



Program for Dairy SME Exporters

Draft program outline

PASE Project and this workshop



Our Challenge

To continue the growth of dairy exports and enable all companies to leverage the strong reputation for safety that Australian dairy products enjoy, we must futureproof our approach to Dairy Export facilitation within a rapidly changing export environment across key industry and government bodies.



To do this we must evolve and develop the tools, systems and activities, particularly targeting Small to Medium Dairy Enterprises (SMEs), that will enhance our industry culture across all stakeholders to protect the reputation of our businesses and the industry in global markets.

PASE Workshop Objectives

1. Attract and engage current and prospective SME's in the dairy industry who wish to develop or expand their product offer into domestic and/ or export markets
2. Ensure companies obtain the core knowledge required to understand the critical success factors for developing a successful dairy processing business including:
 - The market for dairy in Australia and for export including 'passive' exporting
 - The regulatory requirements and framework in domestic and export markets
 - Challenges faced within the industry
 - Support that is available in each state

Agenda



Today's workshop agenda



1. Your Business
Growth
Challenge



2. Dairy Market
Overview (Domestic
and International)



3. The Regulatory
Framework &
Food Safety
Culture



5. Implications for
your business &
export planning
tools



6. Q&A Feedback
and Close

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Australian Food Regulatory Framework

Package Assisting Small Exporters Program

Tbc 2018

What do you mean by food safety?

Food is not safe if it would be likely to cause physical harm to a person who might later consume it.

Is it the same as Food Quality?

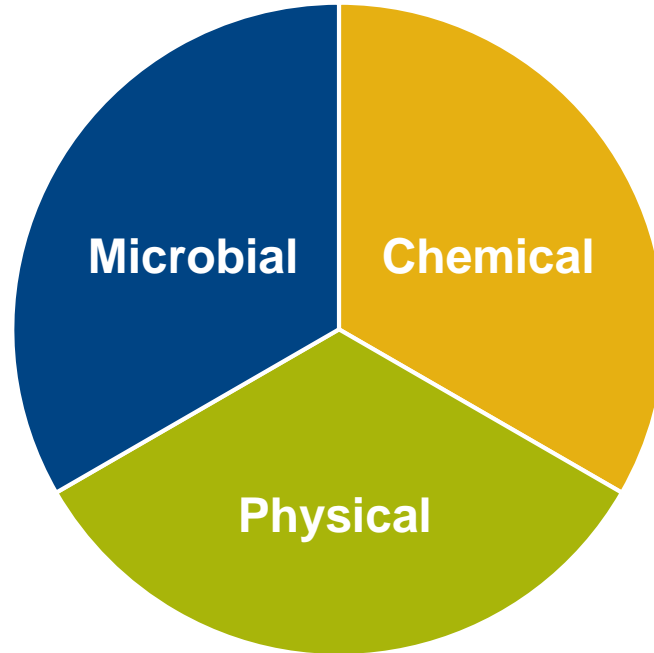


Food safety issues can come from:



- poor hygiene practices (e.g. cleaning, sanitising and hand washing)
- inadequate temperature control
- equipment failure (e.g. from poor maintenance)
- mistakes by people handling food
- unsafe inputs (e.g. poor water or soil quality, contaminated ingredients)
- packaging faults (e.g. failure of seals)

Risk to Food Safety



Sources of Food Safety Risks



- Environment
- Human
- Environment
- Raw materials
- Animal
- Water

- Environment
- Human
- Parasites
- Mechanical
- Raw materials

Microbial

Chemical

Physical

- Environment
 - heavy metals
 - mycotoxins
- Agricultural Chemicals
- Veterinary Medicines
- Cleaning agents
- Raw materials
- Water

Dairy Food Regulations – Responsibilities



State Specific Presentation



The Food Standards Code

Food Standards Development – Collaborative Process Primary Production Standard



Development of Food Standards is a collaborative process with input from multiple stakeholders.

Result is a system owned by the industry and largely industry self managed.

