Bega GROUP

Farm Quality Assurance Manual

Table of Contents

1. Introduction

The Bega Group Farm Quality Assurance Manual relates to Dairy Farm Management Systems on farms supplying milk to Bega Group Sites. It covers mandatory food safety elements, industry endorsed elements, best practice farm management and the expectations of the Bega Group.

This Manual is approved by the relevant State Dairy Regulators (SDR) as an approved food safety program, which satisfies the requirements of the Australia New Zealand Food Standards Code, Standard 3.2.3, Standard 4.2.4 Part 1 Primary Production and Processing Standard for Dairy products – this is available at ***https://www.foodstandards.gov.au/food-standards-code/legislation.*** It is a condition of all state regulators that all dairy farmers must operate a regulatory approved food safety program.

The Farm Quality Assurance Manual is reviewed on a three yearly basis by Bega Group to ensure it continues to meet relevant regulatory, industry and quality requirements.

The Farm Quality Assurance Manual is a document that needs to be completed by all Bega Group Milk Suppliers. All sections of the program should be completed by answering all the relevant questions. Your Bega Group Milk Supply Officer (MSO) is available to assist you through the process.

Bega has developed templates to assist you with your record keeping requirements for each section of the QA manual. Templates have been developed for each section of the QA Manual to assist you with your record keeping requirements these templates are available in a downloadable format on your relevant online supplier portal.

Records related to the Manual must be kept using either the:

- **Bega Group Record folder,** or
- **Bega Group Farm Diary.** (Diaries may be ordered on an annual basis from Bega.)
- A relevant computer program, other recording systems or a combination of all.

You will need to keep this manual updated with any changes and it must always be available for inspection. Any changes to your manual must be initialled and dated by the responsible person as determined in section 2.

As a minimum, this manual and its associated records must be audited by independent third-party auditors, accredited by the relevant State Regulatory Authority, at a frequency set by them. Refer to section - Preparing for audit – and Appendix for State Legislation, for further information on frequency of audits and related legislation.

You must manage non-conformance issues raised against this manual within agreed timelines and supply milk in accordance with the manual and your Farm Milk Supply Agreement.

Dairy Licences and Why is the Farm Quality Assurance Manual required?

Farmers must hold a current and valid dairy licence relevant to the state they are operating in. A copy of the dairy farm's current and valid licence must be available on request.

State Regulatory Authorities require dairy farmers to ensure a safe supply of milk to processors along with compliance with the Food Standards Code and ensure that any dairy premises are licensed and have a

food safety program in place. The Bega Group Farm Quality Assurance Manual ensures you meet your dairy licence requirements. The manual must be maintained (up to date) and available at the dairy. All staff must be aware of the requirements in the manual.

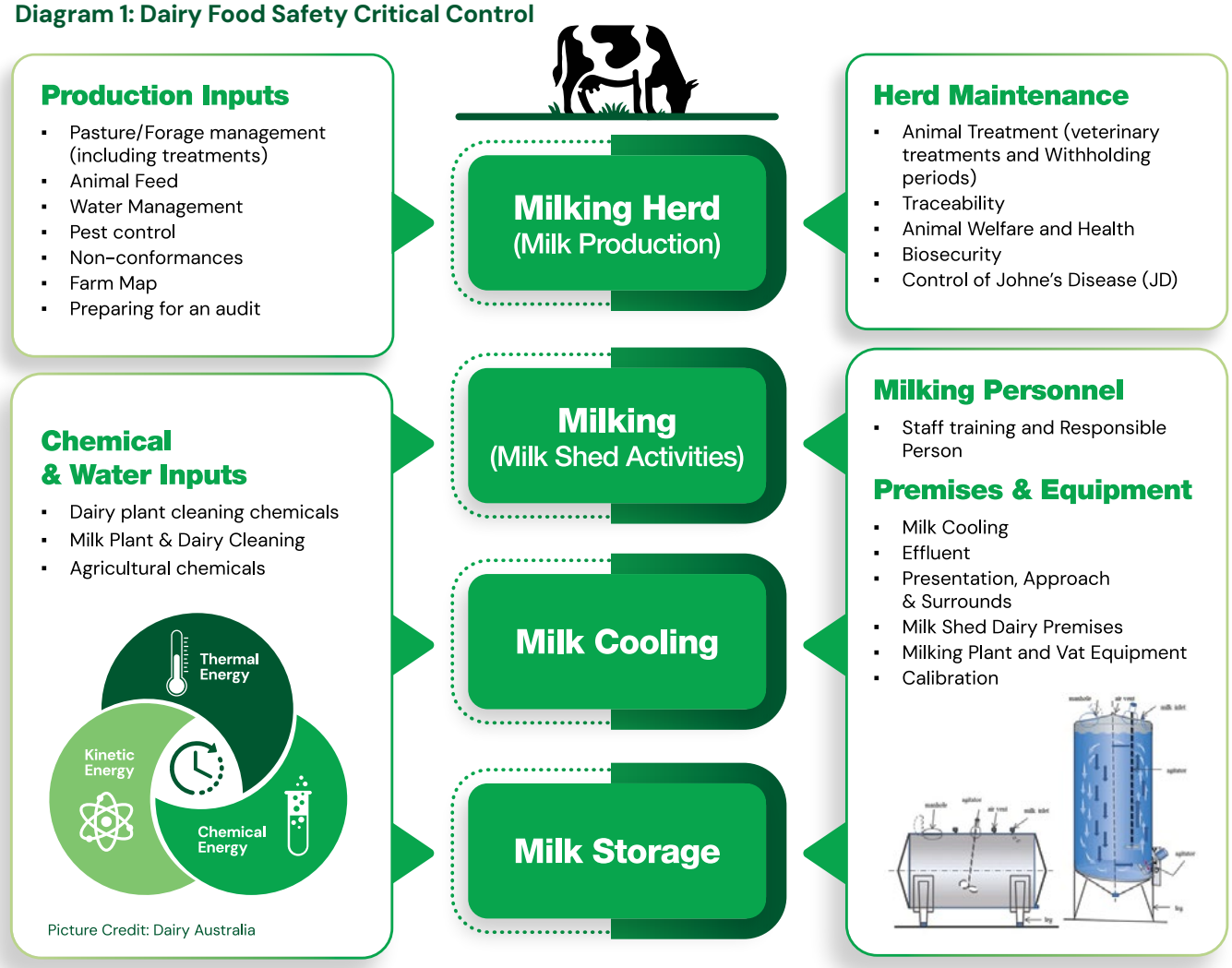
An annual review of the adequacy of the manual should be completed (farmer self-audit) and the self-audit must be made available during any regulatory audit.

What is the focus of the Farm Quality Assurance Manual?

The manual has been designed to assist suppliers to identify risk areas in their dairy business and manage them in a way that meets legal requirements and assists in the production of safe, quality milk. The manual is based on the Hazard Analysis Critical Control Points (HACCP) approach, which takes a preventative approach to safe milk production. The HACCP method is used worldwide to manage quality assurance systems for food production. It is a requirement by all food authorities in Australia that dairy farms have a milk food safety plan based on HACCP principles. The HACCP system involves identifying the relevant process steps involved in a production system, identifying potential risks, introducing control measures, monitoring the results, and taking corrective action where necessary.

The main process steps of milk production are milking herd, milking, milk cooling and milk storage. Each of these stages have critical control points. Refer to Diagram 1 below which sets out these key stages and the critical control points.

Diagram 1: Dairy Food Safety Critical Control



The Manual focuses on setting out the minimum requirements a supplier must meet and maintain during the term of supply of milk to the Bega Group.

