![NAIT logo]

National Animal Identification and Tracing Scheme

National Operations Plan 2022/23

Te Kaupapa Tautohu me te Whaiwhai Kararehe mō te Motu

Mahere Whakahaere Motu 2022/23

![OSPRI logo]

Contents

Foreword from the Chief Executive

Animal traceability is a key part of New Zealand's biosecurity system. NAIT Limited is responsible for managing New Zealand's livestock traceability scheme, the National Animal Identification and Tracing scheme (NAIT). A strong traceability scheme means the farming sector can get back to business sooner if there is a biosecurity threat, food safety concern or market access issue.

On 1 July 2022, NAIT turned 10 years old. Prior to the introduction of NAIT, there was no national scheme focused on full lifetime traceability of animals for disease management purposes.

Reporting of possible foot and mouth infection on Waiheke Island in 2004 highlighted the absence of a central repository of information about farmers and their animals; a repository that could be called upon to understand the extent of the potential infection/outbreak and help manage the response. This spurred on the decision to take traceability seriously and develop a New Zealand-specific system for full lifetime traceability.

Managing biosecurity threats and risks through full lifetime traceability is essential to uphold and protect New Zealand's livestock sector.

NAIT Limited has been working hard with our shareholders and stakeholders to stabilise the NAIT system following feedback from farmers and industry that the system is difficult to use and did not perform in the event of a disease outbreak. The *Mycoplasma bovis* (*M. bovis*) outbreak in 2017 highlighted serious concerns with NAIT, with considerable costs incurred by industry and Government because of the need to manually trace livestock. Over the past two years we have progressed urgent and necessary work to stabilise the traceability system, including the work we have done as part of our five-year technology investment programme.

We still have a way to go to ensure New Zealand has a world leading livestock traceability scheme that enables full lifetime traceability of animals. We can't do this without our vital partnerships with the Crown and with industry, and we want to do even more by partnering with Māori agribusiness to explore opportunities to adopt te ao Māori in our design principles. This National Operations Plan is a driver of that work.

Ko tēnei mea te whaiwhai kararehe tētahi wāhi taketake o te pūnaha haumaru koiora o Aotearoa. Ko NAIT Limited kei te noho haepapa mō te whakahaere i te pūnaha whaiwhai kararehe pāmu o Aotearoa, e kīa nei ko te Kaupapa Tautohu me te Whaiwhai Kararehe mō te Motu (NAIT).Mā tētahi pūnaha whaiwhai kararehe pakari ka āhei ai te rāngai pāmu ki te hoki wawe ki te mahi mehemea he tuma mōrea haumaru koiora, he āwangawanga rānei mō te kai, mō te tomokanga mākete rānei.

I te 1 o Hōngongoi/Hūrae 2022, ka taka te 10 tau o NAIT. I mua atu i te whakaurunga mai o te NAIT, kāore kau he pūnaha ā-motu i arotahi ki te āheinga whaiwhai kararehe mo te wā katoa e ora ana, mō ngā take whakahaere māuiui.

I ngā pūrongo i tuhia mō te mate waewae, waha hoki i te moutere o Waiheke i te tau 2004 ka kitea nuitia te korenga o tētahi pūranga mōhiotanga matua mō ngā kaiahuwhenua me ā rātou kararehe; hei pūranga ka taea te whakawhirinaki atu kia mārama ki te whānui o ngā pokenga tērā pea ka puta/ te mate urutā tonu, hei whakahaere hoki i ōna wawaotanga. Nā tēnei i whakaoho ngā whakaaro o te tangata kia aronuitia ngā take whaiwhai kararehe, kia hangaia hoki he pūnaha hāngai ki Aotearoa mō te whaiwhai karerehe mō ōna rā katoa i te ao nei.

