

Senate Standing Committee on Economics
ANSWERS TO QUESTIONS ON NOTICE
Innovation, Industry, Science and Research Portfolio
Budget Estimates Hearing 2010-11
31 May 2010

AGENCY/DEPARTMENT: INNOVATION, INDUSTRY, SCIENCE AND RESEARCH

TOPIC: Service Charter

REFERENCE: Written Question – Senator Eggleston

QUESTION No.: BI-121

The NMI Service Charter on the NMI website is dated June 2007 and states that “NMI will ... informally review the standards in this Charter at least once a year; formally review the standards in the Charter every two years; and include in the Departmental Annual Report the outcomes of formal and informal review and any adjustments made to the Charter”. Can you point out where, in any of the Department’s annual reports published in the three years since the Charter was written, you have provided the outcomes of these reviews?

ANSWER

The service standards identified in the charter relate to NMI’s expertise, which is reported in each Annual Report. For example, the list of the accreditation and certification standards held by NMI are reported at page 84 in the 2008-09 Annual Report, page 52 in the 2007-08 Annual Report, and page 74 in the 2006-07 Annual Report. As an outcome of internal reviews undertaken to identify new areas of required service provision, the 2008-09 Annual Report includes a new service standard, being for the “Therapeutic Goods License for trace and macro element testing of medicinal products”, page 84.