

Riverland Pest Free Area Suitable Retail Stores

(CA-28)

Operational Procedure, version 1.1

Information current as of 02/09/2026

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Table 1: Revision Register

Revision No.	Date Issued	Amendment Detail
0.1	14/08/2021	Initial draft/SMK
1.0	10/09/2021	Version published//CK
1.1	28/08/2026	Formatting to new template, Addition of section 6.2 and 6.3 //SM

All Enquiries

Plant Biosecurity Operations Market Access

Department of Primary Industries and Regions (the Department)

33 Flemington Street

GLENSIDE SA 5065

T: 08 8207 7814 | **E:** PIRSA.PlantHealthMarketAccess@sa.gov.au

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1 Purpose

The purpose of this procedure is to describe –

- the requirements; and
- the responsibilities and practices of personnel;

that apply to the movement of fruit fly host produce between the vendors located in the immediate Local Government Areas (LGAs) surrounding the PFA and moving into recognised Pest-Free Areas (PFA) of South Australia.

This procedure enables residents within the PFA to purchase certified produce from nearby vendors located just outside the PFA, who are authorised to supply into the area under a valid Plant Health Certificate (PHC), Plant Health Assurance Certificate (PHAC), or Phytosanitary Certificate (PC). This includes the option for vendors to provide home delivery services to customers within the PFA.

2 Scope

This procedure covers the movement of certified produce from retail stores located within the immediate surroundings of South Australia's Riverland Pest Free Area (PFA), including the option for home delivery to customers within this designated region. This procedure does not apply to vendors operating outside the accredited area.

Produce: Fruit Fly host produce (see Ministerial Notice pursuant to Section 7 of the Act)

Pest: Mediterranean and Queensland Fruit Fly

3 References

Table 2: Reference list	
Item	Source
WI-01: Guidelines for the completion of plant health assurance certificates	https://www.pir.sa.gov.au/_data/assets/pdf_file/0004/72625/ICA-WI-01-Completing-
<i>Plant Health Act 2009</i>	https://www.legislation.sa.gov.au/legislation-documents/lz/c/a/plant-health-act-2009/current/2009.2.auth.pdf
Plant Quarantine Standards South Australia	https://pir.sa.gov.au/_data/assets/pdf_file/0003/464565/Plant_Quarantine_Standard_South_Australia_version_17.5.pdf



4 Definitions

Table: 3: Definition of terms and phrases

Phrase	Definition
Accredited Business	Means a business accredited under s16 the <i>Plant Health Act 2009</i> to operate under this Compliance Arrangement.
Act	The <i>Plant Health Act 2009</i>
Business	The legal entity responsible for the operation of the facility and arrangement detailed in the Application for Accreditation.
Certification	A Plant Health Certificate or a Plant Health Assurance Certificate, which verifies that a consignment meets the requirements of an Interstate Certification Assurance Operational Procedure or an interstate quarantine entry requirement.
Consignment	A discrete quantity of product transport to a single consignee at one time.
Facility	The approved location where produce is re-packed and where certification operations covered by the ICA arrangement are conducted.
Fruit Fly	The pest species of the family Tephritidae and includes those species commonly known as Mediterranean fruit fly, Queensland fruit fly, Papaya fruit fly and Exotic fruit fly.
Inspector	An officer of PIRSA with delegation to act as a Plant Health Auditor to make sure that accredited businesses are compliant with the requirement of this Operational Procedure.
Mediterranean Fruit Fly (MFF)	All stages of the species <i>Ceratitis capitata</i>
Non-conformance	A non-fulfillment of a specified requirement.
Phytosanitary Certificate	Official paper document or its official electronic equivalent, consistent with the model certificates of the International Plant Protection Convention, attesting that a consignment meets Phytosanitary import requirements.



PIRSA	Department of Primary Industries and Regions, South Australia
Plant Health Assurance Certificate (PHAC)	A Plant Health Assurance Certificate issued by businesses accredited to prepare and certify their own produce for movement of their produce to a specific destination using either of the following two systems: (1) Interstate Certification Assurance (ICA), or (2) Compliance Agreement (CA).
Plant Health Certificate (PHC)	A Plant Health Certificate issued by an inspector under Part 5 Division 2 of the <i>Plant Health Act 2009</i> or a certificate corresponding to a plant health certificate issued under a corresponding law.
Plant or Plant-Related Product	Item referred to as Plant or Plant Related Product under Section 3 – Interpretations of the <i>Plant Health Act 2009</i> .
Plant Quarantine Standard (PQS)	The Plant Quarantine Standard South Australia as in force from time to time and published by PIRSA under Section 59 the <i>Plant Health Act 2009</i> . Accredited businesses must have a copy of the latest version.
Quarantine Direction Order (QDO)	A direction by an inspector under Section 43(1)(r) of the <i>Plant Health Act 2009</i> placing produce under quarantine or instructing the person in charge of the produce to take a particular course of action.
Queensland Fruit Fly (QFF)	All life stages of the species <i>Bactrocera tryoni</i> (Froggatt).
Riverland Pest Free Area (PFA)	The area gazetted under Section 8 of the Act for the purposes of excluding fruit flies from the Riverland of South Australia.
Verification	Activities undertaken by a Responsible Person of the business to determine the plant or plant-related material intended for entry into the PFA is compliant with the requirements of this Operational Procedure.



