



DAIRYSAFE CUSTOMER SERVICE CHARTER

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1. Purpose

Dairysafe has developed this Service Charter to outline our service commitment to stakeholders and the South Australian community.

The Service Charter provides a framework for outlining the role of Dairysafe, the organisation's values and strategic priorities, our commitment to service delivery standards, our complaint process and what Dairysafe does to meet customer service expectations.

Overall, its objective is to continually improve our services.

The Service Charter also provides Dairysafe's key performance indicators for responding to matters reported:

- to formally acknowledge complaints and feedback within 48 hours of receipt
- to formally advise the complainant of the resolution of the complaint.

2. OUR ROLE

Dairysafe's role is to safeguard public health by maintaining a robust regulatory framework that also underpins market access and growth of South Australia's dairy industry. This ensures that Australian food safety standards (the Food Standards Code) are complied with at each point in the supply chain and producers and processors have the capacity and capability to produce safe dairy products.

Dairysafe accredits dairy farmers, raw milk transporters and dairy processors and audits accredited businesses for compliance with the Food Standards Code. Dairysafe also assists businesses along the supply chain to resolve issues that can impact the integrity of dairy products. The objective is to apply an appropriate accreditation and compliance verification framework whilst not stifling innovation.

Around 260 dairy businesses are accredited by Dairysafe, and each of these businesses must have a food safety program and be subject to Dairysafe's audit and verification program. While most dairy farmers and dairy processors are involved in the production of cow's milk products, Dairysafe also accredits buffalo, goat, sheep and camel milk producers. Accredited processes include dairy products manufactured from pasteurised and packaged milk, cream, cheese, milk powders, butter, ice cream, yoghurt and dairy dips and desserts.

Ensuring safe food practices and the production of wholesome dairy products is a collaborative effort between industry and Dairysafe as the regulator. Dairysafe's role is to work with each unique business to verify they carry out their business in a safe way. Dairysafe is committed to South Australia's dairy community embracing a positive and effective food safety culture with a focus on continual improvement.

3. OUR VALUES

Dairysafe maintains the core public sector values of service, professionalism, trust, respect, collaboration and engagement, honesty and integrity, courage and tenacity, and sustainability.

In taking on its role Dairysafe also upholds the values of leadership, excellence, knowledge, independence, and agility.

Leadership – Dairysafe takes a leadership role in the industry to facilitate the future sustainability and growth of the industry and for the ultimate safety of the consumer.

Excellence – Dairysafe is ambitious in our desire to be recognised as the national and international leader in dairy food safety standards. As such, our commitment to best practice and our pursuit of excellence is relentless. We seek to facilitate best practices to help South Australia’s dairy industry be recognised internationally for food innovation and safety.

Knowledge – Dairysafe values the creation and dissemination of knowledge for the betterment of the Industry. The South Australian dairy industry regards us not only as an invaluable source of knowledge, but also an essential business partner.

Independence – As a statutory body financed by industry, the Dairysafe team is recognised for its fiercely independent, unbiased and a-political views. In a position as regulator and food safety custodian, the Dairysafe team is entrusted to act with integrity and transparency in every aspect of our business.

Agility – Dairysafe is recognised for its dynamic and pro-active approach. We partner with industry to provide them with tools and information to ensure their products meet all dairy food safety standards. Our entrepreneurial spirit ensures we are responsive to the needs of industry and endeavour to assist them in being renowned for food innovation and safety.

4. OUR STRATEGIC PRIORITIES

Dairysafe’s 2021-2024 Strategic Directions includes the following organisational priorities:

Leading food safety regulation – To keep consumers safe by setting, monitoring and regulating local and national standards.

Connecting the industry – To create a more knowledgeable and interconnected industry through technology and data.

Inspiring a safety culture – To lead the South Australian dairy community to embrace a food safety culture.

Building industry and consumer confidence – To build industry and business confidence that will translate into consumer confidence.

