



## STRATEGIC PLAN 2017-2020 – Year 2 Update

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

This year we received very positive feedback from industry as we work towards not only facilitating best practices to help South Australia’s dairy industry be recognised internationally for food innovation and safety but to also ensure we are responsive to industry and stakeholder priorities.

Dairysafe is pleased to share the Year 2 progress report.

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

Strategic Goals	Strategic Deliverables	Key 2019 Outcomes
<b>To be the Benchmark and Leaders in Dairy Food Safety</b>	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"> <li>Reduced audit burden for dairy processors based on risk and compliance outcomes</li> <li>Businesses successfully exporting</li> <li>Dairysafe develops and produces technical guidance, ‘Guidelines for the safe manufacture of dairy products’</li> <li>Dairysafe conducts joint export audits with the Department of Agriculture</li> </ul>
<b>To Protect the Food Safety Reputation of the Dairy Industry</b>	Safe SA dairy products Robust verification and compliance systems	<ul style="list-style-type: none"> <li>No illnesses associated with SA dairy products</li> <li>Effective management of trade and consumer level recalls (2)</li> <li>Industry systems effectively manage (5) detections of antibiotic residue in raw milk prior to processing</li> <li>No antibiotic residue in dairy products</li> <li>No retail dairy products with pathogens detected</li> <li>Qualified independent audit delivery</li> </ul>



Strategic Goals	Strategic Deliverables	Key 2019 Outcomes
		<ul style="list-style-type: none"> <li>• Industry compliant with regulatory standards – a reduction in the frequency of major non-compliance found at audit</li> <li>• Timely and professional management of food safety incidents</li> </ul>
<b>Collaborative in promoting Food Safety Culture</b>	Promoting food safety culture through strong relationships with key stakeholders	<ul style="list-style-type: none"> <li>• Increased interaction by Dairysafe across industry and regulatory forums</li> <li>• Dairysafe continues to promote food safety learnings – 4 industry workshops delivered; and training research project initiated</li> </ul>
<b>Develop a Food Safety communication plan relevant to the South Australian Dairy Industry</b>	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"> <li>• Communication of dairy food safety learnings via multiple mechanisms - E-news; Bulletins; email; and Website</li> <li>• Stakeholder survey provides positive feedback on Dairysafe’s performance as a food safety regulator, and in communicating food safety advice to industry</li> </ul>
<b>Modernise Dairysafe</b>	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"> <li>• Dairysafe’s regulatory management system is certified to the international ISO 9001:2015 Quality Standard</li> <li>• Internal systems were reviewed and updated to digital real-time auditing</li> <li>• Data capture and tracking now assists strategic and operational decision making</li> <li>• Successful Auditor General’s Department audit and compliance with Government reporting requirements</li> <li>• Dairysafe operates within budget</li> <li>• No increase to Accreditation fees</li> <li>• Highly skilled &amp; motivated staff</li> </ul>

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 have a robust and effective SA dairy food safety scheme.

Roseanne Healy  
**Chair**  
 December 2019

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