5 Responsibilities

These position titles have been used to reflect the responsibilities of staff under the CA-28 Operational Procedure. In some businesses, one person may carry out the responsibilities of more than one position.

Both the Certification Controller and Backup Certification Controller also fulfil the role as Responsible Person under this Operational Procedure.

The **Certification Controller** is responsible for –

- acting as a principal contact with Biosecurity;
- attending audits as required and matters relevant to CA Accreditation;
- ensuring the businesses accreditation is current (accreditation has not expired);
- ensuring the business has on hand or has easy access to the latest copy of the PQS;
- training staff in their duties and responsibilities under this Operational Procedure;
- ensuring the Business and its staff comply with their responsibilities under this Operational Procedure; and
- maintaining a register of key personnel and notifying PIRSA of any changes;

The **Backup Certification Controller** is responsible for –

- acting as the Certification Controller if the Certification Controller is not present or otherwise unable to fulfil their duties.

Responsible Persons are responsible for –

- ensuring, prior to re-consigning a certificate under this procedure, that produce covered by the certificate has been certified to be pest-free in accordance with a recognised CA or ICA arrangement relevant to the fruit and vegetable type;
- ensuring that the details on the certificate are true and correct in every particular;
- ensuring produce being permitted to enter the PFA originates from the area prescribed by this Operational Procedure; and
- ensuring records are maintained to facilitate traceability of produce entering the PFA.



6 Requirements

6.1 Requirements for in-store sales only

This section prescribes the mandatory requirements for businesses accredited under this Operational Procedure for in-store sales within the Riverland Fruit Fly Pest Free Area.

6.1.1 Business Eligibility Requirements

- The business is located within the area to be described through Ministerial Notice or other legal instrument.
- The business accepts the condition that all host produce (as defined in the PQS) in the store meet the requirements for entry into the Riverland irrespective of whether the produce is destined for the Riverland PFA or not.
- The business must maintain documents to verify that all produce in their stock meets the entry requirements into the Riverland PFA.
- The business is not in a fruit fly outbreak/suspension area.

6.1.2 Approved Entry Conditions

The certified produce must meet one of the required entry conditions for the Riverland PFA (Table 4).

Table 4: Entry conditions and equivalent ICA codes accepted for entry into the Riverland Fruit Fly Quarantine Area

Entry Condition as specified in the Standard	Description	Equivalent ICA Code(s)
Condition 9	Area Freedom from Fruit Flies / Secure Transportation	ICA-23
Condition 10	Hard green or similar condition for Fruit Fly (<u>excluding</u> tomatoes, papaws, passionfruit and achachairu)	ICA-06, ICA-08, ICA-13, ICA-15, ICA-16 & ICA-30
Condition 11	Disinfestation by Cold Storage	ICA-07
Condition 12	Disinfestation using Dimethoate – Queensland Fruit Fly	ICA-01 or ICA-02



Condition 12E	Wine grapes – Secure Transportation (Queensland Fruit Fly and Mediterranean Fruit Fly – Systems Approach	ICA-33
Condition 13	Disinfestation by Methyl Bromide fumigation	ICA-04
Condition 14	Disinfestation by Irradiation	ICA-55

- The movement of produce which does not meet one of the specified conditions stated above is strictly prohibited from entry into the Riverland PFA or being displayed for sale in the accredited store.
- Please refer to the PQS to confirm which types of fruit fly host produce are covered by the relevant entry conditions and ICA arrangements.

6.1.3 Verification and Certification Responsibilities

The business is required to verify (with a document) that all host produce in its store meet the entry conditions into the Riverland PFA by:

- appointing and training one or more Responsible Persons to undertake the verifications;
- nominating one person as the Certification Controller who shall take responsibility for the arrangement and act as the contact person;
- if not a sole operator, nominating and training a person as Backup Certification Controller;
- verifying a valid certificate arrives with each consignment where necessary;
- verifying that certificates accurately describe the consignment;
- verifying that certificates stipulate the necessary conditions required for entry of the consignment;
- verifying that packaging and labelling meet all entry requirements specified in the PQS (as well as the added requirement of being within the defined area around the PFA);
- verifying and inspecting consignments at the rates described in section 7.4 and 7.5 in the Operational Procedure;
- applying corrective action regarding consignments that are not compliant and/or subject to a QDO.
- where required; ensuring proof of any returns or re-directions (Plant Health Import Certificate) is obtained, recorded and maintained for audit purposes;



