



solo advisory services

assisting businesses and individuals to navigate the path to certified production

frequently asked questions

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If you are looking to play your role in protecting the planet but facing barriers to organic or other certification, solo advisory services is here to help.

See below for some FAQs around the scope of our consultancy.

Is this service for AOL members only?

Services are open to both members and non-members.

While not essential, Australian Organic Limited membership can be beneficial for your business and for our industry. If you are interested in learning more about Australian Organic Limited membership, please visit our [members page](#).

Do I have to be certified to use these services?

Absolutely not. We encourage anyone who is seeking assistance or consultancy to approach the solo team. Whether you are looking to learn more about organic practices, entering the organic certification pathway or just seeking general advice for an issue, we are here to help.

Are services restricted to organic certification?

While our main area of expertise is the organic industry, we may also be able to help with complementary programs or farming advice in general. If in doubt, please submit an enquiry and we will clarify what assistance is available.

What if I'm looking for a service or assistance with an issue that I can't see being offered on the website?

Please feel free to send through an enquiry form, email or give us a call for a chat. Even if it is not currently listed, we may be able to assist with your questions.

What about confidentiality/privacy?

All advice/consultation is provided under a signed agreement by both parties. All information provided will remain confidential, unless written permission is supplied by the operator.

Will my certifier be contacted?

Not at all. All information provided will remain confidential. No certification body will be contacted regarding any information provided.

What are the costs?

The cost for services is based on the type of issue or advice that an operation is seeking. We prefer to have an initial free consultation call (30 minutes) to gather details, then provide a proposal of the costing based on the concern as well as the timeframe.

What if I require urgent advice/consulting?

While we endeavour to respond to urgent enquiries as a priority, it is the responsibility of the certified operator to provide enough notice for assistance to be provided. If the advice required is in relation to open nonconformance and/or suspension, please ensure the certifier's due date is stated within your enquiry. Alternatively, please contact the office directly on the **07 3350 5716** and select the number for solo advisory, or else email the team via contact@soloadvisory.com.