He mea taketake te whakahaere i ngā tuma haumaru koiora me ngā mōrearea, mā te whiwhi whaiwhai kararehe tūturu mō ōna rā katoa i te ao, hei whakapūmau, hei wawao hoki i te rāngai kararehe pāmu o Aotearoa. Kua mahi nui NAIT Limited me ā mātou kaipupuru hea, kaipupuru pānga hoki hei whakatūturu i te

pūnaha NAIT, i muri i ngā kōrero i hoki mai i ngā kaiahuwhenua me te ahumahi he uaua te pūnaha ki te whakamahi, ā, kāore i tino puta he hua i a ia i te pakarutanga mai o tētahi māuiui. Nā te pakarutanga mai o te *Mycoplasma bovis* (*M. bovis*) i te tau 2017 i puta i ētahi āwangawanga nui mō te NAIT, me ētahi āwangawanga nui i hua ake mō te ahumahi me te kāwanatanga, nā te mea me whaiwhai ā-ringa te tangata i ngā kararehe pāmu. I roto i ngā tau e rua ka hipa ake nei kua kawea whakamua e mātou ngā mahi hīkaha, ngā mahi hoki e tika ana hei whakatūturu i te pūnaha whaiwhai kararehe, tae atu ki ā mātou mahi i roto i tā mātou kaupapa haumi hangarau mō te rima tau.

Arā anō ngā wāhanga o te ara kei mua tonu i a tātou hei whakapūmau i te nohonga mai o tētahi pūnaha whaiwhai kararehe pāmu hei matakahi mō te ao, e taea ai te āheinga whaiwhai kararehe mō ōna rā katoa. Me mātua kōtui atu ki te Karauna me te ahumahi, e taea ai ēnei whāinga, ā, e tino hiahia ana anō hoki mātou kia mahi kōtui atu me ngā kamupene ahuwhenua Māori hei tūhura i ngā whāinga wāhi kia whakaurua mai ngā āhuatanga o te ao Māori ki ā mātou mātāpono hoahoa kaupapa. E noho ana tēnei Mahere Whakahaere ā-Motu hei atamira mō taua mahi.

Steve Stuart
Chief Executive

New Zealand's traceability journey

A fully functioning and accurate animal tracing system is important because it underpins New Zealand's ability to respond to disease outbreaks quickly and effectively; helps limit the economic impact of outbreaks when they occur; helps manage risks to human health; can better inform on-farm decision making; and supports access to some overseas markets.

NAIT was introduced as New Zealand's mandatory livestock identification scheme on 1 July 2012, and plays an important role in responding to livestock disease outbreaks. There are many benefits of a traceability system for the livestock sector, the communities, businesses and consumers that rely on it including:

- Supporting farmers by providing information on the history of animals to help them make better on-farm management decisions.
- Protecting farmers' livelihoods and ensuring they can return to full productivity more quickly and with less cost in the event of a disease outbreak.
- Supporting biosecurity and disease management to rapidly respond to and manage a disease outbreak or incursion.
- Meeting market assurance requirements, helping us to maintain access or gain access to new markets.

The *Mycoplasma bovis* outbreak, which began in 2017, showed there were significant shortcomings in overall compliance with the NAIT scheme (<60% overall). While it has been acknowledged that New Zealand could not have attempted to eradicate *Mycoplasma bovis* without NAIT, had the system been fit-for-purpose, the response would have been quicker, less costly, resulted in less farm-to-farm transmission of the disease, and caused less stress for farmers.

An independent review into the *M. bovis* response found the absence of a comprehensive farm database and effective livestock tracing system were longstanding issues and, despite recent improvements, information system interoperability continued to be below acceptable standards. The review also found that the biosecurity system needed to be

strengthened through a planned programme of improved livestock tracking, compliance, accurate recording of farm data, and the ability to share data through different information systems.