- notifying PIRSA when necessary;
- maintaining files and completing records for audit purposes;
- ensuring Responsible Persons and necessary records are made available for audits;
- submitting annual returns prior to the due date; and
- paying all PIRSA fees and charges associated with accreditation;

6.1.4 Record Keeping and Audit requirements

A business accredited for this Operational Procedure is also required to:

- maintain records that enable both backward and forward traceability of consignments of imported plant and plant-related material it receives; and
- ensure consignments/produce can be and will be recalled for PIRSA in the case of a post- entry quarantine risk being identified.

6.1.5 Quarantine Area requirements

- The retailer is required to have a designated Quarantine area in their facility where non-compliant host produce is stored before dispatch to alternative destination or disposal. This is only to be used for emergency handling of non-compliant produce inadvertently shipped to the store.

6.2 Requirements for home delivery only

Businesses approved for home delivery must comply with all applicable requirements of this Operational Procedure, except for Sections 6.1 and 6.3, together with the additional requirements specified in this section. Businesses offering home delivery under this Operational Procedure must obtain written approval from PIRSA in the form of a specific condition on their Certificate of Accreditation.

6.2.1 Produce Sourcing

All produce must meet an approved entry condition as outlined in Table 4.

6.2.2 Packaging standards

Produce intended for home delivery must be:

- Packaged in sealed containers / cartons.
- Clearly labelled with the accredited business's name, delivery date and contents.
- Sealed at the point of packing and not reopened prior to delivery to the customer.



- If temperature-sensitive, packed using appropriate cold chain materials (e.g. insulated containers, gel ice packs).

6.2.3 Transport Vehicle Hygiene Protocol

Vehicles used for delivery must transport only certified produce and approved materials.

6.2.4 Delivery Record Keeping

Businesses must maintain detailed delivery records including:

- Customer name and delivery address
- Date and time of delivery
- Description of produce delivered (type, quantity, batch number)
- Vehicle details used for delivery
- Retain all records for minimum of 12 months and make them available upon requests during audits and inspections.
- Storage
- Segregate produce under this procedure from
- Untreated produce; and
- Non-compliant produce.
- Use clear labels and physical separation to prevent mix-ups and contamination.
- Maintain proper temperature and ventilation.

6.3 Requirements for combined retail and home delivery option

Businesses undertaking both retail and home delivery must comply with all requirements listed under Section 6.1 and 6.2.

6.4 Training Register

Businesses must maintain a training register which must be kept up to date. All staff undertaking activities under this procedure must be listed along with the details of any training they have completed. The Training Register must include:

- the name of the store;
- the nature of the training completed;
- date training was completed;
- signature of the employee undertaking the training; and



- signature of the person conducting the training.

The Certification Controller must then sign the form as proof that training has been completed. A PIRSA Inspector will verify training has been completed at audit and that all persons listed are competent in their role.

Any changes to the training register must be provided to PIRSA by emailing a copy to PIRSA.PlantHealthMarketAccess@sa.gov.au.

7 Procedure

7.1 Receiving produce

7.1.1 Training staff

The Certification Controller is required to train staff about the entry conditions into the PFA. Anyone tasked with receiving goods into the store needs to be able to know what certifications are acceptable to stock at the store. The list of certifications acceptable for entry into the PFA needs to be prominently displayed in the produce receival area. A list of the ICA's, their descriptions, and key requirements are shown in Attachment 1. This table needs to be displayed prominently in the produce receival area. The business must maintain a staff training record as shown in Attachment 2.

7.1.2 Receiving produce

The employee receiving produce into the store must complete the Produce Receipt Record (Attachment 4). Staff must follow the procedures stated in Section 7.7 below for all shipments that do not meet the entry requirements mentioned in Table 4.

Table 4: Entry conditions and equivalent ICA codes accepted for entry into the Riverland Fruit Fly Quarantine Area

Entry Condition as specified in the Standard	Description	Equivalent ICA Code(s)
Condition 9	Area Freedom from Fruit Flies / Secure Transportation	ICA-23
Condition 10	Hard green or similar condition for Fruit Fly (<u>excluding</u> tomatoes, papaws, passionfruit and achachairu)	ICA-06, ICA-08, ICA-13, ICA-15, ICA-16 & ICA-30
Condition 11	Disinfestation by Cold Storage	ICA-07
Condition 12	Disinfestation using Dimethoate – Queensland Fruit Fly	ICA-01 or ICA-02