5. OUR COMMITMENT

Dairysafe is committed to providing the best service possible to its stakeholders and responding to their diverse needs by:

- being transparent and accountable
- being objective and fair
- working with stakeholders and actively listening to and seeking their views on relevant issues
- maintaining a knowledge and awareness of relevant industry issues
- providing access to current and reliable information on our website and other communication channels
- striving for continuous improvement

6. OUR SERVICE STANDARDS

Dairysafe’s stakeholders can expect that we will:

- be courteous, respectful and professional in all interactions
- attend to enquiries promptly and efficiently

- provide timely and accurate responses
- provide alternative sources of information and service if we cannot address the enquiry
- provide immediate and urgent response to critical food safety matters

7. STAKEHOLDER FEEDBACK

Dairysafe welcomes all feedback from our stakeholders either through direct email or via our Dairysafe website. Dairysafe's contact details are:

Online: <http://www.dairy-safe.com.au>

Mail: 136 Glen Osmond Road, Parkside, SA, 5063

Email: admin@dairy-safe.com.au

Phone: 08 8223 2277

8. COMPLAINTS PROCESS

In dealing with complaints, Dairysafe applies the guiding principles in the Australian Standard AS ISO 10002—2006 Customer satisfaction—Guidelines for Complaints Handling in Organisations. The way that Dairysafe uses these principles is described below.

Responsiveness:

- Complaints will be dealt with promptly, courteously and in accordance with their urgency.
- Complainants will have their complaint recorded, acknowledged, and be kept informed of the progress of their complaint.

Key Performance Indicators

- Dairysafe will formally acknowledge complaints and feedback within 48 hours of receipt
- Dairysafe will formally advise the complainant of the resolution of the complaint.

Objectivity:

- Complaints will be addressed in an equitable, objective, and unbiased manner.

Charges:

- There will be no charge for handling complaints.

Confidentiality:

- Complainants' personal information will only be used when needed for the purpose of addressing the complaint and will be actively protected from disclosure unless the complainant expressly consents to its disclosure or Dairysafe is required to disclose information by law.

Accountability

- The Dairysafe Chief Executive Officer is accountable for the management of complaints.
- Complainants are also able to seek external review by taking their complaint to the Dairysafe Board or to the Ombudsman SA's Office: www.ombudsman.sa.gov.au

Review and Appeal

- Anyone whose interests are affected by a Dairysafe decision, specifically a decision made under Part 3 or Part 4 Division 3 of the *Primary Produce (Food Safety Schemes) Act 2004*, may appeal, or have the decision reviewed under the following arrangements:

Section 33—Review by Minister

(1) Subject to this section, a person whose interests are affected by a decision made under

Part 3 or Part 4 Division 3 may, within 28 days after the day on which the person is given written notice of the decision, apply to the Minister for a review of the decision.

(2) The Minister may determine an application for review as the Minister thinks fit.

(3) A review must be determined within 28 days of the application being lodged with the Minister.

(4) If a review is not determined within that period, the Minister is to be taken to have confirmed the decision.

(5) A right of review does not lie in relation to a temporary accreditation.

34—Appeal to District Court

(1) An applicant for a review under this Part who is not satisfied with the decision of the Minister on the review may appeal to the Administrative and Disciplinary Division of the District Court against the decision.

(2) Subject to subsection (4), an appeal must be instituted within 28 days of the making of the decision appealed against.

(3) The Minister must, if required by the applicant for the review, state in writing the reasons for the decision.

(4) If the reasons of the Minister are not given to the applicant for the review in writing at the time of making the decision and that person (within 28 days of the making of the decision) requires the Minister to state the reasons in writing, the time for instituting an appeal runs from the time at which that person receives the written statement of those reasons.

9. OTHER DAIRYSAFE POLICIES

Complaints that raise issues of maladministration, misconduct, fraud, or corruption come within the scope of the Dairysafe's Fraud and Corruption Policy and may require referral to SA Police or the Independent Commissioner Against Corruption SA.

10. CONTINUOUS IMPROVEMENT

As part of our commitment to strive for continuous improvement all feedback will be assessed, and summary reporting will be used to monitor Dairysafe's performance to improve business processes and service delivery.

Dairysafe's regulatory management system is certified to the international ISO 9001:2015 quality management standard. As part of the certified system Dairysafe uses several methods to gauge stakeholder satisfaction and opportunities for improvement, which include, but are not restricted to:

- analysis of stakeholder surveys
- client complaints
- analysis of feedback from peak industry bodies

Dairysafe undertakes a stakeholder survey every 2 years. Complaints, opportunities for improvement and trends identified from the stakeholder feedback are reported to the Dairysafe Board.