Farmer feedback also outlined that the NAIT information system was difficult to use and that there were insufficient resources to educate and support them to meet their obligations.
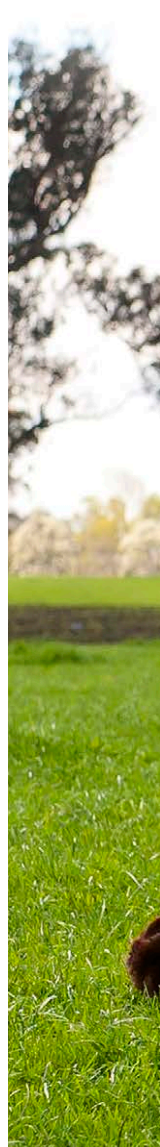
In 2019/20 it was identified that upgrading the current NAIT information system would not be a workable option, in part due to the high cost. The preferred option was to replace the current system. Work has since been completed to stabilise the current NAIT information system in preparation for the new traceability and disease management software, called MyOSPRI, that will be replacing the current NAIT information system.

The Traceability Health Check

In 2020/21, OSPRI and its key stakeholders undertook the Traceability Health Check, a process designed to develop a new strategy for traceability: one that was fit for purpose, allowed farmers to extract value from it, was easy to use, and supported disease response teams in their work. The proposed Strategy was a customer-centric, intelligence-led, behavioural change approach that was supported by the new technology platform (MyOSPRI), accurate and timely data, research and development, and strong industry partnerships.

The previous NAIT National Operations Plan was written in anticipation of the delivery of that strategy, which required an increase in funding to deliver. At the start of 2022, NAIT Ltd undertook consultation with levy payers, collection agents, and funders on a proposal to increase NAIT levies, the Crown contribution, and deer industry contribution. The consultation ran from 21 January to 25 February 2022 and received 147 submissions.

After extensive review and consideration of the views expressed in these submissions, the Board of NAIT Limited decided to revise their proposed operational strategy under a reduced funding package.

This document

This document contains the revised Traceability Operational Strategy (reviewed three-yearly) and the National Operations Plan. The National Operations Plan, under section 10(1)(a)(x) of the NAIT Act:

• Sets strategic and operational goals.

• Sets objectives and priorities for the NAIT organisation and the NAIT scheme.

• Identifies the expectations of those persons who have an interest in the NAIT scheme.

• Specifies the measures by which the NAIT organisation's performance of its functions and duties under this Act (including any function or duty the minister directs under section 10(2)) will be assessed, and

• Specifies how the NAIT organisation's activities will be independently audited against those measures.

The NAIT National Operations Plan lists our activities for the reporting year. As required by law, we will:

- **Review:** Annually review the National Operations Plan and amend it if required. Provide the Minister with the findings of the annual review.

- **Priorities and expectations:** Prepare a written report stating how the NAIT organisation addresses the Government's priorities and expectations relating to the organisation's performance of its functions and duties under this Act. Provide the Minister with the findings of this at the end of the financial year.

- **Financial statements:** Prepare financial statements that comply with sections 63 and 10A(1) of the NAIT Act. Provide these statements to the Minister. Provide the results of an audit of these financial statements to the Minister.

- **Audit:** Arrange for an annual audit against the measures specified in the National Operations Plan. Provide the Minister with the independent audit findings as soon as practicable after the audit has been completed.

Traceability Operational Strategy

National Operations Plan

Focus areas
What are our areas of focus?

Key activities
How are we going to get there?

Progress measures
How are we going to know
we have gotten there?

Stakeholder expectations
What do our stakeholders think?

The 2022–25 Traceability Operational Strategy

The revised Traceability Operational Strategy has an emphasis on delivering the core capabilities of a fit-for-purpose traceability system that works in the event of a disease outbreak. It is reviewed three-yearly alongside a NAIT funding review.