Condition 12E	Wine grapes – Secure Transportation (Queensland Fruit Fly and Mediterranean Fruit Fly – Systems Approach	ICA-33
Condition 13	Disinfestation by Methyl Bromide fumigation	ICA-04
Condition 14	Disinfestation by Irradiation	ICA-55

7.2 Verification of certification

7.2.1 *Original consignments*

The accredited retailer must make every effort to make sure only compliant produce is shipped to its facility. Once produce arrives at the facility, the produce is unloaded into their storage area for verifying all packages/pallets have the appropriate Plant Health Assurance Certificate (PHAC), Plant Health Certificate (PHC) or Phytosanitary Certificate (PC). Staff must verify each consignment is accompanied by an original and uniquely numbered certificate (from the listed types above) and verify the accuracy and completeness of the certificate. Each certificate must be based on one of the entry conditions listed in Section 6 above and must contain the following details:

- consignor's name and physical address; and
- consignee's name and physical address; and
- produce type and quantity; and
- grower's name and physical address; and
- interstate Produce Number (if applicable/PHAC); and
- ICA Procedure code (PHAC) or entry condition (PHC) being certified; and
- date packed / dispatched or date code (if applicable/PHAC); and
- treatment dates are present and correct (if applicable); and
- the signature of the Inspector (PHC) or authorised signatory (PHAC).

Certificates must;

- have been issued prior to delivery to the store;
- accompany the consignment whilst in transit unless otherwise authorised by an Inspector;
- be retained for at least 12 months after the date of verification or arrival; and
- be presented to an Inspector immediately upon request.



7.2.2 *Re-consignments*

The Responsible Person shall verify the consignment certification is altered and endorsed correctly by a Government Authorised Officer and stamped or by an ICA-17 accredited business with:

- name and address of the re-consignee;
- signature of the authorised signatory, date of re-consignment and stamp on the certificate. The stamp must include; name of the accredited business, address of the facility, IP number of ICA-17 accredited business and the words "ICA-17" and "RE-CONSIGNMENT".

All alterations and endorsements shall be in the original imprint. A faxed copy of endorsed re-consignment certification is not acceptable unless properly authenticated.

7.2.3 *Split consignments*

The Responsible Person shall verify that the consignment certification is consistent with the accredited person's requirement to have photocopied the original certificate and prepared a split consignment certificate(s). The amended photocopy should show the following split consignment details:

- name and address of the re-consignee;
- number of packages of the split consignment with the original number of packages crossed out;
- signature of the authorised signatory, date of re-consignment and stamp on the photocopy. The stamp must include; the name of the accredited business, address of the facility, IP number of the accredited business and the words "RE-CONSIGNMENT".

All alterations shown on the photocopy must be in original imprint. A faxed copy of split consignment certification is not acceptable.

7.2.4 *Re-packed consignments*

Only produce previously certified under a PHAC, PHC or on an international Phytosanitary Certificate accepted under the PQS for treatment against Mediterranean fruit fly and/or Queensland fruit fly, or which has been fumigated at a rate meeting the entry conditions specified in the Plant Quarantine Standard South Australia may be certified under ICA-57 for entry into SA.

The Responsible Person must verify that the entry condition or ICA code stated on a Certificate meets the entry conditions of the PQS.

This box should contain the particular ICA Code or entry condition of the PQS, the listed produce meets, along with the State or Territory code in brackets.

If the produce originally arrived on a phytosanitary certificate, the phytosanitary certificate



number and the words ‘see attached Phytosanitary Certificate’ must be included. This is a true and accurate copy’ should be entered in the additional certification box of the ICA57 Certificate.

If a PHAC or PHC cannot be obtained within 24 hours, the produce must remain quarantined, and PIRSA contacted for further directions.

7.3 Verification of alterations on certification

Verify that any alteration of details on a certificate is endorsed with the date and signature of a Government Authorised Officer or an authorised signatory of the accredited business that issued the certificate. Certificates with details altered by a person other than the original signatory or not endorsed shall be noted on the “Produce Incident Record” and the reason followed up with the exporter.

7.4 Verification of consignment content, package condition and marking

Verify the quantity of packages, and the produce type matches the consignment details stated on the verification.

7.5 Verification of packaging and labelling

Verify packaging and labelling matches that are indicated on the PHC/PHAC **and** comply with the provisions of the PQS, namely –

- New, or if used, free of soil, plant residues and other organic matter and any objectionable odour; and
- Marked legibly and indelibly in English and letters no less than 5 mm high on the packaging itself or an attached identification tag with the following;

For packaging associated with ICA and PHAC;

- the Interstate Produce (IP) number of the accredited business that certified the consignment;
- the relevant ICA-# (e.g. ICA-01) and Facility #; and
- the date or date code on which the produce was packed. For packaging associated with a PHC or other than ICA;
- the name and address including the State or Territory, of the grower and the packer or other person who dispatched such fruit, vegetables, or products;
- a brief description of the contents of the package; and
- the date or date code on which the produce was packed.