Record Keeping

Records provide evidence that the processes outlined in the manual have been followed and provide traceability throughout the food chain.

Bega Group requires all records as part of this Manual to be permanent in nature. White boards may be used for temporary recording but the information must be transferred to a permanent record within 48 hours.

Records must be retained to ensure compliance with your milk supply agreement obligations, the Food Standards code and relevant Dairy Industry regulations.

Without limiting your obligations to otherwise keep records a minimum of four years of records or records back to the last audit must be easily accessible for audit purposes.

Responsible Person

The Licensee has the overall responsibility for the currency of the Dairy Licence, farming operation and manual compliance. In addition, the farm owner and sharefarmer also have responsibility to ensure the requirements of the dairy licence and this Manual are always met.

The Licensee must nominate a "Responsible Person" who is accountable for the management and implementation of the Manual. The "Responsible Person" should be available for the purpose of audit.

Dairy Licence Name		
Dairy Licence Number		
Milking Herd size (approx.)		
Dairy Licence location: ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	*If Other, state location:*	
	Farm Owner/Lessee	Manager/Sharefarmer
Name		
Address		
Home/Mobile Number		
Email Address		

All personnel involved in the running of this dairy farm are committed to the implementation and maintenance of this Bega Group - Farm Quality Assurance Manual. This will ensure food safety; high product quality and best practice farm management are adhered to by staff and contractors.

Name of Responsible Person:	
Signature of Responsible Person/Date:	

Name of person implementing the program to verify that required tasks, activities, training, or plans identified in this manual have been completed and implemented to an adequate standard.

2. Staff Training and Responsible Person(s)

Objective

All staff working on the farm must be aware of the Farm Quality Assurance Manual and must be trained so they understand the risks to food safety for the different activities on farm and where required, to implement the requirements of the Farm Quality Assurance Manual.

The Responsible Person is the nominated representative of the Dairy Licence holder that has the overall responsibility for the currency of the Dairy Licence, farming operation and Farm Quality Assurance Manual.

Minimum Requirements

- ☐ The person with the overall responsibility for the farming operation and the implementation of the Farm Quality Assurance Manual must be identified – the "responsible person".
- ☐ The Farm Quality Assurance Manual must be reviewed and updated on an annual basis or when there are changes to the responsible person and processes. (Farmer Self-audit).
- ☐ All staff members undertaking or supervising milking operations must be able to demonstrate they have the appropriate skills and knowledge regarding hygienic milking of dairy herds, management and/or use of veterinary drugs and agricultural chemicals, and food safety matters relevant to the activities undertaken at the premises.
- ☐ Records must be retained as evidence of all training completed with all staff members and must contain the following:
  - ☐ Date of training;
  - ☐ Subject;
  - ☐ Name of staff member; and
  - ☐ Training details such as training facility or name of trainer.

  Record sheets/templates are provided in the Bega Farm Diary and the Bega Farm Quality Folder.
- ☐ The following written procedures must be displayed in a visible location and available for all milking personnel:
  - ☐ Plant start-up and shutdown (Section 5 Milk Plant and Hygiene);
  - ☐ Dairy plant wash-up procedures including milk vat/s. (Section 5 – Milk Plant and Vat Hygiene);
  - ☐ Identification of treated stock (Section 3 – Cow treatments);
  - ☐ Cows treated with veterinary drugs or chemicals with a withhold period. (Section 3 – Cow treatments);
  - ☐ Freshly calved cows (adherence to withholding periods and colostrum management). (Section 12 – Milking Practices);
  - ☐ Treated dry cows. (Section 3 – Cow treatment); and
  - ☐ Mastitis cows to be withheld from supply. (Section 3 – Cow treatment) dairy licence requirements.

NOTE: *For AMS farms, some written procedures are not required. Please speak with your MSO or clarification.*

- ☐ Staff handling Agriculture and Veterinary Chemicals should undertake the AgVet Chemical Users Course ***https://www.auschemtraining.com.au/course/agvet-chemical-users-course-level-iii/***
- ☐ Milking staff must be aware that they should not be milking if they are suffering from or are a carrier of a food borne disease.
- ☐ First aid kits must be in place, maintained and easily accessible to all staff members.

Where are staff training records located: ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	*If other, give a brief description of where staff training records are located:*
Who is responsible for undertaking training with new staff and maintaining training records?	
Location of First Aid kit:	

3. Cow Treatments (Veterinary Medicines & Inhibitory Substances

Objective

It is a requirement of the Food Standards Code 4.2.4 that milk for human consumption is only sourced from healthy cows. Veterinary medicines and other cow treatments when used, must be administered according to the label requirements and in a manner to ensure milk remains free from chemical residues.

Minimum Requirements

- ☐ All veterinary medicines must be registered and have an appropriate APVMA number.
- ☐ The use of Oestradiol 17 and its esters are restricted for international trade reasons therefore Oestradiol cannot be used in lactating dairy cows.
- ☐ Veterinary medicines must be used in accordance with the manufacturer's directions on the product label.
- ☐ Veterinary medicines and other cow treatment preparations must be stored in a secure manner in a lockable cabinet or other storage facility when not in current use and accessible only to trained staff.
- ☐ Veterinary medicines must be clearly labelled, remain in the original container. Expired product must not be used and be safely discarded according to the product label or returned to your vet for destruction.
- ☐ Milk from cows treated with veterinary medicines must have their milk segregated until the end of the withhold period and not sent for human consumption.
- ☐ Cows milked in conventional systems that have been treated with veterinary medicines must be clearly identified by temporary identification that is visible for the duration of treatment and WHP to avoid being accidentally included into the bulk milk supply.
- ☐ Cows milked in an AMS and requiring treatment with any product with a milk withhold period must have their treatment details entered into the computer system before being treated. Treated cows do not need to be visually marked in an automated milking system.
- ☐ Temporary identification marking methods must be documented and clearly displayed in the dairy, including those used for any dry cow therapy treated cows on the farm.
- ☐ All farm staff administering veterinary medicines must be trained appropriately in administering the preparation and be familiar with the process for preventing cows within the withholding period being milked into the vat.
- ☐ Use of product **off-label OR in combination** with other veterinary preparations is not recommended and should only be completed in consultation with a veterinarian. Where a veterinarian prescribes off label usage, you must have written advice from your veterinarian. It is strongly recommended that any cow/s treated using off label or combined drug therapy are tested using a Bega Group approved method before having their milk added to the bulk supply. Please contact your Milk Supply Officer to assist with this.

- ☐ Seek veterinary advice regarding any differences to withhold periods if using varying milking schedules i.e. once a day milking or 18-hour milking intervals. It is strongly recommended that any cow/s treated using off label or combined drug therapy are tested using a Bega Group approved method before having their milk added to the bulk supply. Please contact your Milk Supply Officer to assist with this.
- ☐ Interim records (such as dairy white boards or loose pieces of paper) are at risk of accidental removal or disposal, and these must be transferred to a permanent record as soon as possible and within a maximum period of 48 hours.
- ☐ Treatment records for veterinary medicines and other products (such drenches and vaccinations) must be kept which include:
  - ☐ Date used, Name of product/drug used, Batch Number;
  - ☐ Reason for treatment;
  - ☐ Rate of application or administration;
  - ☐ Quarter treated (where relevant);
  - ☐ Identification of cow/s treated;
  - ☐ Withhold period of milk and meat time/date is clearly recorded and date/time of milk determined to be included into the bulk supply; and
  - ☐ Person who administered the treatment.
- ☐ Any instance where there is an antibiotic failure, failure to meet determined withholding periods or where bulk milk has been tested for inhibitory substances or antibiotic inclusion then this must be logged on the incident report and corrective actions put in place.