Strategic outcome
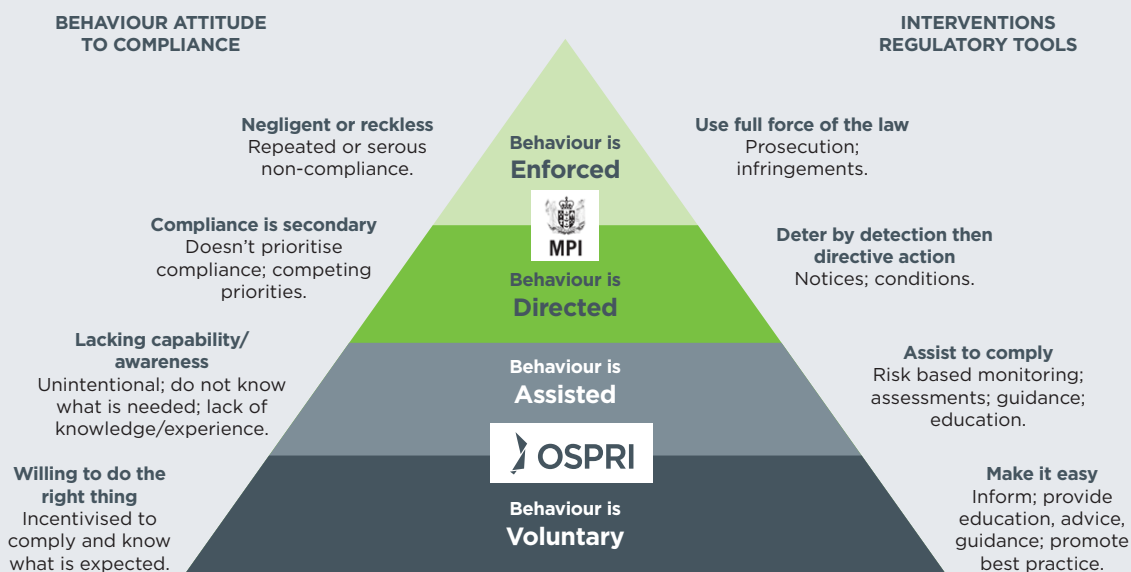
Our **Strategic Outcome** for the NAIT scheme is that:

"There is full traceability of animals" within the NAIT scheme".

Full traceability is achieved when we know where an animal has been from birth to death.

The Traceability Operational Strategy uses regulatory deterrence as the key tool to change behaviour. It focuses on a farmer's calculated motivation to comply. Farmers and other regulated parties have access to the guidance and support they need, and the farmer believes that the benefit of averting fines and prosecutions exceeds the costs of complying.

The VADE model

As a regulatory deterrent-based approach, we use the VADE model to inform what activities we intend to deliver. OSPRI will deliver the voluntary and assisted aspects of this compliance model.

BEHAVIOUR ATTITUDE TO COMPLIANCE

Negligent or reckless Repeated or serous non-compliance.

Compliance is secondary Doesn't prioritise compliance; competing priorities.

Lacking capability/ awareness Unintentional; do not know what is needed; lack of knowledge/experience.

Willing to do the right thing Incentivised to comply and know what is expected.

Behaviour is **Enforced**

MPI

Behaviour is **Directed**

Behaviour is **Assisted**

OSPRI

Behaviour is **Voluntary**

INTERVENTIONS REGULATORY TOOLS

Use full force of the law Prosecution; infringements.

Deter by detection then directive action Notices; conditions.

Assist to comply Risk based monitoring; assessments; guidance; education.

Make it easy Inform; provide education, advice, guidance; promote best practice.

Our focus areas

- Ease of use and system integration.
- Helping farmers and industry to comply.
- Partnering with the wider biosecurity system.

Our outcomes

The NAIT scheme is to meet the following outcomes:

- Supports biosecurity and food safety response tracing (including fast moving diseases such as foot and mouth disease).

- Supports and integrates with wider systems and processes (including MPI's compliance and enforcement functions).

- Aids ease of use for farmers (including call centre support) and enables data security, integrity and integration.

- Provides tracing and disease management support for long term biosecurity management programmes to enable them to satisfy the necessary national and international standards.

