

Compliance & Integrity Systems (CIS) is a functional team within Biosecurity & Food Safety (BFS). CIS supports and partners with technical teams within BFS, DPI and Local Land Services to verify a safe and secure food supply, protect and monitor the welfare of exhibited and research animals, and to maintain and provide access to markets for NSW primary producers. CIS also investigates reports of non-compliance, foodborne illness, pest and disease issues, and assists in emergency management operations as necessary. CIS applies user based cost recovery to its licensing and compliance operations, especially where non-compliance requires additional resourcing and intervention.

Key Objectives

Strategic Projects 2021-2022

Key Performance Indicators

COMPLIANCE & ENFORCEMENT



- Risk-based, outcomes-focused audits, inspections and investigations
- High levels of compliance with biosecurity, food safety and animal welfare regulatory requirements
- Maximising deterrence within biosecurity, food safety and animal welfare
- Timely response to food safety incidents and timely management of complex investigations
- High quality, credible and timely advice
- Adopt better regulatory practices

- Develop and coordinate a governance framework with Local Land Services on managing compliance and enforcement activities under the *Biosecurity Act 2015*

- Compliance and enforcement activities completed within agreed timeframes
- 100% of urgent food safety incidents responded to within 24 hours
- Regulated businesses compliant with legislation

SYSTEMS & INTELLIGENCE



- High client satisfaction with systems and intelligence services
- Timely, accessible, credible, fit for purpose intelligence to support biosecurity, food safety and animal welfare decisions

- Deliver and implement MAX for NSW Biosecurity Case Management

- Clients satisfied and confident with intelligence services

LICENSING & ACCREDITATION



- Timely licensing and accreditation of biosecurity, food safety and animal welfare operations
- Accessible, credible advice and assistance about licensing requirements
- Comprehensive, accurate and timely advice in relation to ministerial queries

- Develop and implement online forms for Exhibited Animals applicants

- Applications assessed within statutory timeframes
- Applications that are submitted digitally
- Clients who report that advice is accessible and credible

BORDER COMPLIANCE OPERATIONS



- High levels of compliance with cattle tick regulatory requirements
- Risk-based, outcomes-focused regulation of cattle tick operations

- Implement a digital system for clear reporting of operational and compliance activities
- Develop and implement a policy for an owner administered eradication program

- 95% of reported cattle tick infestations inspected within 48hrs
- 25% of known high risk equine events audited
- 6 dip sites decommissioned

COMPLIANCE EDUCATION & BEHAVIOUR CHANGE



- Increased capability and confidence of authorised officers to undertake their regulatory responsibilities
- Improved compliance across biosecurity, food and animal welfare industries

- Implement a training plan for CIS including training pathways and individualised learning plans for authorised officers

- Staff report that training met their needs at the time of training and on the job
- Participants trained in sessions/modules developed and delivered by the Compliance Education & Behaviour Change team