HACCP Principles



Australian Dairy Food Regulation Framework

Food Safety and Product Quality from Paddock to Plate



Pre-Farm

- Animals
- Water
- Feed
- Ag Vet Chemicals
- Fertilisers

Farm

- Water
- Feed
- Ag Vet Chemicals
- Fertilisers
- Veterinary Chemicals
- Animals
- Premises & equipment
- Milking practices
- Cleaning
- Milk storage
- Skills & knowledge
- Traceability

Transport

Milk/Traceability

Manufacture

- Milk
- Ingredients
- Water
- Packaging material
- Equipment
- Cleaning
- Skilled Staff
- Traceability

Distribution

Product/Traceability

Markets

Product/Traceability

HACCP – a key Food Safety Principle Underpins each of the Food Safety Plans at every step in the value chain.



Pre-Farm



- Herd is free of Bovine Tuberculosis, Brucellosis and BSE
- National Livestock Identification System (NLIS)/Vendor declarations for all stock movements
- Animal Health Australia implements animal health and welfare programs



- Water must be potable and suitable for animal consumption to assure animal health
- Water for cleaning purposes must be potable and not risk milk contamination
- Effluent disposal monitored by EPA



- Pasture feeding supplemented with grain, concentrates, fodder
- Commercial stockfeed inputs monitored by HACCP programs and any chemicals require APVMA registration – MRL's the focus
- Vendor declarations required for all sale of stockfeed



- All Agvet chemicals (medicines, cleaning agents, pesticides) must be APVMA registered
- Products must have approved labels with clear instructions for use and withhold periods
- All use must be recorded
- Veterinary medicines can only be administered by a registered Veterinarian



- Maximum use levels set and regulated by State Governments to manage long term accumulation risks to agriculture



Farm



- Every farm must have a Food Safety Program and comply with the Primary Production Standard 4.2.4 of the Food Standards Code
- Milking equipment cleaned and sanitised
- Approved and audited process
- Staff must be trained to accredited qualifications
- Milk cooling standards – 5oC within 3.5hours
- Milking shed and holding yards designed for optimal cleaning, and minimal animal stress.
- Records must be kept for:
 - Chemical use
 - Vet medicine usage
 - Withhold periods
 - Vendor declarations
 - Milk quality reports
 - Audit results and corrective actions.



Transport



- Mandatory Food Safety Program must cover:
 - Control of hazards during milk collection and transport
 - Product traceability
 - Time and temperature controls
 - Personnel skills
- Quality, temperature and Antibiotic residue testing done pre-unloading
- Positive results = supervised disposal
- Tanker cleaning by CIP process with APVMA approved chemicals
- CIP processes validated with surface swabbing.



Manufacture



A Food Safety Plan is mandatory for licensing.

It must cover:

- Pathogen reduction technologies including pasteurisation
- Temperature controls
- Processing
- Cleaning and sanitising
- Storage
- Traceability forwards and backwards through the supply chain from farm to customer
- Post-pasteurisation hazard management
- Raw material and ingredient management
- Records
- Personnel competency



Distribution



- All distribution warehouses require a Food Safety Plan
- All transports of bulk dairy products require a FSP
- Both must cover
 - Identification of food safety hazards and control factors
 - Visual cleanliness inspections of transportation units
 - Product temperature monitoring pre and during transportation
- Documentation of product movement for traceability
- FSANZ Recall Protocol mandatory



Market



- All product sold in Australia must comply with the Food Standards Code
- All retailers must have a Food Recall plan
- Many customers apply stringent product safety specifications which exceed the mandatory regulatory requirements – applicable to domestic retailers and export customers.



Australian Dairy Export System



Regulation of Dairy Export



Under the Australian Constitution:

- State and territory governments are responsible for public health and food safety
- The Australian government is responsible for export controls of certain food commodities, including dairy.

Exports must comply with:

- Australia New Zealand Food Standards Code - microbiological, residue, contaminants, and Primary Production and Processing Standard
- Export legislation – *Export Control Act 1982*, *Export Control (Milk and Milk Products) Orders 2005*, and the *Export Control (Prescribed Goods - General) Orders 2005*
- Importing country requirements

Elements of the export dairy system



- Approved Arrangements - documented food safety programs
- Inspection and auditing shared between DAWR and state authorities
- Establishment Registration
- Testing, where required - laboratories ISO 17025 National Association of Testing Authorities (NATA) accredited
- Permit to export
- Government certificate as per importing country requirements

Approved Arrangements



Key features:

- Establishments must have documented food safety program based on Codex HACCP principles
- Programs are verified and approved by DAWR through desk audits followed by site audits
- Approval maintained through ongoing audits, minimum of twice a year by SRA's (DAWR in WA and SA)
- SRA performance verified annually by DAWR
- Registered establishment information is maintained in Establishment Register (ER) database

