

**From:**  
**To:** [RRAT, Committee \(SEN\)](#)  
**Cc:**  
**Subject:** Biosecurity measures and response preparedness  
**Date:** Friday, 5 August 2022 3:44:51 PM  
**Attachments:** [image002.png](#)

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To the committee, we raise concern over rising frustration from our customers on the matter of lack of urgency from Biosecurity when it come to numerous issues experience in the few months in particular.

We like many are under immense pressure from our importing customers to deal with lack of response times to queries – generally speaking , lack of resources to attend inspections for random hold and lack of knowledge and inconsistency with respect to new legislation of Kapra Beetle.

Our customers are suffering extensive delay with release of goods in addition to extreme & unbudgeted costs due to container detention and storage. We have almost no leverage to deal with any of these matters resulting in loss of business for us which is simply unfair to say the least.

Understandably during lock down when no resources could have been mobile it was accepted however we simply do not comprehend its position now, we urge the committee to take up the lack of urgency from Biosecurity and play their part in keeping goods flowing into the community without delay.

Regards

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Operations Director



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