

G'day,

Please accept the following statements as my personal submission to the Quarantine and Biosecurity Review, it in no way reflects the position or views of the Plant & Animal Quarantine Station nor of AQIS NSW.

I would like to see the review explore the following points that concern me about the delivery of Quarantine functions at present,

- Establishment of Program budgets should be based on how many staff and other resources are needed to deliver the Quarantine function, then fee schedules developed from there. From my experience as an operational manager in a Region the approach in recent years is the reverse. That is to say we are given a set amount of money and expected to cover as much operational function as possible within that constraint.
- Consideration should be given to having a dedicated group with the department that provides an internal audit function of operations. I am aware that some Programs in AQIS have gone down this path (eg Verification Unit in Import Clearance) however this should be expanded across all Programs that deliver Quarantine functions.
- Consideration should be given to formalised training for Senior Quarantine Officers (B1L4) and middle managers in AQIS in the area of risk management.
- Consideration should be given to the dismantling of the formalised staff rotation system operated in NSW (and other Regions), particularly for senior Quarantine Officers (B1L4 and above). A massive amount of effort is put into orientation and training of rotated staff. By virtue of the size of this activity in NSW it is inevitable there are staff placed in positions that they simply have no interest and/or talent for. Consideration of should be given to filling positions based on merit, being assessed against skills and training relevant to the position.

I would be more than happy to expand on these points either in writing or in person should the review panel require further detail.

Regards,

Greg Hankins
Manager
Plant & Animal Quarantine Station

60 Wallgrove Road Eastern Creek, NSW 2766
Phone 02 8805 1011
Fax 02 9832 1532
Mobile 0409 157 103