Our benefits

	Benefit	Indicators	Measured by
USABILITY	• Increased usability of the NAIT information system. I.e., farmers can easily meet their NAIT obligations. • Farmer ability to self-service. • Disease response teams have the tools they need to trace animals effectively. • Compliance teams have the tools they need to easily monitor compliance.	• MyOSPRI releases delivered to schedule. • Reduced reliance on OSPRI Support Centre. • Increased farmer interaction with MyOSPRI. • Positive user feedback on user surveys. • Disease response and compliance teams express confidence that they have the tools to effectively trace animals and monitor compliance.	1. 25% reduction in calls to the Support Centre, where those calls relate to the fulfilment of basic NAIT obligations within 12 months of the release of NAIT MVP functionality in MyOSPRI portal. 2. Customer satisfaction survey on third-party integration. 3. In-system MyOSPRI metrics (e.g., time spent on a page in MyOSPRI, click-throughs to user guides, use of information providers). The specific metrics and / or initiative to measure them is yet to be developed.
PARTNERSHIPS	• There is a clear value proposition for traceability. • There is consistency in messaging across the sector.	• Agreed roles and responsibilities of key players. • Positive trends from stakeholder feedback.	4. MyOSPRI smart API reporting and monitoring for errors. The specific metrics and / or initiative to measure them is yet to be developed. 5. Number of entities accredited for system integration, and as accredited entities and information providers. 6. Zero data accuracy issues relating to accredited third-party integration.
EDUCATION AND ENGAGEMENT	• More effective/ targeted education and engagement. • Increased awareness of traceability obligations. • Compliance enforcement activities are targeted and effective.	• Increases in NAIT compliance (animal registration, movement timeliness, lifetime traceability). • Positive trends from stakeholder feedback.	7. Quantity of support farmers can access though education, training, and communications on understanding and meeting NAIT obligations. 8. User feedback surveys from Support Centre quality metrics.
ASSURANCE	• Ability to efficiently trace in a disease response. • Improved confidence in the accuracy of traceability data in disease risk areas. • The system performs well in the event of a disease outbreak.	• Improved accuracy of traceability on-farm records in high-risk areas. • Reduction in time taken for disease tracing activities (tabletop exercise).	9. Biannual disease tracing desktop exercise (working from a random NAIT location and expert epidemiologists, how fast does a disease outbreak take to respond to?). 10. Using on-farm data accuracy audit through a risk-based on-farm audit programme, that can be delivered by NAIT or its partners as an annual ongoing process, using the legislative powers and tools available. This will enable us to quantify data discrepancies, and would include measuring the accuracy of traceability on-farm records in high-risk areas. 11. Within 12 months of the release of NAIT functionality in the MyOSPRI portal, 90% of NAIT locations audited will have greater than 85% aggregated compliance across the range of NAIT obligations audited.

Stakeholders

The NAIT Act requires the NOP to identify the expectations of those persons who have an interest in the NAIT scheme (sections 10(1)(a)(ix) and 10(1)(a)(x)(C) of the National Animal Identification and Tracing Act 2012).

A variety of persons who have an interest in the NAIT scheme were identified.

Stakeholder	Who
OSPRI's shareholder organisations and funders	• Beef + Lamb New Zealand • DairyNZ • Deer Industry New Zealand • NZ Government *(funder, non-shareholder)*
Those who have obligations under the NAIT Act and regulatory framework	• Farmers (PICAs or people in charge of animals) • Saleyards • Stock and station agents • Meat processors • Live exporters • Livestock transport operators • Tag manufacturers • Information providers and accredited entities dealing with NAIT animals

Those who rely on the information in NAIT	• Disease control functions, within OSPRI and elsewhere
	• Ministry for Primary Industries:
	  – Readiness, response and incursion investigation teams / Mycoplasma bovis programme
	  – Food safety
	  – NAIT Compliance Officers
	  – Animal Welfare Officers
	  – Biosecurity Policy
	  – Office of the Chief Scientist
	  – Police (wandering stock and stock theft)

