

Survey process:

Survey issued – 3rd June

Stakeholder recipients – 291

1st reminder issued – 7 June

Final reminder issued – 14 June

Responses received – 80 or 27.5% (2019 result – 74 or 28%)

Results:

Interpretation

 2019 results are provided in red



The 2021 result is a strong result and an improvement on the 2019 survey result



The 2021 result is still strong but slightly lower than the 2019 survey result



The 2021 result is positive and was not measured in the 2019 survey



Stakeholder comment worth noting



'Stakeholder comments are provided in italics'



Q1. Overall, how satisfied are you with the quality of communications from Dairysafe?

- 36.3% very satisfied (2019 result – 23%)
- 90% satisfied to very satisfied (85%)
- 10% neither satisfied nor dissatisfied (14%)
- 0% dissatisfied (1% dissatisfied)



'Receiving regular email information is informative and helpful. It is also reassuring as a small business that help is available when needed.'

'Will always respond in timely manner.'

'Need to tailor for type. IE Farmer V processor.'



Q2. Dairysafe is a reliable source of food safety advice.

- 36.7% strongly agree (19%)
- 90% agree or strongly agree (80%)
- 10% neither agree nor disagree (20%)

'All questions are answered straight away, with good advice relevant to the situation and helpful feedback.'

'Will discuss food safety problems and refer to standards.'

'Great source verbally as well as factsheets and seminars.'



'Sometimes feel communication is duplicated with DA.'

↑ **Q3. I have found the Dairysafe website to be informative and useful.**

- 15% strongly agree (4%)
- 60% agree or strongly agree (38%)
- 40% neither agree nor disagree (44%)
- 0% disagree (11%)
- 0% strongly disagree (7%)

✓ **Q4. Can you provide any suggestions on how Dairysafe can improve its website?**

- 10.4% Yes
- 89.6% No


'Perhaps links to examples of poor practices that has led to problems More about weights and measures.'

'I don't use it but look at the newsletters.'

 *'Do exactly what you are doing ask stakeholders and clients.'*

'Links to FSC Allergen and Labelling requirements, simple verification templates, training, undeclared allergens were largest reason for food recalls over the last 10 years above microbial contamination

<https://www.foodstandards.gov.au/industry/foodrecalls/recallstats/Pages/default.aspx>

 *'Advertise that they have a website to start with.'*

'Adding short food safety videos for general training for production staff.'

'Maybe should be a part of Audit, explain the benefits of website.'

'Not used by myself. My employees would.'

'However some of the dairy animal photos don't meet dairy practices - eg cows with horns.'

'Utilise links to other dairy food safety resources (many of these links are already present).'


 *'Make finding items on website easier.'*

Q5. Have you had reason to engage with or use Dairysafe's technical support?

- 30.4% (24) Yes
- 69.6% No


✓ **Q6. If so, how satisfied are you with Dairysafe's technical support?**


- 24 of those that have engaged (100%) are satisfied to very satisfied

 *'I attended an information session at the Regency TAFE and found this to be very informative and a great way to benchmark against other processors.'*

'Training organisation sources and Sensory evaluation workshops.'


'Use of web site links.'


 *'Didn't even know there was this Support. How do I learn more?'*


 *'Have not looked at tech support as there is no one on board that can give tech support. That is my belief.'*

Q7. The frequency of Dairysafe's audits is sufficient to ensure dairy businesses adhere to the food safety standards.

- 80.5% agree to strongly agree (84%)
- 3.9% disagree (4%)

 *'The 6 month audit does come around quick, but I feel a 12 month gap (as with many other industries) is far too long. The regular audit keep everything up-to date, even if the time frame doesn't see too many changes.'*

 *'Covid 19 made this a challenge in 2020 and the remote audits weren't as effective as on site audits.'*

 *'Possible suggestion is to do an audit every 2 years with a self-check in at 12 month mark in between audits.'*


'Usually try to line up with DAWE annual audits, helps with less audit appt.'

'2 works well, especially when have a record of high compliance.'


'2 yearly audits are ample. Milk companies have enough bonuses and penalties to encourage us to keep on track with all food safety standards.'

'Farms may benefit from more regular audits 2 x PA.'

'Every 2 yrs.'

 *'I believe there should be consideration / recognition of other food certifications that are undertaken by multi category Beverage Manufactures.'*

'At dairy farmer level, If you pass other states make it you go year about for audits. Why can't we do same in SA. Obviously change of ownership, etc then back to annual.'


 *'The farm audits need overhauling. Too bureaucratic. It needs reducing to be to critical points and practical. At present if you are good at book work you pass easy.'*


'Every 2yrs better.'

'Not currently audited by Dairysafe but by Department Agriculture.'

Q8. The Dairysafe audit process provides value to food safety standards at dairy businesses.

- 81.5% agree to strongly agree (66%)
- 2.6% disagree (4%)

 *'I find the audit is a great support and reassurance that things are going in the correct direction. Any feedback and findings is helpful and always put into place.'*

 *'Found the audit process to be a fault finding exercise rather than an audit that determines compliance to food safety standards.'*

'Could streamline standards more, only make changes when changes occur.'



Q9. How confident are you in Dairysafe as a food safety standards regulator?

- 30% extremely confident (19%)
- 82% very confident to extremely confident (77%)
- 1 (1.3%) individual not so confident (1.5%)



'Audits and education inspires confidence.'



'It would be great if all the auditors had the same standards/regulations. They all seem to say different things about certain areas, which is confusing and very frustrating.'