

# Biosecurity auditing without physically going on site

## The Problem

The Department of Agriculture, Water and Environment (DAWE) annually audit entities who are involved in the import and export of agriculture-related products to ensure they are minimising the risk of pest and disease transmission.

Approximately 15% of an auditors' time is spent on travel and two hours per audit is spent on post audit processing when evidence collected during audits is manually entered into multiple different systems. Reducing the time tied up in travel and post audit processing would enable audits to be undertaken more frequently, reducing risk, and would enable DAWE to keep pace with the increasing demand for audits.

## What was done

In 2020, Zirkarta was paired with video conferencing to enable auditors to remote control entities. This project was undertaken without physically meeting anyone from DAWE.



- the video enabled the auditor to see through the eyes of the entity,
- instructions were given verbally or by plotting directions on a site plan which were visible to the entity in real-time.
- the current location of the entity was visible on the site plan.
- photos and documents were uploaded by the entity and attached to the site plan which were visible to the auditor in real time,
- the auditor completed a standard audit checklist, and
- data captured in the checklist was automatically reused to populate reports, statistics and dashboards.

## What was found

**71%** of auditors said it **improved assurance** compared to existing remote auditing tools.

**43%** of auditors said it was **as good as physically being on-site**.

**100%** of auditors said it had **high or very high potential**.