Others	• Animal renderers • Farm supply stores • Federated Farmers • Livestock genetics companies • Local government (Animal Control) • Ministry of Foreign Affairs and Trade • Other 'peak-body' organisations (organisations that represent a community or a sector, including the Meat Industry Association and the Dairy Companies Association of New Zealand) • Primary Industry Training Organisations • SPCA

Expectations for this reporting year

Stakeholder expectations

The Government and shareholders have notified us of the following expectations for the NAIT scheme:

- Supports biosecurity and food safety response tracing (including fast moving diseases such as foot and mouth disease).
- Supports and integrates with wider systems and processes (including MPI's compliance and enforcement functions).

- Aids ease of use for farmers (including call centre support) and enables data security, integrity and integration.
- Provides tracing and disease management support for long term biosecurity management programmes to enable them to satisfy the necessary national and international standards.

These are reflected in the "Outcomes" section of the Traceability Operational Strategy above.

Focus area:
Ease of use and system integration

NAIT needs systems that are easy to use, and integrate seamlessly.

In practice this means that:

- Those with obligations under the NAIT scheme can meet them easily using our information systems.

- There is a streamlined user experience where users can enter information once, in any accredited software, and be confident they are meeting their NAIT obligations.

The following are our key activities for this reporting year.

Key activities

1.   Information systems

Easy-to-use and fit-for-purpose information systems are a critical enabler for the success of the NAIT scheme.

This includes the NAIT information system's usability, user experience, data integrity and security, and the tools available to us. For example, tools and reports for rapid tracing for disease management purposes.

By improving the user experience, compliance will increase and we will improve data accuracy. By ensuring that those that need access to NAIT data have the right tools to meet their needs, we can increase the value of and confidence in the NAIT scheme.

We will:

- Deliver a replacement NAIT information system that allows users to complete their legal requirements. The system will:
  - be easier to use and will focus on enabling self-service, with less requirement to use the OSPRI Support Centre.
  - provide rapid tracing tools to support disease response teams, and long-term disease management and surveillance programmes.
- Develop a prioritisation matrix for future enhancements to NAIT functionality in MyOSPRI under a BAU support model.
- Prepare for delivery of a Third-Party Software Standard (following delivery of NAIT functionality in MyOSPRI) to govern the accuracy and security of software that integrates with the NAIT information system.

2.   Integrating with wider systems and processes

Being able to integrate with wider systems and processes, including with the Ministry for Primary Industries Animal Welfare and NAIT Compliance team, is critical for the success of the NAIT scheme.

We will:

- Work with MPI and stakeholders to identify potential systems and processes for possible integration to support traceability, food safety, or disease response.

Focus area:
Helping farmers and industry to comply

Those with obligations under the NAIT scheme need to understand these obligations, and have access to tools and resources so that they can easily meet them.

Helping farmers and industry to comply contributes to a higher degree of data integrity, ultimately adding value and enabling those who rely on NAIT data to gain maximum value from it, for example, to support a disease management event. In turn, we can better achieve our strategic outcome of full lifetime traceability.

The following are our key activities for this reporting year.

Value to sector and industry

Reliable data

High levels of compliance

Helping farmers and industry to comply

Key activities

3. **Improving tag retention**

    NAIT data accuracy depends upon reliable devices (ear tags). Improved tag retention will improve full traceability of NAIT animals and decrease costs for farmers.

    Increasing tag retention will also improve compliance by reducing a known barrier to compliance with the NAIT scheme.

    We will:

    • Deliver education on NAIT tagging best practice.
    • Consider longer-term revision of the NAIT Animal Identification Standard to improve animal identification and sustainability.