Where are all veterinary medicines and chemicals stored? Are they in a secure/ lockable location?	
Where do you record all veterinary medicine treatments? ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	*If other, please note where records are maintained:*
Where do you record all other non -veterinary cow treatments? ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	*If other, please note where records are maintained:*
Where is your identification method for marking, recording and treating cows displayed?	

How do you ensure that cows under withholding period are excluded from bulk milk supply and slaughter? *(Consider: Test buckets, training, marking, quality of fences, distance from milking herd, treatment process, MRS T).*	
How do you make ALL milking staff aware of the above.	

4. Chemical Use in the Dairy

Objective

Dairy plant and vat cleaning chemicals and teat disinfectants must be used and stored in a way to prevent the contamination of milk.

Minimum Requirements

- ☐ All chemicals used for cleaning and sanitation of the dairy milking plant and milk vat must have an appropriate APVMA approval number and be used and managed in accordance with the manufacturer's instructions.
- ☐ Products such as teat disinfectants must only be used as per label application method (i.e. post or pre milking application) and must be APVMA registered for use.
- ☐ Any off-label use should be accompanied with documented authorisation for that usage from the manufacturer (not the distributor). If you are unsure contact your MSO and they will be able to assist.
- ☐ All cleaning and sanitizing chemicals must be labelled and kept only in their original or appropriately marked storage containers. Lines for drums must be dedicated and labelled to prevent cross contamination. Mixing of chemicals can be dangerous and result in the generation of toxic gases.
- ☐ All chemicals used in the dairy must be stored securely and safely to minimise risk of accidental contact or mixing of incompatible chemicals. Consider all personnel who may access the dairy, including children who reside on the farm.
- ☐ Chemicals must be disposed of in an appropriate manner which does not pose a risk to the milk, safety of people, livestock or contamination of land or water sources.
- ☐ Appropriate personal protective equipment must be worn when handling cleaning chemicals and SDS must be available and easily accessible to all personnel.

Where are cleaning chemicals stored? Are surplus dairy chemicals stored separately and secured?	
Is your teat disinfectant APVMA registered? ☐ Yes ☐ No Do you use your teat disinfectant for pre milking application? ☐ Yes (If yes is the product registered for this purpose?) ☐ No	
Where are SDS located/stored? Do all staff have access?	

5. Milk Plant & Vat Hygiene

Objective

A cleaning and sanitising program must be in place for all suppliers to ensure that the dairy plant and vat equipment are effectively cleaned and sanitised at the appropriate intervals using the correct chemicals and cleaning equipment.

Minimum Requirements

- ☐ The dairy start-up and shut-down procedure must be displayed in the dairy available for all milking staff.
- ☐ Vat wash procedure must be displayed for transport companies if vat washes are required after milk collection. They must also be displayed for staff if it is not required of the transport company.
- ☐ Dosage rates must be recorded on the plant wash procedure and record keeping of plant hygiene checks must be completed.
- ☐ Suppliers should check hot water system temperatures on a minimum six monthly basis.
- ☐ If it is suspected that the bulk milk supply has been contaminated with cleaning chemicals or wash water, you must immediately notify your MSO.

Where are Milk plant wash instructions kept?	
Where are Vat wash instructions kept?	
Where is your dairy start-up and shut-down procedure displayed?	
Where do you maintain dosage rates and record keeping of plant hygiene checks?	
Do you require your vat wash to be set by the transport company? ☐ Yes ☐ No	*If yes, have you completed a vat wash procedure and where is it displayed?*

6. Milking Equipment Performance

Objective

Milk contact surfaces must be constructed from materials demonstrated suitable for use in a food premises that comply with the Australian Standards. The operation of the milking plant must be maintained to a standard that allows for the efficient and safe collection of the highest quality milk.

Minimum Requirements

All milk contact surface areas must be made from Food Grade materials as per AS 1528-2001.

A qualified technician must complete a pulsation test at least annually and a full milking plant performance test at least once annually or per audit period as required by State Regulatory Authority (preferably to the previous AMMTA standards or ISO 6690:2007). The technician must supply a detailed report including vacuum levels, cluster air leakage, vacuum air leakage, pulsator airline mean vacuum difference. If you have high somatic cell counts over 250,000, then it is recommended that you complete a full milking plant performance test as part of your investigation.

NOTE: *For Robotic or Automated milking systems monthly service reports may be sufficient. They must cover all the above requirements over the twelve-month period.*

- ☐ General plant maintenance and cleanliness checks must be completed regularly.
- ☐ All rubberware should be replaced annually for milk contact and every two years for non-milk contact. This includes long and short milk tubes, jumbo rubbers, ACR diaphragms and vat milk delivery hoses. Rubberware should also be inspected as per monthly milking plant hygiene checks and changed if signs of wear and contamination are observed.
- ☐ Teat cup inflations are checked and replaced as per industry recommendations (i.e. every 2500 milking for rubber, and as per manufacturers recommendations for silicon inflations).
- ☐ Records must be maintained for all repairs, servicing and maintenance of milk plant and equipment.
- ☐ Inspection of teat spray equipment should be recorded on the monthly Milking Plant Hygiene Checklist. Check spray nozzle patterns and dosage rates.
- ☐ Plate cooler performance checks should be completed at least annually.
- ☐ Plate coolers should be checked post-maintenance to ensure water/cooling medium is not leaking into milk.

Where do you complete your Milking Plant Hygiene records? ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	
Who conducts your Milk plant performance test?	

7. Milk Cooling

Objective

Milk must be cooled to a temperature not exceeding 5 degrees within two hours and 21 minutes from end of milking or systems must be capable of cooling milk to 5 degrees within 3.5 hours from the start of milking in accordance with the Early Milk Cooling Index. Milk must be kept at or below this temperature until it is collected.

Minimum Requirements

- ☐ The vat refrigeration system must not allow milk to be frozen at any time as milk quality can be affected.
- ☐ Refrigeration systems must be capable of cooling milk to 5 degrees within 3.5 hours from the start of milking as per AS1187- 1996 – Refrigerated bulk milk tanks.
- ☐ Any milk made available for collection outside the above cooling requirements and the Early Milk Cooling Index is a non-conformance and must be recorded and notified to MSO immediately in accordance with your milk supply agreement, along with the corrective action taken.
- ☐ Milk cooling and storage equipment should be maintained and serviced regularly (by a licenced technician), this must be recorded and the service records made available at audit.
- ☐ Bega Group recommend that Milk temperatures are monitored daily to ensure compliance.
- ☐ Vat temperature readout must be verified at least twice yearly by either a calibrated handheld thermometer or verification against milk tanker temperature at time of collection.
- ☐ The following checks carried out at least twice per year or as requested by Bega Group vat cooling time should have the following information:
  - ☐ Time taken to milk (AM & PM); and
  - ☐ Time it takes for Vat Shut off from end of milking to 5 degrees (AM & PM).
- ☐ Records of minor services completed by owner/operator must be maintained.
- ☐ Where continuous milking systems are installed, Bega recommends the milk temperature in the vat does not exceed 6.5 degrees in the vat at any time. You must be approved by a Bega Group representative as a continuous milking system supplier.
- ☐ If the refrigeration system does not comply with 5 degrees within 3.5 hours from the commencement of milking immediately notify your Milk Supply team member and record on the Hygiene and Maintenance Checklist.
- ☐ It is recommended milkers monitor the milk vat temperature before the start of each milking, and at the end of each milking. The normal temperature range for each of these times should be clearly displayed for all milkers in the vat room.
- ☐ Cooling towers must be registered in accordance with state legislation.