7.6 Releasing of produce for sale

If the consignment has the correct certification and the consigning business (if a PHAC) is currently accredited and has met all the verifications in 7.2 within 24 hours of receipt, prior to



releasing the consignment the Responsible Person must;

- Certify/verify on the reverse side of the accompanying verified certificate by;
 - stamping (or writing) “Documents Verified”,
 - stamping or writing the date, and
 - signing.

The verified certificates must then be filed at the business facility in date order for audit purposes.

A consignment that fails the CA28 verification process described under section 7.1 and its subsections must be considered NON-CONFORMING.

7.7 Non-conforming consignments

Consignments will be regarded as non-conforming and unable to be sold if any of the following occur:

- the accompanying certification is not a valid PHAC, PHC or PC;
- certification cannot be obtained for the consignment or part consignment;
- the certification is incorrectly completed;
- the composition of the consignment differs from that stated in the certification;
- any package in the consignment is unlabelled or wrongly labelled;
- any package in the consignment is not new, or it is identified as containing soil, plant debris or organic matter;
- pests (See Section 3.1 of the Ministerial Notice of May 2021) are present or suspected;
- the business which consigned the produce is currently suspended from sending produce into South Australia.

If pests or diseases are suspected or found to be present, the consignment must be held in a secure area physically segregated from other consignments, and PIRSA informed immediately.

7.7.1 *Control of non-conforming produce*

If the original certificate is not provided with the consignment at the time of receipt or the certificate is defective, the Responsible Person shall:

- secure the non-conforming produce in a Designated Quarantine Area and ensure that it not be re-packed, distributed or sold;
- record the relevant details on the “Produce Incident Record” noting any irregularities with certification or consignments in the comments column; and



- attempt to obtain the correct certification by the end of the next working day to enable the release of the produce.

7.7.2 Corrective action regarding non-conforming Certification (first 24 Hours)

If correct certification can be obtained by the end of the next working day, the Responsible Person;

- shall stamp, date and sign on the reverse side of the certification and file in date order for audit purposes;
- can release the consignment.
- If correct certification cannot be obtained, the Responsible Person shall;
- leave the produce in the Designated Quarantine Area and contact PIRSA to discuss options in relation to the non-conforming produce; and
- record the relevant details on the "Produce Incident Record"

7.7.3 Corrective action – no certification arrives in 24 Hrs.

Where a non-conformance cannot be rectified after 24 hours, the Responsible Person must:

- retain non-conforming produce in the designated quarantine area and label it "Quarantined";
- enter the details on the Produce Incident Record; and
- notify PIRSA of the non-conforming produce by the end of that working day.

Upon notification, an Inspector will confirm the non-conformance, determine appropriate action and issue a Certificate of Non-Compliance or Quarantine Direction Order.

NOTE: In the event non-conforming produce is found to have been sold from its store, the business must, at its expense, recall all of the consignment for presentation to PIRSA. Such release can also incur penalties or prosecution.

PIRSA may also seek to recover costs incurred from any follow-up activity such as investigations or destruction of the pest affected produce.

7.7.4 Produce recall

In the event non-conforming produce is found to have been sold, the business must, at its expense, make every effort to recall all of the non-conforming produce by advising shoppers to destroy the produce purchased between a set of dates and times. Such release can also incur penalties or prosecution. The certificate holder has prime responsibility for implementing a recall. The accredited business that sold a non-conforming product needs to take the following actions:

- Immediately (no later than 24 hours) notify PIRSA of the release of non-conforming



produce.

- Provide PIRSA with a clear indication of when the non-conforming product arrived at the store and how long it has been on sale at the store.
- Prepare and submit to PIRSA a recall strategy that removes the produce from the supply chain.
- Retrieve all the non-conforming produce from consumers.
- Submit regular progress reports to PIRSA to update the department on how the recall effort is progressing.

PIRSA may also seek to recover costs incurred from any follow-up activity such as investigations or destruction of the pest affected produce.

7.8 Product traceability

The business shall keep records of receivals and sales of produce from the accredited store. As a minimum, the record of an accreditation holder must contain:

- What produce they have received during the year
- What certificate came with those produce received during the year
- Type of produce received and sold during the year
- Quantity of produce received and sold during the year
- Date and time produce of receipt and sale of produce
- Name of their supplier

8 Accreditation

8.1 Application for accreditation

A Business seeking accreditation for an arrangement under this Operational Procedure shall make an application for accreditation (Attachment 5) at least 10 working days prior to the intended date of commencement of treatment of produce.

An accredited Business will receive a Certificate of Accreditation for an Arrangement detailing the facility location, Operational Procedure, scope (type of produce and chemical covered), and accreditation period.