Key activities

4.   **Customer excellence**

Customers need to be at the heart of everything we do to achieve traceability outcomes. Customer excellence is always supported by being close to our farmers and stakeholders, providing support via our national Support Centre, and providing on-the-ground regional assistance strengthened by OSPRI's regional operating model giving us an increased regional footprint.

We will:

- Continue to assist farmers through our Support Centre.
- Support farmers 'on the ground' including having a presence at A&P shows, Fieldays, and saleyards.
- Continuously improve how we deliver services to our customers, including through case management, training, and recording standard practises in a knowledge base.
- Identify what core services must be delivered by NAIT, and what services could be carried out by agricultural sector partners as a user-pays service under the Information Provider Standard. Commence drafting a transition plan to a new way of delivering services, for implementation after the NAIT information system is replaced in 2023.

5.   **Communications and engagement**

Communications and engagement on NAIT obligations, integrated with our shareholders and stakeholders, support farmers to understand their obligations and the value proposition for traceability. In turn this improves the accuracy of NAIT data and enables farmers to comply.

Our communications campaigns are delivered at critical points in the farming calendar when NAIT compliance is more challenging, compromising lifetime traceability.

We will:

- Continue to develop communications material on how farmers and others can best understand and meet their NAIT obligations.
- Develop education, communication, and marketing material to support the roll-out of MyOSPRI NAIT functionality in 2023.
- Implement four key industry campaigns, including distributing key messages and calls to action through our partners. A key focus area for our campaigns will be incorporating the release of MyOSPRI and educating farmers on how to meet their obligations in the new system.
  - Moving day (May – middle June), when dairy farmers move to new farms to commence new employment and milking contracts
  - Beef calving (August – November), when new beef animals are born
  - Dairy calving (July – September), when new dairy animals are born
  - Breeding bull sales (June – December), when bulls are sold and moved for mating season.

The target audience for these campaigns varies according to the farming activity and will include all relevant players within the NAIT compliance chain (PICAs and PICA delegates, stock and station agents, saleyards, transport companies and meat processors).

Key activities

6. **Education**

Providing education on the NAIT scheme to those with NAIT obligations is a cornerstone of the Assisted part of the VADE model. It means that those with obligations under the NAIT Act are supported to adopt good on-farm traceability practices to fulfil NAIT obligations.

We will:

- Develop and deliver a nationally consistent education programme, that can be delivered by NAIT (across the country, no matter where we or our customers are) and/ or the agricultural sector.
- Provide educational material that can be delivered online or in person. This will focus on the five key NAIT obligations:
  - register as a PICA
  - register your NAIT location
  - tag and register your NAIT animals
  - record your NAIT movements
  - keep your records up to date.
- Provide one-to-many education through our Regional Partners.

7. **Leverage our regulatory framework**

We will continue to optimise the way the NAIT scheme is delivered, and ensure compliance with legislation, through fully utilising the range of regulatory tools available.

We will:

- Continue to advocate for regulatory reform of the NAIT Act and Regulations as required.
- Maintain NAIT Standards, Guidelines, Policies, and Business Rules including the:
  - Animal Identification Standard
  - Third-Party Software Standard
  - Accreditation of Entities Dealing with NAIT Animals Standard
  - Accreditation of Information Providers Standard.

8. **Intelligence in support of regulatory compliance**

NAIT undertakes compliance activities under the VADE model with MPI. NAIT is responsible for the Voluntary and Assisted compliance functions, with MPI responsible for the Directed and Enforced functions.

An intelligence-led approach enables us to be more directed when supporting those who have NAIT obligations. This supports an approach to compliance based on disease risk.

We will:

- Focus our intelligence resources on tactical and operational intelligence in support of regulatory compliance. This will align with our application of the VADE model.
- Target our compliance activity to the areas of greatest risk.
- Develop and deliver a joint MPI/NAIT intelligence/compliance plan.
- Continue robust reporting and monitoring of our compliance metrics.
- Develop an intelligence report to understand the current data accuracy issues and the associated risk.

