



STRATEGIC PLAN 2017-2020 – Final Year Update

During 2020 and carrying on from 2017, 2018 & 2019 the Dairysafe Board has focussed on delivering the 2017-2020 Strategic Plan with a mission to enable the South Australian dairy community to embrace Food Safety Culture.

After receiving very positive feedback from industry in 2019 we continued working towards helping our dairy industry be recognised locally and internationally for food innovation and safety, and to ensure we are responsive to industry and stakeholder priorities. Dairysafe is pleased to share this final year report.

Consultation is now well underway for the 2021-2024 strategic plan.

VISION	To be a Collaborative Partner in the Safe Production of Dairy Products for all Consumers
MISSION	Enable the South Australian Dairy Community to Embrace a Food Safety Culture
VALUES	Excellence ---- Knowledge ---- Independence ---- Agility

Strategic Goals	Strategic Deliverables	Key 2020 Outcomes
To be the Benchmark and Leaders in Dairy Food Safety	Efficiency, innovation and new methods in risk assessment to be fostered through collaboration with professional auditing peers Investment in food safety	<ul style="list-style-type: none"> Reduced audit burden for dairy processors based on risk and compliance outcomes Dairysafe develops and publishes the 'Guidelines for the safe manufacture of dairy products' Dairysafe conducts joint export audits with the Commonwealth Department Completion of a comprehensive industry stocktake of training, skills and culture The status of skills and food safety culture essential to dairy manufacture was benchmarked Initiated and built a business continuity model for use by dairy processors
To Protect the Food Safety Reputation of the Dairy Industry	Safe SA dairy products Robust verification and compliance systems	<ul style="list-style-type: none"> Nil foodborne illness associated with SA dairy products Effective management of trade (1) and consumer level (1) recalls Nil antibiotic residue in dairy products Nil dairy products with pathogens at retail level



Strategic Goals	Strategic Deliverables	Key 2020 Outcomes
		<ul style="list-style-type: none"> • Introduction of remote 'Covid-safe' food safety audits • Industry compliant with regulatory standards • Nil critical non-conformance found at audit • Reduction in non-compliance found at audit • Timely and professional management of food safety incidents
Collaborative in promoting Food Safety Culture	Promoting food safety culture through strong relationships with key stakeholders	<ul style="list-style-type: none"> • Increased interaction by Dairysafe across industry and regulatory forums • Continued promotion of food safety learnings – 4 industry workshops delivered; and training research project initiated
Develop a Food Safety communication plan relevant to the South Australian Dairy Industry	Effective messaging that is dynamically aware of Industry and stakeholder needs Dairysafe to increase activity in sharing of knowledge between food safety bodies/industry, nationally and globally	<ul style="list-style-type: none"> • Communication of dairy food safety learnings provided via multiple mechanisms - E-news; Bulletins; email; webinars, and Website • Maintained high readership levels of the Dairysafe E-news • Focus groups utilised during development and implementation of Industry Training Research project
Modernise Dairysafe	Efficient data capture systems that deliver improved information analysis and sharing High performing corporate governance Dairysafe maintains rigorous financial controls High performing staff	<ul style="list-style-type: none"> • Dairysafe's regulatory management system maintains certification to the international ISO 9001:2015 Quality Standard • Internal systems reviewed and updated to digital real-time auditing • Data capture and tracking assists strategic and operational decisions • Successful Auditor General's Department audit and compliance with Government reporting requirements • Dairysafe's operations are within budget • No increase to industry accreditation fees • Highly skilled & motivated staff

The Board and Management would like to acknowledge the collaboration and support provided by South Australia's dairy industry and our industry stakeholders. The relationships and cooperation enable Dairysafe to continually improve our focus and services through information sharing and regular benchmarking of systems and processes across our dairy industry. The outcomes of this work help to ensure we maintain a robust and effective SA dairy food safety scheme.

Roseanne Healy
Chair
 October 2020

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