processing these applications based on commodity groups. Below is a summary of the number of outstanding permit applications and the expected time for processing:

Laboratory team

Laboratory materials, diagnostic kits, microorganisms, culture media, animal fluids & tissues, bioremediation products, fertilisers, baits & attractants

- about 400 permits under assessment
- minimum 14 weeks for non-standard permit assessments

Dairy and Poultry team

Dairy products, chicken meat, egg products

- about 200 permits under assessment
- minimum four weeks for non-standard permit assessments

Meat and Therapeutics team

Pork, beef, medicines, complementary medicines, hides & skins, animal fibers, cosmetics

- about 250 permits under assessment
- minimum six weeks for non-standard permit assessments

To improve processing times the Department of Agriculture and Water Resources requests applicants to consider the following:

- When **submitting a new application** – ensure that all relevant information requested is provided, including having your manufacturer complete the ‘manufacturer’s questionnaire’ if this is requested in the application form.
- If you have **already submitted an application** and you have not provided a ‘manufacturer’s questionnaire’ – check this [webpage](#) to see if a questionnaire is required to be filled in for your commodity. Please have the questionnaire filled in by your manufacturer, check that all requirements are met, and submit it to the department as soon as possible.
- Where possible, submit permit applications early.
- The Department is able to forward date permits by up to three months from the date of application, if you inform them you’d like this to happen. This means that **if a new permit will be granted before your old permit expires, we make the start date of the new permit up to three months in the future.**
- Please note that, all information supplied in support of the permit application must meet the department’s ‘Minimum documentary and import declaration requirements policy’: <http://www.agriculture.gov.au/SiteCollectionDocuments/biosecurity/import/general-info/documentary-requirements/minimum-document-requirements-policy.pdf>.
Often delays occur because documents provided do not meet these requirements.

If you have any questions or wish to discuss the matter please email

[http://imports@agriculture.gov.au](mailto:imports@agriculture.gov.au) (attention to: ‘one of the teams listed above’) or call 1800 900 090 (prompt 1, prompt 1).

ENDS