The Business must maintain a current Certificate of Accreditation and make this available on request by an Inspector.

A Business must not commence or continue certification of produce under the arrangement unless it is in possession of a valid and current Certificate of Accreditation for the procedure, produce type and chemical covered by the Operational Procedure.



8.2 Audit process

8.2.1 Initial audits

Prior to accrediting a Business, an Inspector carries out an initial audit of the Business to verify the CA system is in place and capable of operating in accordance with the requirements of the Operational Procedure, and the system is effective in ensuring compliance with the specified requirements of the CA arrangement.

On completion of a successful initial audit, applicants will be granted provisional accreditation and posted a Certificate of Accreditation.

8.2.2 Certificate of accreditation

An accredited Business will receive a Certificate of Accreditation for an Interstate Certification Assurance Arrangement detailing the facility location, Operational Procedure, scope (type of produce and chemical covered), and accreditation period.

8.2.3 Compliance audits

Compliance audits are conducted to verify that the CA system continues to operate in accordance with the requirements of the Operational Procedure.

Compliance audits are, wherever practical, conducted when the CA system is operating.

A compliance audit is conducted within four weeks of the initial audit or issue of the first Plant Health Certificate.

On completion of a successful compliance audit, annual accreditation is granted to cover the current season, up to a maximum of twelve months from the date of provisional accreditation, and a new Certificate of Accreditation is issued.

A compliance audit is conducted between six and nine months after the date of accreditation for a CA arrangement that operates for more than six months of the year.

8.2.4 Random audits

Random audits are conducted on a selected number of accredited Businesses each year. Random audits may take the form of a full compliance audit or audits of limited scope to sample treatment mixtures, certified produce, CA system records or CA system documentation.

Unscheduled compliance audits may be conducted at any time to investigate reported or suspected non-conformances.

8.3 Non-conformances and sanctions

8.3.1 Non-conformances

The above audits are intended to evaluate the business against the Requirements (Section 6.0) and Procedures (Section 7.0) to ascertain that the business effectively implements the ICA. If



the auditor detects failure to meet one or more requirements needed for accreditation, the auditor must raise a non-conformance report (NCR). If the NCR report indicates the integrity of the accreditation has been significantly compromised, the NCR may provide grounds for suspension or cancellation of the accreditation of the business.

8.3.2 *Types of non-conformances*

Non-conformities are categorised as minor, major or critical.

A **minor non-conformance** does not compromise the effectiveness of the operational or assurance procedures but varies sufficiently or is omitted from the documented procedure so as to be regarded as irregular. One example would be an occasional failure by the business to keep accurate records.

A **major non-conformance** is one, which compromises the integrity of the system and is likely to increase the risk of a breakdown in procedures. One example would be inadequate verification and record keeping procedures.

A **critical non-conformance** relates to the failure by the business to carry out operational and documentation procedures that are crucial to the effectiveness of the system. Examples include deliberate and/or repeated failures to collect and verify certification-accompanying consignments, knowingly clear or sell uncertified host produce, or knowingly selling produce that was infested with a pest.

8.3.3 *Actions following detections of non-conformances*

Minor non-conformances

Repeated minor non-conformances of a similar nature may result in the issue of a major non-conformity at subsequent audit.

Major non-conformances

Detection of a major non-conformity will result in a follow-up audit and may lead to the temporary suspension of the CA until the problem is investigated and rectified. If the problem is not rectified the non-conformity may be termed critical. The issue of a major non-conformity may lead to an investigation and possible prosecution of the Business for being in breach of legislation.

Critical non-conformances

The confirmation of a critical non-conformity may result in very intensive auditing of the CA, or suspension or cancellation of accreditation, or the instigation of other verification arrangements as determined by PIRSA. It may lead to an investigation and possible prosecution where a breach of the legislation can be confirmed.

Physical or verbal abuse or aggressive behaviour towards an Inspector or otherwise hindering the audit process is an offence under the Act and may also incur a critical non-conformance and / or result in immediate cancellation of the ICA.



Incident reports

Incident reports may be raised by the business, or by the intra or interstate quarantine authorities. An investigation into the incident is carried out by the Department and the findings are reported back to the originator. The outcome of the investigation may also lead to grounds for suspension or cancellation of the accreditation.

8.3.4 Suspensions and cancellations

The Department may suspend or cancel an accreditation of a business if it found that the business has:

- failed to rectify an NCR
- provided false or misleading information during audits
- failed to meet accreditation requirements to move produce under this CA
- failed to pay fees owed to the Department

See Section 24 of the Act for a complete list of grounds for cancellation. Business may also voluntarily surrender their accreditation. All outstanding fees owed to the Department must be settled.