Focus area:
Partnering with the biosecurity system

A key enabler of our success is to establish and maintain partnerships.

Partnering with the biosecurity system will enable:

- Those responsible for disease management to understand and input into the traceability scheme.

- NAIT and MPI to work together successfully, under the VADE model, on compliance and enforcement.

- Farmers to have confidence in third-party NAIT services delivered by the agricultural sector.

- Informed and timely decision making.

The following are our key activities for this reporting year.

Key activities

9. **Industry partnerships and governance**

Partnerships increase engagement with the system. This embeds the traceability value proposition, connects NAIT with all the players in the sector, and strengthens the biosecurity system.

We will:

- Engage with our industry partners as required by the NAIT Act, including through our governance frameworks and at a grassroots level through our Traceability Technical Reference Groups.
- Work with the agricultural sector to enable it to help farmers carry out their NAIT obligations.

10. **On-farm audit programme to improve compliance and data accuracy**

To ensure the traceability system performs as expected in the event of an outbreak, accurate data is vital. One of the best ways to confirm that the data matches the on-farm situation is through on-farm auditing.

Ensuring the NAIT information system accurately reflects the actual animals on farm at any time, though regular whole herd scanning, will enable a high level of compliance and data accuracy.

We will:

- Design a risk-based on-farm audit programme, that can be delivered by NAIT or its partners as an annual ongoing process, using the legislative powers and tools available.
- Provide education on how to address discrepancies between the on-farm situation and the NAIT information system.

11. **Accreditation of information providers and entities dealing with NAIT animals**

Accreditation helps farmers have assurance that NAIT accredited organisations handling and managing their NAIT data are accountable and meet industry-agreed standards.

NAIT accreditation improves data accuracy in the NAIT information system, which supports biosecurity.

We will:

- Audit and accredit information providers and entities dealing with NAIT animals as detailed in the relevant Standards.
- Maintain the Standards that govern our accreditation programme.

12. **Partnering with Māori**

Partnering with Māori helps us to embed the principles of the Treaty of Waitangi in the way we implement and manage the NAIT scheme. We will focus on partnering with Māori to adopt te ao Māori in the design of the NAIT programme and our initiatives.

We will:

- Engage with Māori agribusiness, our stakeholders and MPI to explore opportunities to adopt te ao Māori in our design principles.
- Identify opportunities to learn from Māori agribusiness, for the benefit of the traceability programme.
- Identify opportunities to partner with Māori agribusiness to better support it across education, process improvement, and compliance, for both traceability and disease control.

Measuring our progress

Traceability key performance indicators

Progress against this NOP is monitored under our performance monitoring framework. Funders and NAIT Ltd will identify and agree on initiative level metrics to be reported on under the performance monitoring framework.

Our strategic-level indicators are:

- Achieve 72.5% compliance with NAIT obligations as measured on the traceability compliance scale (indicative, aggregated across the range of available NAIT compliance measures, baseline 66.6%).
- Delivering a NAIT system that is easy to use and fit for purpose.
- 75% of Stakeholder and Committee Chairs express confidence in OSPRI and its programmes, measured 6 monthly.

Our benefits for this reporting year

These have been drawn from the Benefits section of the 2022–25 Traceability Operational Strategy, and are the benefits we expect to see within the 2022/23 reporting year.

Metric	By end June 2023
Biannual disease tracing desktop exercise (working from a random NAIT location and expert epidemiologists, how fast does a disease outbreak take to respond to?).	First exercise undertaken for benchmarking.
Customer satisfaction survey on third-party integration.	First survey undertaken for benchmarking.
Number of entities accredited for integration.	30 entities accredited.
Quantity of support farmers can access though education, training, and communications on understanding and meeting NAIT obligations.	Four industry campaigns run. Improvement of 10% on July 2022 on OSPRI website page visits for NAIT educational content.
User feedback surveys from Support Centre quality metrics.	Maintenance of July 2022 Net Promoter Score.