Approved Arrangements

Elements of the documented food safety program:



- Management practices
- Water supply and potability
- Mandatory HACCP (including raw material)
- Cleaning, hygiene and GMP
- Training
- Identification and traceability
- Product sampling, standards & testing requirements
- Maintenance of equipment and buildings
- Pasteurisation and heat treatment specifications
- Internal audit and corrective actions
- Product recall procedures
- Importing country requirements

Establishment Registration

Key features:

- Register of establishments is maintained in the DAWR database Establishment Register (ER)
- Establishment details, type of operation, country eligibility listings, staff in management and control of the operation
- Supported by 'financial' and 'fit and proper person' checks
- ER links to EXDOC - export permit and government certificate issued only when all elements align
- Non-conforming establishments are suspended or deregistered



Export documentation system - EXDOC



Key features:

- Assesses information for eligibility of goods and establishment to export
- Issues export permit per consignment
- Compliance with importing country requirements based on a declaration of compliance issued by the manufacturer
- Government certification issued in accordance with importing country requirements
- Export eligibility is assessed prior to approval to export
- Establishments or products can be prohibited from export if required



Food safety culture

- How everyone (owners, managers and team members) thinks and acts in their daily job to make sure the food they make or serve is safe
- More than training, programs and processes
→ **behaviour**
- It's what happens when no-one's watching

Background

- Food safety cannot be guaranteed by a simple standards based approach
- 2015 onwards - term 'food safety culture' increasingly used
- National leadership and our role
- 2016 FSANZ and Safe Food Production Qld orum "Food Safety Culture – drivers, challenges and opportunities"



Food regulatory system

Priorities for 2018 -2021 and beyond

1. Reduce foodborne illness, particularly related to *Campylobacter* & *Salmonella*
2. Support public health objectives to reduce chronic disease related to overweight and obesity
3. Maintain a strong, robust and agile food regulation system



Why is it important?



Food safety is
everyone's
responsibility



Avoid illness
and other costs
of mistakes

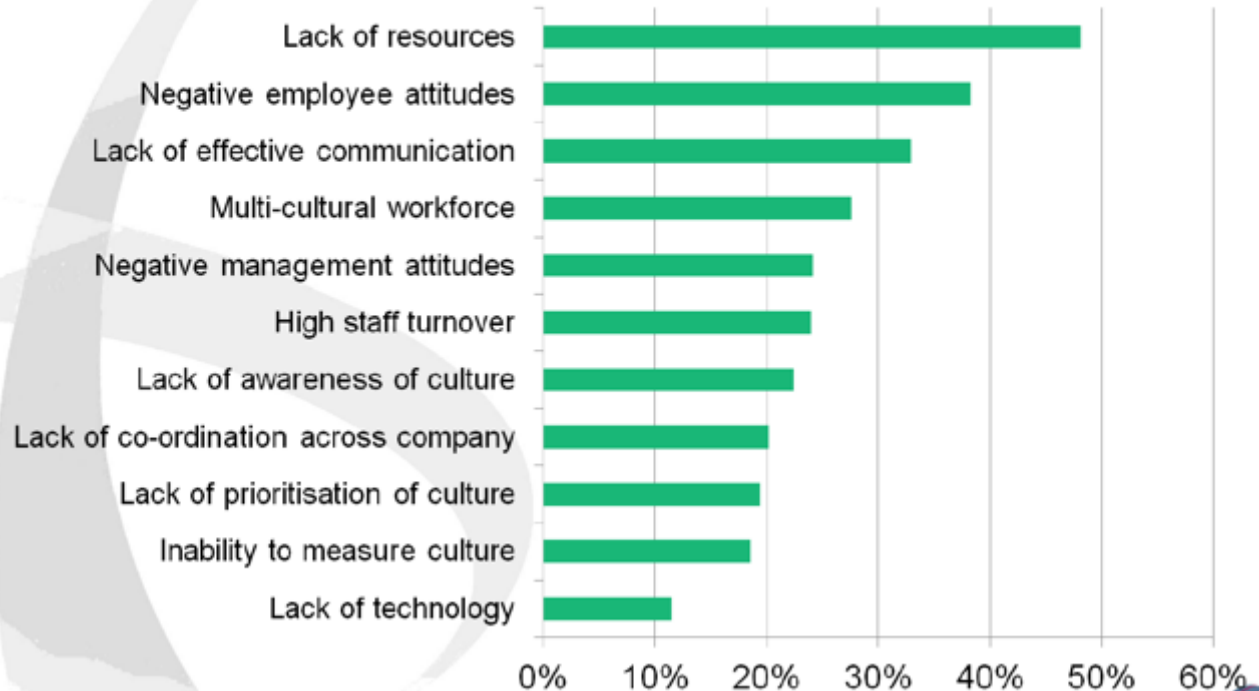


A trustworthy
product &
brand



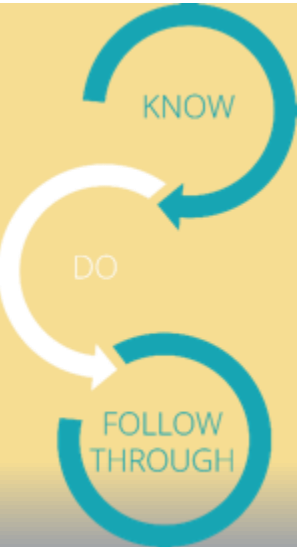
Safe behaviour
makes safe
food

Biggest challenge to developing a strong, positive food safety culture



FSANZ's work program

Where to start






- 1** Know your company's starting point –
Do a health check of your food safety culture
- 2** Do something to make a difference –
Shape and strengthen your food safety culture
- 3** Follow through for a long-lasting impact –
Track and improve your food safety culture

What does a strong culture look like?

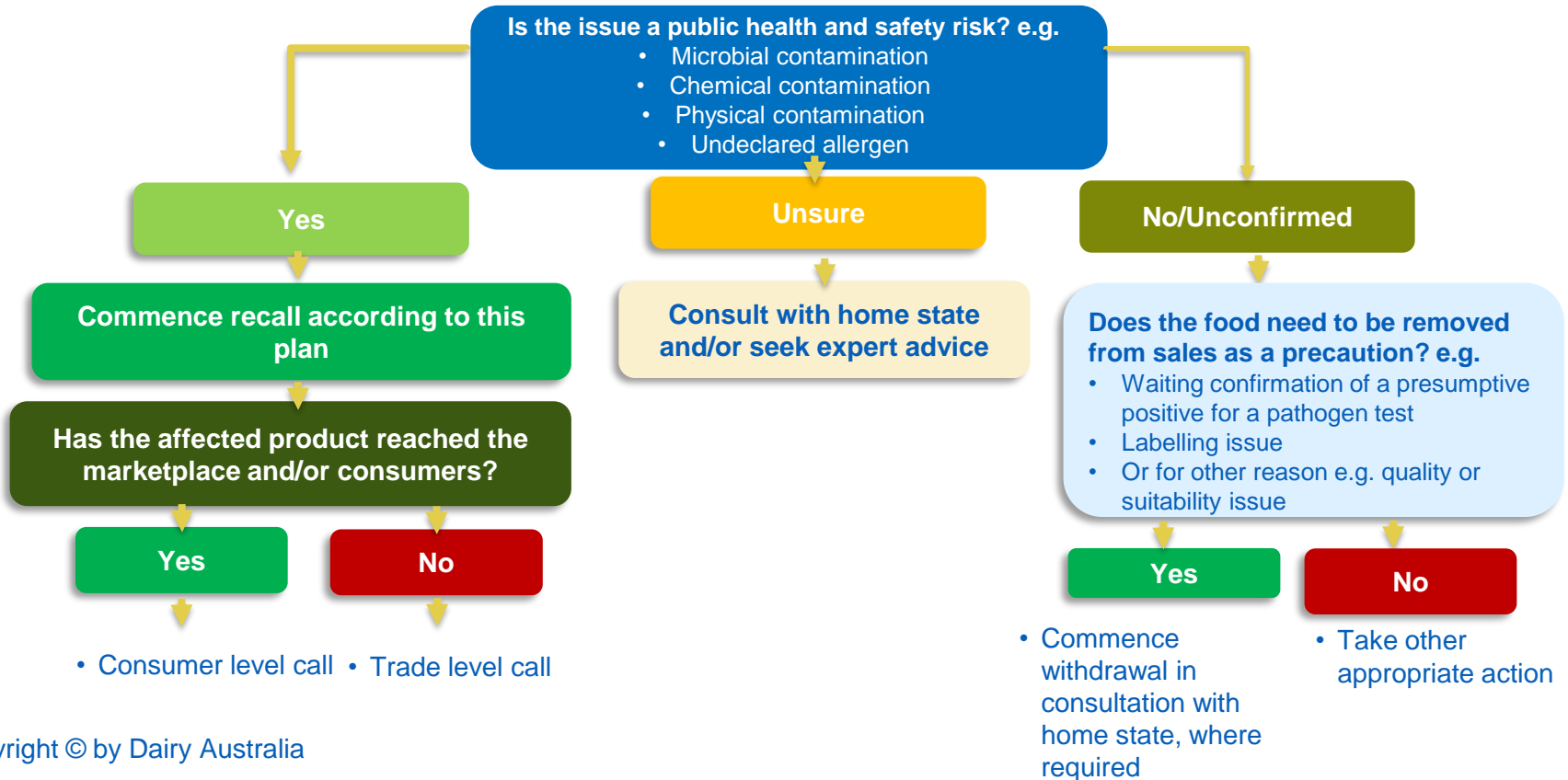
 <p>Strong leaders</p>	<p>Openly commit to making safe food the top priority</p>	<ul style="list-style-type: none"> • Schedule and lead regular meetings to openly report and discuss food safety • Regularly review FS performance & budget, follow up on identified issues • Encourage input from everyone, take suggestions seriously • Reward people that show strong commitment to FS
 <p>Committed managers</p>	<p>Dedicate time and effort</p>	<ul style="list-style-type: none"> • Meet with team often (e.g. weekly) to talk about FS issues & challenges • Encourage input from everyone, take suggestions seriously
 <p>Everyone contributes</p>	<p>Whole organisation believes safe food is important and everyone plays a part</p>	<ul style="list-style-type: none"> • Speak up if you see something done wrongly • Suggest things that could improve food safety • Ask questions if unsure about practices

What does a strong culture look like?

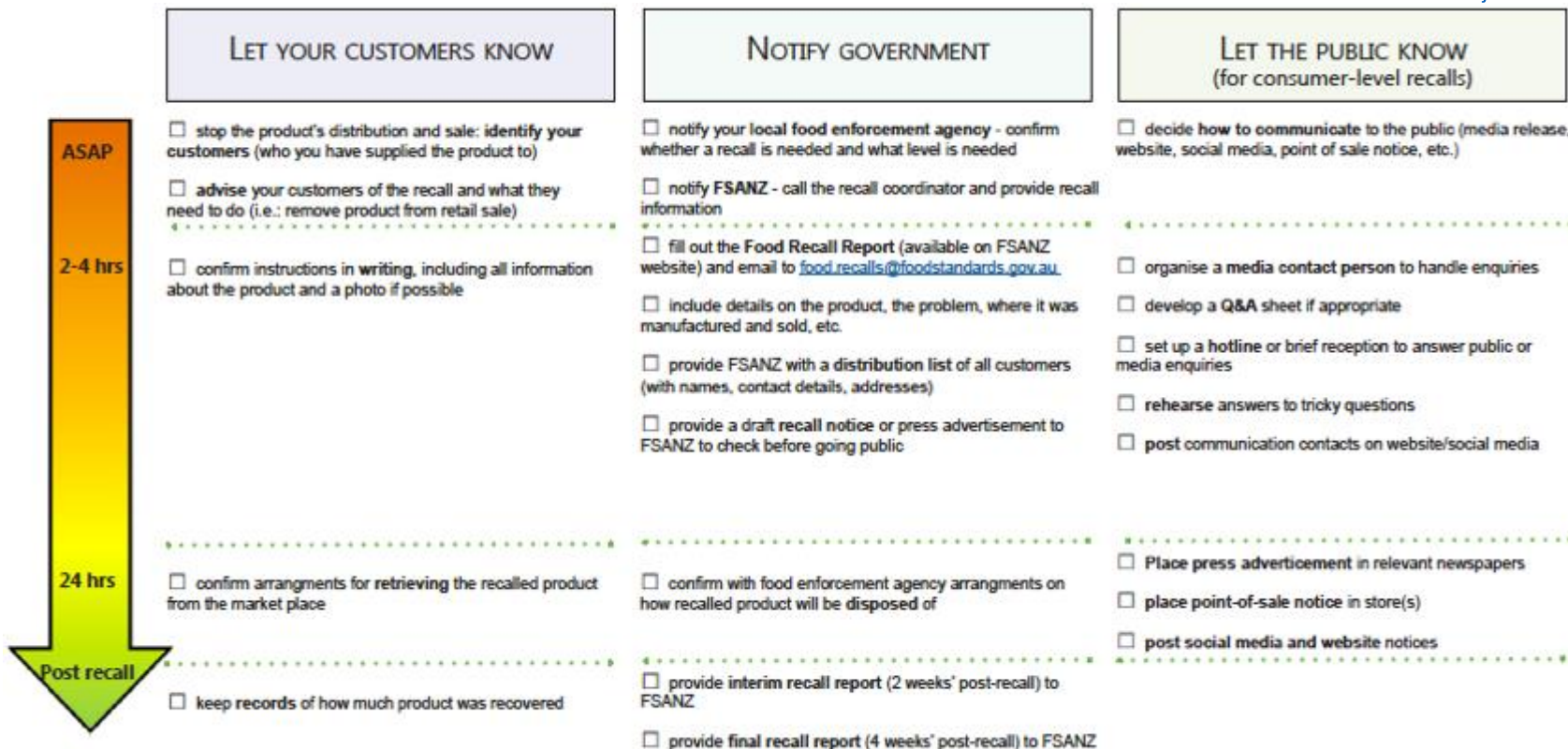
 <p>Everyone's accountable</p>	<p>Everyone understands they are held responsible for ensuring food is safe</p>	<ul style="list-style-type: none"> • Understand your role & responsibilities • Understand that if things go wrong consumers can get ill or die and the business can be harmed
 <p>Knowing and doing things right</p>	<p>More than training – making sure people know the food safety risks and do the right thing, every time</p>	<ul style="list-style-type: none"> • Assign time & money to FS training, refreshers and updates • Put plans in place for everyone to be involved in FS observations, checking things are done correctly every time • Reward people & teams who show a strong commitment to food safety
 <p>Continual improvement</p>	<p>Be proactive – monitor what goes on, look for ways to improve, prevent future problems</p>	<ul style="list-style-type: none"> • Regularly review FS observations and overall performance • Encourage suggestions for improvement • Regularly & actively discuss these to find better ways to do things

Food Product Recall Decision Tree

Issue identified with food



Food Recall Tasks and Timeline



National resources



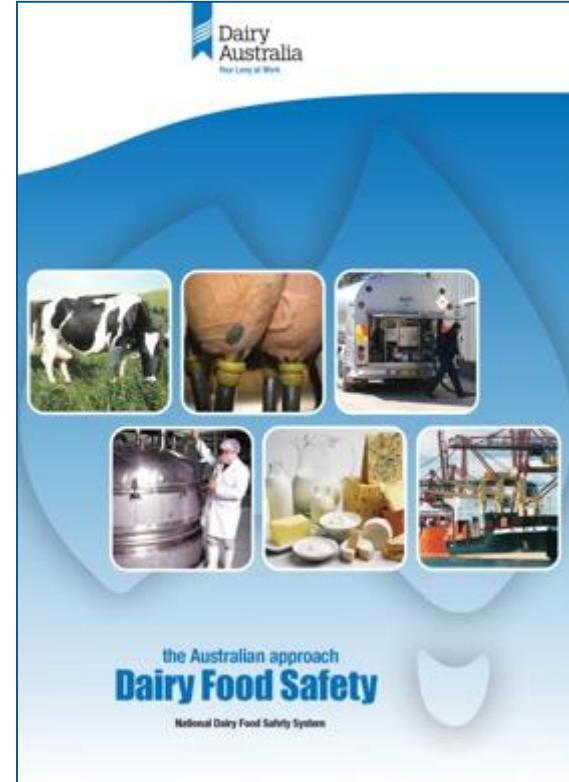
Where to find help

Food Safety Hub



- visit the FSANZ Food Safety Hub www.foodstandards.gov.au
- Email FSANZ at foodsafetyculture@foodstandards.gov.au

The Australian Approach to Dairy Food Safety



Implications for Your Business

Thinking about what you've just heard, what do you need to do to maximise your potential in the dairy market ?

	Activity
Keep/Improve:	
Stop:	
Start:	



**YOU HAVE
10 MINUTES**

Thanks – any questions?