8.3.5 Charging policy and prosecutions

The Department will charge fees (set by the Department) to the business for all audits and investigations carried out by its staff and/or contractors. Businesses are required to settle their account in a timely manner (within 14 days of notice – See Section 21 of the Act). The Department is entitled to recover fees and fines through prosecution. See Section 25 of the Act for offences related to accreditations.

8.4 Re-accreditation

Accredited Businesses are required to re-apply for accreditation each year the business seeks to operate under the ICA arrangement. Businesses seeking re-accreditation must lodge a renewal application prior to accreditation lapsing, or if accreditation has lapsed, prior to commencing further treatment and certification of produce under the CA arrangement.

A compliance audit is conducted each year within twelve weeks of the Business commencing treatment of produce following re-accreditation. Re-accreditations after suspension or cancellation will also be preceded by audits.

An accredited Business will receive a Certificate of Accreditation for an Interstate Certification Assurance Arrangement detailing the scope of the arrangement, including;

- the facility location;
- the Operational Procedure;



- any restrictions on the accreditation such as the type of produce covered;
- the period of accreditation.
- The Business must maintain a current Certificate of Accreditation and make this available on request by an Inspector.
- A Business may not commence or continue certification of produce under the CA arrangement unless it is in possession of a valid and current Certificate of Accreditation for the procedure and produce type covered by the Assurance Certificate.



9 Appendices

Table 5: List of appendices

Appendix	Title
Appendix 1	Application for Accreditation
Appendix 2	Staff Training Register
Appendix 3	Produce Incident Record
Appendix 4	Produce Receipt Record



Product / Certification Assurance Records and Methodology

The business must carry out the necessary responsibilities and duties, and maintain records strictly in accordance with the applicable Operational Procedure unless permission to use different records/methods is requested below and is granted and endorsed by PIRSA Biosecurity SA - Plant and Food Standards on this form.

I hereby request to use the following alternative or additional records/methods detailed below.

	Granted by PIRSA ☐
	Inspector Initials / Stamp

PIRSA
STAMP

I / We the undersigned applicant(s) do hereby declare that the information provided herein is accurate to the best of my/our knowledge and belief and make this application on my behalf, or on behalf of the above-mentioned business as a representative appointed to do so.

*Name of Partner / Director (print)	Designation	Signature	Date
			/ /
			/ /
			/ /
			/ /

Note: Where applicants are members of a partnership, each partner must sign the application.

For corporations/associations a Director, Company Secretary or Manager with legal authority to sign for the company must sign.

Use the following checklist to ensure you have provided key information to enable the application to be processed.

☐ You, All Partners or Director have signed above. ☐ All Responsible Persons have signed page 1. ☐ ABN is provided.

☐ Type of ownership indicated. ☐ Copy of Company Certification attached (new applicants).

Applicants must provide an Annual Return on the prescribed form each year they are accredited.

Incomplete applications will delay processing as they will need to be returned.

Please direct any queries regarding this application or the Accreditation/Registration to the Market Access Officer on 8207 7814.

Office Use Only

DESK AUDIT	Passed	Not Passed because
Alternate record-keeping granted	Yes	No
.....		 / /
Name of Desk Auditor (please print)	Signature of Officer	Date

PIRSA STAMP

Conditions of Accreditation S16 / Registration S26

For the purposes of this accreditation / registration the following conditions may apply:

- The applicant must operate in full accordance with the Act and for ICA/CA Arrangements with the applicable Operational Procedure, which includes maintenance and provision of prescribed records for regular audit.
- The applicant is responsible to ensure that staff undertaking responsibilities required of the accreditation are adequately trained to do so.
- The frequency and number of audits will be determined by the Minister and carried out by persons authorised by the Minister.
- All fees for audits and inspections will be set by the Minister and the costs borne by the accredited person or business.
- The applicant will receive a Certificate of Accreditation / Registration which must be prominently displayed at the Business Facility.
- Restrictions may be imposed on the type of product an importer may bring into South Australia.

A copy of the relevant Operation Procedure or Act can be viewed or downloaded from – www.pir.sa.gov.au/ica

Issue of Assurance Certificates / Registration of Importers / Verification of Product

The Plant Health Act 2009 requires any person issuing a Plant Health Assurance Certificate (PHAC) to be accredited to do so. Penalties apply. (see section 25).

The Plant Health Act 2009 requires any person bringing or introducing plant or plant related products into SA to be registered (section 26) and imported products require verification. It is an offence to import without being registered or to fail to have imported product verified. Penalties apply (see sections 7, 25 and 33).

Only an accredited person may issue an assurance certificate (PHAC) or verify imported products (ie verify that an assurance certificate or other document relating to a plant or plant related product under a corresponding law complies with the requirements of the corresponding law). It is an offence to issue a Plant Health Assurance Certificate or verify imported product without being accredited. Penalties apply (see sections 7, 25 and 33).