Where are vat cooling checks, and vat temperature gauge checks recorded? ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	*If other, briefly describe here where they are recorded:*
Have you been approved as a continuous milking system? If yes, by who?	
Do you have a cooling tower on site? ☐ Yes *(If yes answer the below questions)* ☐ No Does your state require registration? Who is the authority? What is your registration number? What is your cleaning procedure? Are records of cleaning and testing maintained? If so, where are they maintained?	

8. Calibration

Objective

To ensure all temperature measurement devices are accurate and calibrated.

Minimum Requirements

- ☐ Handheld Thermometers used for checking cooling systems must be calibrated at least annually and records of calibration kept.
- ☐ All thermometers need to be identified so records can be maintained for each.
- ☐ Vat thermometers (gauges) must be verified at least twice yearly by comparing the vat temperature readout with the relevant tanker docket (at the time of milk collection) or a calibrated handheld thermometer. These checks can be recorded on the "Dairy Hygiene & Maintenance Check list" in either the Farm Diary or the Farm Folder.
  - ☐ Tolerance of plus or minus 1 degrees is acceptable. This means the vat temperature read-out must be within 1degrees of the calibrated thermometer reading or the tanker docket printout;
  - ☐ A variation of greater than 1degrees is unacceptable and action must be taken; and
  - ☐ Tanker dockets must be kept for the recorded date.

Where are your calibration records stored:	*If other, briefly explain where these are located:*
☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	

9. Stock Feed

Objective

All feed requires control measures that prevent the risk of chemical or microbiological hazards being consumed by the lactating cow, including home-grown and purchased feed sources. Residues of agricultural chemicals and other undesirable substances can be transferred to milk and the meat of slaughter cows through contaminated stock feed, stock feed additives and forage feed.

Minimum Requirements

- ☐ Vendor declarations must be obtained for all purchased feed introduced to the property, including purchased bail feed or prepared pellets, additives and supplements, byproducts, bulk grain and fodder. Vendor declarations must state the following:
  - ☐ Name of supplier (vendor);
  - ☐ Product description;
  - ☐ Date of supply;
  - ☐ Chemical residue status;
  - ☐ Any applicable withhold periods;
  - ☐ Amount supplied;
  - ☐ Signature of the authorised person making the declaration & date;
  - ☐ Restricted Animal Material (RAM) Free; and
  - ☐ GMO status.
- ☐ All stock feed and additives purchased must comply with stock feed regulations and must be approved for use. Feed additives must be used in accordance with direction from the product specialist, retailer or consultant providing the additive. This information will be required for audit purposes.
- ☐ Vendor declarations are required for each delivery and must be available for viewing at audit. If feed is purchased from a Feedsafe® accredited business, vendor declarations can cover more than one purchase. Once purchased, all feed must be stored appropriately to avoid on-farm contamination by chemicals, pest species or other risks such as mycotoxins which may create a milk safety risk.

Where and how are stockfeed records kept? *(This includes Vendor declarations and additives)* ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	*If other, where are they located?*
Are you using any additives for Methane reduction? ☐ Yes *(notify your MSO)* ☐ No	*If yes, what are you using?*

10. Agricultural Chemical Use

Objective

Agricultural chemical use must be appropriately managed to prevent the contamination of milk.

Minimum Requirements

- ☐ All agricultural chemicals and pesticides used must be registered and have an appropriate APVMA number.
- ☐ Agricultural chemicals and pesticides used on the property must be used in accordance with the manufacturer's directions.
- ☐ The Responsible Person should have an up-to-date AgVet Chemical Users Course certification and be trained in the handling of Agricultural Chemicals in accordance with AS 2507-1998 - The storage and handling of agricultural chemicals. Refer to Appendix 4 of this Manual for relevant state legislation. All farm staff handling agricultural chemicals must be competent to undertake these duties and as a minimum be aware of the relevant handling hazards.
- ☐ All agricultural chemicals must be stored appropriately in their original container, away from the dairy in a lockable well-ventilated storage facility. Labels must always remain legible.
- ☐ Any expired product must be disposed of safely as per manufacturer guidelines and in a manner which does not pose a risk to the milk, safety of people, livestock or contamination of land or water sources.
- ☐ Records of all applications must be permanent in nature within 48 hours of completion for audit purposes and must contain the following information:
  - ☐ Date of use;
  - ☐ Who applied or administered the chemical (Name, signature and contact information);
  - ☐ Reason for treatment e.g. type of vegetation /insect pests;
  - ☐ Chemical used (Trade name);
  - ☐ Batch number and expiration date;
  - ☐ Rate of application or administration;
  - ☐ Where treatment occurred e.g. paddock identification. A farm paddock map is recommended;
  - ☐ Withholding period requirement;
  - ☐ Clearance date;
  - ☐ Weather conditions (wind speed and direction) should be recorded when spraying; and
  - ☐ Appropriate personal protective equipment must be worn when handling Agricultural chemicals and SDS must be available and easily accessible to personnel.
- ☐ Agricultural chemical usage should be noted on the property farm map and be managed as part of the grazing rotation to ensure stock do not graze paddocks under a withhold period. Accidental access or grazing of any paddocks under withhold period must be reported to your Milk Supply Officer immediately.
- ☐ A property risk assessment must be completed to identify any land at risk of persistent chemical contamination. The predominant persistent chemicals found in agricultural land include:

- Organochloride pesticides (OC's) such as Aldrin, dieldrin and DDT;
- Fire retardants such Polychlorinated biphenyls (PCBs); and
- Heavy metals such as Lead, Arsenic and Cadmium.

Farm maps should include the following:

- ☐ North marking, boundaries, creeks and rivers, dairy effluent ponds, dairy effluent application areas, milking facility and yards, paddocks with names, numbers, tanker tracks, silos and stock feed, chemical storage, persistent chemical locations, details of contaminated sites which are not suitable for animal access and calf rearing paddocks.
- ☐ The dairy must be kept free from pests to minimise the risk of milk contamination. Pests can carry disease or may physically contaminate milk. Pests can include birds, rodents, insects and spiders and other cows which may be a risk to milk. All pesticides used must be registered and have an appropriate APVMA number.
- ☐ All pest control products must be stored appropriately in a lockable cabinet or chemical storage facility.
- ☐ All farm staff handling pesticides must be competent to undertake these duties.
- ☐ No rodent baits are to be used above stockfeed in the dairy or feed storage area, and baits must not be used in the milk room.
- ☐ Pesticide applications used in and around the dairy premises must be documented including:
  - ☐ Pesticide or bait product used;
  - ☐ Date applied or used;
  - ☐ Type of activity i.e., rats, mice or flies;
  - ☐ Rate of application;
  - ☐ Batch number;
  - ☐ Area treated;
  - ☐ With hold period (i.e. silo fumigation); and
  - ☐ Person who conducted the treatment or application (licence).
- ☐ All records must be permanent in nature and must be available for the purpose of an audit.
- ☐ Use of surface sprays for flies, or applications of cow herd fly treatments must be recorded.
- ☐ Grain treatments for pests such as weevils must be applied as per manufacturer's instructions and the appropriate withhold period applied. All grain treatments must be recorded on the Agricultural Chemical record.

Are agricultural chemicals stored in a secure location?	*Please detail:*
Where are SDS located/ stored? Do all staff have access?	
How are treated paddocks identified and secured while under withhold period?	

Where are permanent records for agricultural chemical treatments kept? ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	*If other, give a brief description:*
Do you have any persistent chemical risks on your property? ☐ Yes ☐ No ☐ Not Sure *If Yes or Not Sure Risk Assessment must be completed.* Where has this been completed: ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other Who is responsible for reviewing and updating this where new land is accessed i.e. purchase, lease, out paddock or agistment?	*If other, please note who is responsible and were located:*
Are pesticides stored in a secured location?	
Where are SDS located/ stored? Do all staff have access?	
Where are records of pesticide applications stored? ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	*If other, please note where they are stored:*
Where is your Farm Map located: ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	*If other, please note where it is located:*

11. Dairy Environment & Access

Objective

The dairy premises should be designed, constructed, and maintained to prevent the contamination of milk from foreign objects or foreign odours.

The dairy surrounds are to be kept clean and tidy preventing potential for pests and allowing a safe and easily accessible space for tankers with milk collection.

Minimum requirements – Milk Collection Access

- ☐ The farm operator must provide and maintain a 24-hour all-weather road access for milk tankers and provide safe and unrestricted access to the dairy.
- ☐ The tanker turnaround area should be free from obstructions that may restrict tanker access, this includes farm vehicles and equipment that may inhibit the turning circle of tankers.
- ☐ Access to vat rooms must be safe for tanker drivers.
- ☐ Care must be taken to not allow mud, manure or other causes of objectionable odours around the dairy premises to enable accurate sensory evaluation of the milk before collection.
- ☐ Non-milking animals are not permitted and must be segregated from the dairy and surrounds to reduce the potential for milk contamination.
- ☐ Drivers must be able to safely access the milk vat/s, light and pump switches, the dairy clipboard and fresh running water for the rinsing of milk sample dippers (where relevant).
- ☐ Vat rooms must be clean and tidy allowing safe access by the tanker driver. Vat rooms must be free from clutter, trip hazards, loose hoses, power cords and slippery concrete.
- ☐ Storage of calf milk buckets or feeders and other items in the milk room which may harbor smells or create trip hazards for tanker drivers must be removed or cleaned to not inhibit the milk collection process.
- ☐ If your vat must be rinsed prior to the driver engaging the vat wash, you must ensure there is a suitable hose appropriately mounted for the task with adequate water pressure.

Minimum Requirements – Milk Room Construction

The dairy and milk room must be constructed to comply with the FSANZ standard 4.2.4 Primary Production and processing standard for Dairy products.

Allow for effective cleaning. Walls and ceilings should be easy to clean.

- ☐ Floors should be in good condition and be well drained to prevent pooling of milk, water and chemicals.
- ☐ The construction and maintenance of the milking shed must protect milk from contamination during milking, storage, and collection.
- ☐ Restrict access of non-milking animals and remove any items that will provide shelter for vermin.
- ☐ Be well maintained and of a standard suitable for safe milk production.
- ☐ Milk vats and vat rooms must not be used to store any substances that may contaminate milk.
- ☐ Light fittings located directly above vats must be fitted with an appropriate cover or have shatterproof light globes in place.

- ☐ The dairy premises must not be used for other activities that may compromise food safety standards or pose a risk to the milk.
- ☐ Dairy Hygiene and Maintenance checks must be completed twice yearly as a minimum or more frequently if there are Milk Quality issues.

Minimum Requirements - Milk Storage Vats and Silos

The following minimum requirements are determined for milk storage vats and silos all farms must be compliant:

- ☐ All major vat openings such as vat outlets, swing lids and inspections hatches must be protected (i.e., from pests and foreign matter) and easily cleaned to ensure protection of the milk.
- ☐ Silo vats with inspection lids for inspection of milk and dip stick reading located on top must have the opening covered by a roof to protect the milk from the environment.
- ☐ Vertical and horizontal vats with side door hatches should be covered.
- ☐ Older style swing lift lid vats and silos must be enclosed fully in a pest proof vat room.
- ☐ All breather pipes to vats must be screened/filtered to protect from pest entry.
- ☐ Ladders for all vats must be safe, suitable and in good condition for tanker drivers to inspect/grade milk prior to collection.

Where are your dairy hygiene, equipment and premises maintenance checks completed? ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	*What months are these generally completed and who completes them?*
Are light fittings directly above vats? ☐ Yes ☐ No	*If yes, are they suitably covered? If shatter proof bulbs are used, do you have a record of the type of bulb used?*

12. Milking Practices

Objective

To ensure milk is free from Colostrum and extraneous matter.

Minimum Requirements

- ☐ Colostrum, calf milk and other milk not suitable for collection must be stored in a way which allows tanker drivers to conduct accurate senses check of the bulk milk to be collected.
- ☐ All fresh cows/heifers are required to be withheld from the vat for eight (8) milkings to avoid colostrum entering the vat.
- ☐ Procedures are required to be in place for staff for the identification of fresh cows and management of colostrum.
- ☐ Induced cows/heifers must be withheld from the vat for 10 milkings. (Refer to cow welfare and health for more information on induction of cows/heifers).
- ☐ Any calf milk stored in a vat near the milk room must be clearly labelled as "NOT SUITABLE FOR MILK COLLECTION".
- ☐ Milk which is not suitable for collection must be immediately and clearly signed as "NOT SUITABLE FOR MILK COLLECTION". This includes bulk milk supply which is currently being tested for antibiotics or other inhibitory substances.
- ☐ Signage must only be removed once milk is tested and cleared for collection, or has been disposed of due to temperature, age of milk or contamination.
- ☐ Raw milk should be filtered prior to entry into the vat or silo.
- ☐ Milk filter socks, sleeves or sieves must be clean/new at every milking.
- ☐ Yards, stock tracks and stock drinking points should be maintained in a condition that minimises cow and udder contamination.
- ☐ Where milk has been rejected this must be recorded in the incident log and corrective actions must be determined.

Do you have a colostrum storage vat? If so, is it clearly identified?	
If there is no storage vat for colostrum, how is it managed?	
How is milk not suitable for collection identified? This includes vat milk which is currently under testing.	

13. Animal Welfare & Health

Objective

Ensuring responsible animal management practices are maintained by all suppliers in accordance with the relevant laws, regulations, industry guidelines and animal welfare codes of practice.

To ensure milk is only sourced from a healthy herd, and sick stock are treated quickly and have good care for recovery.

Stock management minimises the risk of any spread of disease between cows.

Minimum Requirements

- ☐ Tail docking must be in accordance with the Australian Animal Welfare Standards and Guidelines for Cattle *(https://animalwelfarestandards.net.au/welfare-standards-and-guidelines/cattle/).*
- ☐ Disbudding – disbudding of calves' horns should be practised in preference to dehorning older cattle. Use of appropriate pain relief (analgesia and/or anaesthesia) for routine management practices must be used.
- ☐ Calving induction – Calf induction must be completed in accordance with the ***Australian Animal Welfare Standards and Guidelines for Cattle***.
- ☐ Milking from cows showing any sign of infectious disease transferable to humans must not be used for human consumption. Infected cows must be identified and effectively managed to ensure they are not milked into the bulk milk supply and the details must be recorded. Infectious diseases which are transferable to humans include Salmonellosis, Leptospirosis, Q Fever, Listeriosis, TB and Yersiniosis.
- ☐ Good calf management must include:
  - ☐ Ensuring all calves are fed 2- 4 L of quality colostrum within 24 hours (ideally within 12 hours) of birth;
  - ☐ Always having access to clean fresh water;
  - ☐ Fed daily with sufficient fresh milk or milk replacer for their weight and age;
  - ☐ Good quality shelter and bedding so they are protected from the elements and can stay clean and dry; and
  - ☐ Treating and handling them with care and respect, it is never appropriate to mishandle any class of livestock.
- ☐ Calves must not be tethered at any time.
- ☐ Bobby calves must be managed to the same standard as replacement calves. All farms must abide by the Australian Animal Standards and Guidelines - Land Transport of Livestock and their own state or territory requirements regarding age at sale, time of feed, fit to transport and minimum weight standards. The Australian Animal Standards and Guidelines can be found at ***https://animalwelfarestandards.net.au/welfare-standards-and-guidelines/bobby-calves/***
- ☐ Bobby calves must be managed to prevent antibiotic and inhibitory substance residues. Suppliers must ensure that milk containing antibiotics is not fed to bobby calves.
- ☐ Be well maintained and of a standard suitable for safe milk production.
- ☐ Milk vats and vat rooms must not be used to store any substances that may contaminate milk.
- ☐ Light fittings located directly above vats must be fitted with an appropriate cover or have shatterproof light globes in place.

Suppliers are encouraged to implement herd management practices that minimise the transfer of Bovine Johne's Disease (BJD) to young stock by using the Three Step Calf Rearing Plan:

- ☐ Calves to be reared as replacement heifers or bulls must be removed from their mothers and the calving area within 12 hours of birth.
- ☐ The calf rearing area, including calf paddocks, must be separated from areas used by adult cattle, and not take any drainage from laneways, yards and paddocks used by adult cattle.
- ☐ The paddocks used by calves between weaning and 12 months of age must not have had any adult cattle (older than 2 years) run on them in the previous 12 months.

Describe how you manage calves on your farm to minimise BJD transmission?	

14. Biosecurity & Stock Identification

Objective

A farm biosecurity plan should promote good hygiene practices and control the movement of livestock, people, and equipment onto your property. Good biosecurity practices on your property are crucial to protecting your livestock and farm from pests and diseases.

All stock must be permanently identified and all stock movements between properties recorded to facilitate traceability across the industry. Stock identification is a critical control measure to prevent contamination of milk by microbiological and chemical hazards.

Minimum Requirements

- ☐ Tanker access roads and tracks should not be used for livestock movement. Farm vehicle use by tractors and other machinery where mud and manure can contaminate the tanker access should be kept to a minimum.
- ☐ In the event of an Emergency Animal Disease (EAD) outbreak, milk tankers will be unable to use any tanker track which is not fully segregated from any livestock or farm vehicle use. Suppliers should have a clear plan in place to fully segregate milk tanker access in the case of an EAD outbreak and be working towards having a segregated tanker access track.
- ☐ Animal carcasses must be removed and disposed of appropriately as soon as practicable to reduce biosecurity and health risks to other stock.
- ☐ All livestock must be permanently identified to allow traceability of each cow by milking staff and identify cows whose milk is not suitable for bulk milk supply.
- ☐ Identification must be easily readable and can be in the form of ear tags, freeze brands or electronic tags and/or collars.
- ☐ All cattle are required to have a National Livestock Identification System (NLIS) tag fitted before leaving their property of birth to facilitate lifetime identification and traceability.
- ☐ Suppliers must maintain a stock register to trace all livestock on the property including sales, purchases, natural increases and stock disposals.
- ☐ All stock sales and purchases must be recorded and vendor declarations obtained for all stock purchases, including bulls. Vendor declarations must be obtained at the time of purchase.
- ☐ Records must be kept of all livestock movements on and off the property, including out paddocks and/or agistment. Livestock movements between properties with different PICs must be reported to the NLIS database within 48 hours.
- ☐ Records of agistment must be maintained. This includes treatment of stock while on agistment.
- ☐ If you are selling milk to anyone other than a milk company, you must comply and obtain approval from the relevant state regulatory authorities prior to sale/distribution i.e. in Victoria approval must be sought from DFSV to sell to anyone other than a milk company.

Do stock or farm vehicles currently use your tanker track? ☐ Yes ☐ No	*If yes what is your contingency plan if there was to be an emergency animal disease outbreak to demonstrate segregation?*
Have you completed an On Farm Biosecurity plan? ☐ Yes ☐ No If no, when do you plan to have a Biosecurity plan in place by? If you already have a plan in place when it last updated?	
How is your stock register maintained? *This should include all classes of stock i.e. milking herd, young stock, calves etc.*	
How are stock identified ☐ Ear tags ☐ Freeze brands ☐ Electronic tags ☐ Electronic collars ☐ Other	*Give a brief description of how stock is identified:*
Where are stock sales and purchase vendor declarations located? ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	*If other, where are they located?*
How are stock movements recorded?	

15. Effluent

Objective

Effluent management from milking sheds and feed pads must be contained within the farm boundaries and must not contaminate water sources or pasture.

Effluent management must not impact cow health, milk quality and/or the environment.

Minimum Requirements

- ☐ Effectively manage all effluent generated from controlled areas such as milking sheds, feed pads and other areas where stock are held for extended periods of time.
- ☐ Manage all effluent in a manner that does not pollute groundwater, surface water or create offsite odours. (Surface waters include billabongs, canals, springs, swamps, natural or artificial channels, lakes, lagoons, creeks and rivers).
- ☐ Ensure runoff containing effluent does not leave the boundary of your property.
- ☐ Liquid effluent should be applied to a reasonable area of the farm i.e. 10%.
- ☐ Dairy effluent can be a source of microbiological contamination. Document applications of effluent to areas where stock is likely to graze to ensure quarantine guidelines are met. Recommended withhold periods for effluent is 21 days. Paddocks where sludge has been applied should not be grazed until grass has grown through the sludge layer. Consider using sludge on paddocks to be cultivated for crops.
- ☐ Effluent ponds and manure sumps must be fenced to restrict access by milking and young stock.
- ☐ Dairy Farms are to adhere to any relevant state legislation or licence conditions pertaining to effluent in their relevant state/territory. E.g. TDIA Farm Dairy Premises Effluent Management Code of Practice.

Which best describes your effluent management system?	Tick relevant box ✓
Sump-effluent applied directly to pasture	☐
Solids removal-sump-effluent application to pasture	☐
Solid removal-pond/ponds application to pasture	☐
Effluent pond/s-application to pasture	☐
Solids removal to methane digester	☐
Dry scraped and stockpiled	☐
Other	☐

	Tick Relevant box ✓	Further information required (please complete if one of these boxes are ✓)
Other	☐	
No defined system	☐	

How do you manage effluent application with your grazing management to ensure adequate WHPs are met?	
Where are effluent records kept? ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	

16. Water Management

Objective

Water sources on the farm used to clean the dairy and milking equipment must be of a suitable quality to not contaminate the milk.

Water available for cows to drink should be free from chemical and microbiological contaminants.

Minimum Requirements

- ☐ Suppliers must have enough water of potable quality to clean the premises and equipment, for milk cooling, and for udder washing to prevent risk of contamination of milk.
- ☐ Water used in the dairy or for stock drinking water must be suitable for the purpose and not result in the direct or indirect contamination of milk, particularly by chemical or microbiological hazards. The food safety program must describe:
  - ☐ The source of the water supplied (If multiple sources all should be documented i.e. tank, river, dam, bore, town, channel irrigation, or reclaim);
  - ☐ Any treatment of the water (if chemicals are used, a record should be kept such as date, treatment and rates and evidence of safety provided). Other treatments such as UV lights or filters must include a maintenance program/timeline for replacement or cleaning;
  - ☐ The uses for the water (reclaim water, wash yards etc.); and
  - ☐ Any applicable water management plan.
- ☐ The suitability of the water should be verified through testing and the water treated if necessary. This may include testing of turbidity or for bacterial indicators such as Total Plate Count (TPC), faecal coliforms or Escherichia coli (E.coli) as a measure of microbiological water quality (FSANZ). In the case of a significant weather events where flooding may have occurred, it is recommended that all water sources are checked. Speak to your Milk Supply Officer for support in the testing of water.
- ☐ Stock must have access to water and calves must have access to good quality water at all times.
- ☐ The source of drinking water for stock, either from groundwater or surface water (streams and dams) should be assessed for microbial, chemical or heavy metal contamination before it is used the first time.

WATER SOURCE						
	Dam	Bore	River/Creek	Channel	Town	Other
Water in the dairy is sourced from the following (tick appropriate boxes)	☐	☐	☐	☐	☐	☐
Water used to clean the Dairy is sourced from (tick relevant box)	☐	☐	☐	☐	☐	☐
Water used for teat spray is sourced from (tick relevant box)	☐	☐	☐	☐	☐	☐
Where is stock water sourced from?	☐	☐	☐	☐	☐	☐
Has testing been completed, please describe? *(Has testing been completed after major weather events, flooding or as part of a milk quality investigation? Records of testing must be available for audit purpose).*						
Where are records stored? ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	*If other, where are they stored?*					
(Has testing been completed after major weather events, flooding or as part of a milk quality investigation? Records of testing must be available for audit purpose).						
Is water treated? ☐ Yes ☐ No	*If yes, give a brief description of treatment process:*					
Are you using reclaimed water (not effluent)? If so, please specify type and source of reclaim water, where it is used and any testing that has been completed along with a water management plan. *(Records of testing must be available for audit purpose)*						

17. Incident Reporting (Non-Conformance)

Objective

Any incident where there has been a risk to food safety or a failure to abide by the farm food safety plan is a non-conformance. All incidents must be recorded, along with the corrective action.

Minimum Requirements

Examples of incidents that need to be recorded in the Incident Reporting (Non-Conformance) log include:

- ☐ Any occasion where bulk milk has been disposed of or rejected.
- ☐ An antibiotic or inhibitory substance failure or failure to meet determined withholding periods.
- ☐ Where bulk milk has been tested for inhibitory substance or antibiotic inclusion.
- ☐ Bactoscan EU Geometric Mean ≥464,000 IBC/mL or TPC ≥100,000 cfu/ml for 8 weeks.
- ☐ BMCC EU Geometric Mean ≥400,000 c/mL for 13 weeks.
- ☐ Any other failure of the Food Safety system including those identified at audit.
- ☐ Non-compliance with milk cooling requirements.

Records must be kept including:

- ☐ Date of the non-conformance/incident.
- ☐ Action taken to address the non-conformance/incident.
- ☐ Action taken to prevent reoccurrence of the non-conformance/incident.
- ☐ Responsible person/s for rectifying the non-conformance/incident.
- ☐ Date action due to be completed.
- ☐ Actual date completed.

The following **Reportable Incidents** must be notified to a Bega Group MSO and Transport provider immediately and before milk collection ***(You must speak to the MSO, do not notify by text message or email):***

- ☐ Possible or likely inclusion of any cow under milk withhold into the bulk milk supply.
- ☐ Milking herd accessing paddocks under withhold period.
- ☐ Milk cooling equipment failure.
- ☐ Significant herd health issues such as salmonellosis or other foodborne illnesses.
- ☐ Any other possible milk contamination incident including dairy plant wash water.

Where are non-conformances recorded? ☐ Farm Quality Folder ☐ Farm Quality Diary ☐ Other	*If Other, briefly explain where non-conformances are recorded and how they are actioned:*
Who is responsible for the notification to Bega Group of the above Reportable Incidents?	*(Have all staff been trained in the reporting process? Do they have access to contact information?)*

18. Preparing for an Audit

Objective

All Dairy Farms are required to have a Food Safety Program that complies with the Food Standards Code. To ensure compliance to the Food Safety Program and therefore the Food Standards Code a site assessment must be conducted to ensure the premises and equipment:

- Are fit for purpose
- Are in a good state of repair
- Can be cleaned and sanitised effectively
- Comply with the Food Standards code Standard 3.2.3 and 4.2.4

Minimum Requirements

Your MSO will assist with the organising the auditing body to complete farm audits as required in NSW, QLD, VIC and WA. Tasmania and South Australia are audited by the Regulatory bodies to the Bega Group approved Manual, and you will be contacted directly by them for a determined audit date. It is compulsory for audits to be conducted within your licence period so licences can be re-issued prior to renewal. It is important that when you are contacted to organise the audit that you work with the auditor to organise a suitable time for them to attend the dairy.

To make the audit process as efficient as possible it is strongly recommended that you have the following prepared for the auditor:

- ☐ Ensure you have completed the Farm Quality Assurance Manual, and all information is up to date.
- ☐ Complete annual self-audits in either the Farm Quality Diary or in the Farm Quality Folder.
- ☐ Check staff training records are up to date.
- ☐ Make sure your dairy premises is clean and tidy and free of any rubbish.

Each state will have different legislation around Farm audits and their completion. Bega Group will support all farms with their regulatory audits. Please contact your Milk Supply Officer for any assistance.

Accreditation and collection of milk supply may be suspended, in accordance with our milk supply agreement if:

- ☐ Any critical non-conformances are found during an audit. Critical non-conformances require the auditor to notify State food authorities; or
- ☐ There are a number of major or minor non-conformances identified in accordance with state regulatory guidelines that have not been rectified within the determined time period;
- ☐ The non-conformance escalates to a critical non-conformance (as above);
- ☐ The supplier is in breach of the quality table parameters set out in the quality table in the milk supply agreement, or the supplier supplies poor quality milk that is unacceptable and presents an ongoing food safety or quality risk;
- ☐ The relevant regulator issues a lawful direction that the supplier must suspend its supply of milk to the Bega Group; or,

- ☐ The supplier does not otherwise comply with the milk supply agreement or the Manual in a manner that means that milk supply may be suspended, then the suspension will remain in place until the supplier has taken corrective action to address the issue ,the corrective action is checked by the regulator or Bega Group auditor (or both) and the resupply procedure set out in the milk supply agreement has been completed. Audit guidelines can be obtained from the relevant food authority. Bega Group requirements for supply are further outlined in the relevant milk supply agreement.

General Disclaimer

While the Bega group of companies has made every effort to ensure the accuracy, completeness and reliability of the information set out in this publication, it does not warrant such accuracy, completeness or reliability and disclaims all liability for error, loss or other consequence that may arise from the use of, or reliance upon, any information in this publication. At all times, a supplier to Bega Group must satisfy itself as to the legal obligations it must meet and rights it may have in supplying milk to Bega Group and managing a dairy farm.

Additionally, this Manual may contain links to websites ("linked sites"). Those links are provided for convenience only and may not remain current or be maintained. Bega Group is not responsible for the content or privacy practices associated with linked sites. Bega Group's reference to the linked sites should not be construed as an endorsement, approval, or recommendation by Bega Group of the owners or operators of those linked sites, or of any information, graphics, materials, products or services referred to or contained on those linked sites, unless and to the extent stipulated to the contrary.

Appendix 1: Definitions & Abbreviations

Please see below an easy reference of abbreviations used in this Program:

TERM / ACRONYM	DEFINITION
AMS	Automated Milking System (robotic system)
APVMA	Australian Pesticide and Veterinary Medicine Authority *https://portal.apvma.gov.au/pubcris/* *https://www.apvma.gov.au/*
AS	Australian Standard
Bega Group	Bega Group means Bega Cheese Limited and its subsidiaries including Tatura Milk Industries Pty Ltd and BDD Australia Pty Ltd that may enter into a milk supply agreement with a supplier.
BJD	Bovine Johne's Disease
Continuous Milking system	Robotic system, or system where there are large herds being milked for very long periods of time
Early Milk Cooling Index (EMCI)	Means the early milk collection index as developed by the University of Tasmania.
EU	European Union – Bega Group export product and sell products to companies that then further value adds to send to the EU. Strict licence guidelines are in place to supply.
FSANZ	Food Standards Australia and New Zealand
HACCP	Hazard Analysis and Critical Control Points – System used for Food Safety Risk Assessment
Licence	Licence means for the purpose of this manual, that Licence or registration as required by the particular state the supplier is operating in.
MRS T	M – Mark the cow to be treated using temporary marking identification R – Record the required treatment details S – Segregate the cow to be treated to minimise the risk of treating the wrong cow. T – Treat the correct cow with the recorded drug
MSO	Bega Group Milk Supply Officer
NLIS	National Livestock Identification Service
NRA	National Registration Authority for Agricultural and Veterinary Chemicals (Now APVMA)
Oestradiol 17	Veterinary medicine used in oestrus synchronisation programs and historically for the treatment of non-cycling cow

TERM / ACRONYM	DEFINITION
Organochlorines	Are known for their high persistence and toxicity characteristics and can transfer to milk if consumed by cows.
Organophosphates	Used as pesticide on crops and can be a potential health risk and can transfer to milk if consumed by cows.
Poor quality milk	Means milk that fails to comply with the law, Food Safety Standards, or is Grade 4 milk as defined in the relevant milk supply agreement.
RAM	Restricted Animal Material. Any material derived from a vertebrate animal other than tallow, gelatine, milk products or oils.
SDS	Safety Data Sheets
TB	Tuberculosis
WHP	Withholding periods (WHPs) are used to ensure compliance with domestic maximum residue limits (MRL). A WHP is the minimum length of time that must elapse between the last application of an agricultural chemical to a crop and the harvest, sale or use of the agricultural produce to which the chemical was applied.

Appendix 2: State Regulations

Regulatory Authorities

For specific state regulatory requirements and audit information please contact:

STATE DAIRY AUTHORITY	ACCREDITATION OR LICENSE	WEBSITE	CONTACT NUMBER
SAFE FOOD QUEENSLAND	Accreditation	*www.safefood.qld.gov.au*	1800 300 815
NSW FOOD AUTHORITY	License	*www.foodauthority.nsw.gov.au*	1300 552 406
DAIRY FOOD SAFETY VICTORIA	License	*www.dairysafe.vic.gov.au*	03 9810 5900
TASMANIAN DAIRY INDUSTRY AUTHORITY	License	*www.tdia.tas.gov.au*	03 6478 4100
DAIRY SAFE (DAIRY AUTHORITY OF SOUTH AUSTRALIA)	Accreditation	*www.pir.sa.gov.au/biosecurity/food_safety/dairy*	08 8223 2277
WESTERN AUSTRALIAN DEPARTMENT OF HEALTH	Accreditation	*www.health.wa.gov.au*	08 9388 4598

Chemical Handlers

Agricultural Chemical handlers course covers Agricultural, Veterinary and Pesticides please ensure that you review your relevant State Legislation:

VICTORIA	*https://agriculture.vic.gov.au/* *Agricultural and Veterinary Chemicals (Control of Use) Regulations 2017 | legislation.vic.gov.au*
NEW SOUTH WALES	*https://www.epa.nsw.gov.au/* *https://www.dpi.nsw.gov.au/*
QUEENSLAND	*https://www.daf.qld.gov.au/*
TASMANIA	*https://nre.tas.gov.au/*
SOUTH AUSTRALIA	*https://www.pir.sa.gov.au/*
WESTERN AUSTRALIA	*https://www.agric.wa.gov.au/* *https://www.health.wa.gov.au/Articles/N_R/Operating-a-dairy-food-business*

State Effluent Requirements

All states and territories have minimum standards that dairies must comply with regarding effluent, including legislation, codes of practices, guidelines and planning provisions to prevent any adverse impact from dairy effluent.

NEW SOUTH WALES	Environmental management guidelines for the dairy industry – New South Wales Department of Primary Industries.
QUEENSLAND	Natural resource management and climate change – Subtropical Dairy.
SOUTH AUSTRALIA	Codes of practice – Environmental Protection Authority South Australia. *https://www.epa.sa.gov.au/blog/2024/04/30/environmental_sustainability_remains_key_for_dairy_industry*
TASMANIA	Farm Dairy Premises Effluent Management Code of Practice – Tasmanian Dairy Industry Authority. Tasmanian effluent advice, services and contacts – DairyTas.
VICTORIA	Managing effluent – Agriculture Victoria. Management of dairy effluent – DairyGains Victorian guidelines. *https://cdn-prod.dairyaustralia.com.au/-/media/project/dairy-australia-sites/national-home/resources/ad-hoc/22-04-2022/dairygains-victorian-guidelines/dairygains-victorian-guidelines.pdf?rev=61815e6b175140bb959a75df9157c78e*
WESTERN AUSTRALIA	Code of Practice for Dairy Farm Effluent Management WA – Western Dairy 2021.

Animal Welfare Legislations

Each state has their own Animal welfare legislation in place, so it is important that you ensure that you are following the correct legislation:

NEW SOUTH WALES	Prevention of Cruelty to Animals Act 1979	*https://legislation.nsw.gov.au/view/html/inforce/current/act-1979-200*
QUEENSLAND	Animal Care and Protection Act 2001	*https://www.legislation.qld.gov.au/view/whole/html/inforce/current/act-2001-064*
SOUTH AUSTRALIA	Animal Welfare Act 1985	*https://www.legislation.sa.gov.au/lz?path=%2FC%2FA%2FANIMAL%20WELFARE%20ACT%201985*
TASMANIA	Animal Welfare Act 1993	*https://www.legislation.tas.gov.au/view/html/inforce/current/act-1993-063*
VICTORIA	Prevention of Cruelty to Animals Act 1986	*https://www.legislation.vic.gov.au/in-force/acts/prevention-cruelty-animals-act-1986/096*
WESTERN AUSTRALIA	Animal Welfare Act 2002	*https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a4340.html*

Preparing for Audit – State Legislation

STATE	REQUIREMENTS	FREQUENCY	AUDIT BODY
QUEENSLAND	Dairy Primary Production requirements *https://www.safefood.qld.gov.au/food-business/accreditation/dairy-scheme/dairy-farm/*	Two Yearly	Bega Group Approved audit supplier
NEW SOUTH WALES	Preparing for audit *https://www.foodauthority.nsw.gov.au/industry/audits-and-compliance/audits-of-licensed-businesses* Dairy Primary Production requirements *https://www.foodauthority.nsw.gov.au/industry/dairy/dairy-primary-production*	Two Yearly	Bega Group Approved audit supplier
VICTORIA	Preparing for an audit *https://www.dairysafe.vic.gov.au/licensees/operating-a-dairy-business/farmers* Minimum requirements for farm food safety programs *https://www.dairysafe.vic.gov.au/publications-media/regulations-and-resources/guidelines*	Two Yearly	Bega Group Approved audit supplier
TASMANIA	Preparing for audit *https://tdia.tas.gov.au/about-tdia/how-does-tdia-assist* Minimum requirements for farm food safety programs *https://tdia.tas.gov.au/resources/dairy-food-safety* *https://tdia.tas.gov.au/operating-a-dairy-business/farmers*	Annually	TDIA – Dairy Food Safety Officer
SOUTH AUSTRALIA	Preparing for audit *https://dairy-safe.com.au/wp-content/uploads/Dairysafe-Accreditation-Handbook.pdf*	Annually	Dairy Safe – South Australia
WESTERN AUSTRALIA	Preparing for audit *https://www.health.wa.gov.au/Articles/N_R/Operating-a-dairy-food-business*	Two Yearly	Bega Group Approved audit supplier

Thank You