ENSURE YOU ALSO READ PAGE 3



Application Notes

The form must be fully completed by an Applicant on their behalf or on behalf of a legal entity/business that they have authority to represent. Partnerships require all partners to sign.

Attach a separate page if there is insufficient space available for all required details. (Late fees apply for Annual Returns)

Operational Procedure / Arrangement

The ICA / CA / IR number and name you are seeking Accreditation/Registration for must be entered here. E.g. ICA23, CA01 etc. Applications without these details will be delayed or not processed. (You may make application for both CA01/(IVCA) and IR01 by ticking the YES box)

Applicant Details

- **Type of Ownership** shall be either – Individual, Partnership, Incorporated Company, Co-operative Association, Trust or other legal entity. (It may not be a Family Trust).
- **Name of the Legal Entity** either Individual, Business, Corporation, Association or Trust (if a Family Trust a trustee representing the Trust). Use attachment if insufficient room.
- **Address**; physical address of business is required
- **Partner Names**; all partners names must be provided.
- **Other Trading Name(s)**; List any other trading names used. Use attachment if insufficient room.
- **ABN / ACN Number**; ABN is the Australian Business Number.
- **Convictions**; Need to answer whether you, or any Director of the business or anyone in a Management role been convicted of an indictable offence or offence involving dishonesty in the past five years ? This question must be answered. If it is not, the application will not be processed.

Facility/ Accreditation Details

- **Facility Address / Location**; Clearly indicate the location or physical address details where product will be prepared/verified that will enable a PIRSA officer to easily locate the premises. (Usually the registered address of the business).
- **Contact**: Name and role of the principal contact to be used in regard to the accreditation/Registration.
- **Property Valuation Number and Section and Hundred**; Must clearly indicate the Property Valuation Number, Section and Hundred of the property. These are available from the Council rate notice.
- **Postal Address**; A mailing address may be provided for posting of all correspondence.

Persons Permitted To Sign or Verify Plant Health Certification

- **Role**; The role of the person able to verify product on behalf of the accredited business.
- **Names**; The full name and specimen signature of each of these persons.

Product Details

- **Products Certified / Imported**; Indicate the imported product / equipment / machinery you expect to certify/verify using this procedure.
- **Seasonal Operator**; Indicate whether seasonal operation will apply and if so what months.
- **Consignments per year**; Importers to provide estimate number of consignments per year
- **Nursery Membership**; Nurseries to provide membership details
- **States of Origin**; Provide a yes for States that product is expected to come from.

Product / Certification Assurance Records and Methodology

- Complete only if you wish to maintain records in alternate method to that specified in Procedure.

Authorising / Signing

The Applicant (individual, all partners or company director/senior manager) must sign acknowledging they represent the business seeking accreditation and the information is accurate. It is an offence under section 51 of the Plant Health Act 2009 to make a false or misleading statement (whether by reason of the inclusion or omission of a particular) in an application made or information provided. Penalties apply.

Separate applications are required for each accreditation / registration. (i.e. ICA, CA, IVCA, Importer etc)

see www.pir.sa.gov.au/ica

Please direct queries regarding this Application, Accreditation or Registration to the Market Access Officer on 8207 7814.

Manager, Market Access & Systems, PIRSA Biosecurity SA - Plant Health.



Appendix 2 Staff Training Register

Name of Business.....
Number.....

Business IP

Position	Full Name of Occupier	Describe the Nature of Training	Date Training Completed	Signature of Employee	Signature of Trainer	Checked by PIRSA Inspector
Certification Controller						
Back-up Certification Controller						
Responsible Person						
Responsible Person						
Responsible Person						
Responsible Person “						

Note: This form must be kept update by the Management Representative

To the best of my knowledge this form is correct and complete

Name: Signature:
Date:

Appendix 3 Produce Incident Record

PRODUCE INCIDENT RECORD

(Use to record details of produce not accompanied by required certification or defective certification)

Name of Business:

Sheet Number.....

Receival Date	Certificate Number (if available)	Grower / Packer	Origin of Produce	IP No.	Interstate Agent	Produce Type	Qty	Results *

* Column for noting omissions/discrepancies etc.



Appendix 4 Produce Receipt Record

Name of Business.....
Number.....

Business IP

Receival Date	PHAC/PHC/PC No.	Produce Origin	IP No.	Treatment Status (or condition)	Produce Type	Packages	Qty	Comments*
30/08/2021	123456	Cairns	Q9999	ICA06	Bananas	Bins	158kg	EXAMPLE ONLY

* Column for recording problems and discrepancies, and relevant pest or disease (e.g. consignment passed or rejected).

Note: This form must be kept update by the Management Representative To the best of my knowledge this form is correct and complete

Name: Signature: Date: