

MILK DEPARTMENT



DAIRY AUDIT PROGRAM



coles
Dairy Farmers

1. Introduction

Welcome to the Milk Department, Dairy Food Safety Audit Program. Milk Department is engaged to conduct audits on behalf of Coles, for farmers with a Coles Milk Purchase Agreement. Milk Department has a team of Lead Food Safety Auditors who look forward to working together with the Coles Dairy Farmer Group, to support compliance requirements and the continuous improvement of farm practices. Your Audit will be conducted to the timetable as outlined in Section 7. It is important farmers are well prepared for the audit and have completed the pre-audit preparation as described in Section 6.

2. Requirement of Dairy Audits

As part of your Coles Milk Purchase Agreement, you are required to undertake a Dairy Food Safety Audit on an annual basis. This is to ensure the fresh milk supplied to Coles for processing, continues to meet their requirements.

You are also required to undergo a Regulation Dairy Food Safety Audit. In most states, the regulation requirement is at a minimum of every 2 years and is conducted to keep your Dairy Licence active. Milk Department and Milk Department Auditors are licenced and authorised to conduct the Regulation audits on behalf of for Dairy Food Safety Victoria (DFSV).

3. Food Safety Plan

Farmers are required to follow a Food Safety Plan, accredited and/or recognised by the relevant State Dairy or Health Authority. Please have a copy of this available in your dairy for viewing during the audit. It is important all employees in the dairy are trained in understanding your Food Safety Plan.

A copy of the approved Coles Food Safety plan is in Appendix A of this document. Please note that the Tasmanian Dairy Industry Authority (TDIA) is currently reviewing the Coles Food Safety Plan. Please continue to use an alternative approved Food Safety Plan. A farmer can use any approved Food Safety Plan recognised by their relevant State Authorities.

4. Scheduling an Audit

The Milk Department Team conducts around 100 annual audits across Australia. Audits are therefore scheduled by regions to enable all audits to be completed over the calendar year. Farmers will be advised of the scheduled Audit period for their region at the start of the financial year and are requested to plan well in advance to expect an audit at that time. At approximately, 4 weeks prior to the Audits being conducted in your allocated region, Milk Department will make contact via email to set an agreed date and time that is suitable for your business to conduct an Audit on farm.

You can schedule your Audit after you receive the advisory email and your region is opened up in the calendar with available bookings or by contacting the Milk Department Team Coordinator, Felicity Doolan felicity.doolan@milkdepartment.com.au or mobile 0411 405 529 or scan the QR code below to make a direct booking or go to this link <https://bit.ly/auditbookings>



Scan the QR code
to book your audit.

5. Pre-Audit Preparation

A pre-audit check is a requirement of the Audit program. Milk Department have developed and provided one that you can print off and use at Table 1.

6. Day of the Audit Access

The on-farm audit process will take approximately 3 hours. Please have a member of your management team available during the full audit period to assist with accessing records, documentation and/or supplying relevant information.

During the audit we will require access to:

1. The milking herd
2. Any hospital herd and/or treated cows
3. Your dairy shed including milking platform, plant, vat room and dairy office
4. Veterinary medicine storage facility
5. Agricultural chemical storage facility
6. Manual or computer-generated records
7. Documentation related to dairy business; and
8. Effluent system

7. Audit Timetable

One of two options is available for audits, either a morning or afternoon audit.

Morning Audit

9:00	Arrive on farm. Our team members will arrive with cleaned shoes and safety vests.
9:15	15 minutes pre audit meeting to go over procedure and meet your farm representative assigned to assist during the audit
9:30	Inspect dairy herd and young stock
10:00	Conduct dairy audit
11:45	15 minutes post audit meeting to go over outcomes of audit
12:00	Leave farm

Afternoon Audit

12:30 pm	Arrive on farm. Our team members will arrive with cleaned shoes and safety vests.
12:45pm	15 minutes pre audit meeting to go over procedure and meet your farm representative assigned to assist during the audit
1:00pm	Inspect dairy herd and young stock
1:30pm	Conduct dairy audit
3:30pm	15 minutes post audit meeting to go over the outcomes of audit
3:00pm	Leave farm

8. Report and Non-Conformances

At the conclusion of the Audit, we will provide you with a preliminary report outlining the findings of the Audit. Any Non-Conformances identified on the day will be discussed with the farm representative and will be documented in the final audit report. A notice detailing any non-conformances will be issued and will confirm the date we have agreed to complete the requirement to close off the Non-Conformance and therefore complete the Audit.

9. Audit Feedback

If you wish to discuss any concerns regarding the Audit confidentially, please contacting Greg Catterall, Manager Quality Systems & Compliance, Milk Department on greg.catterall@milkdepartment.com.au or 0427 546 610.

TABLE 1 – PRE-AUDIT CHECK LIST

No.	Area	Item	Requirement	Evidence
1.	Licencing, food safety program implementation and review	Dairy Licence	Must be available in dairy premises	Provide a copy
		Annual Review and/or pre-Audit checklist	Provide a date and list of annual review	Documented evidence
2	Stockfeed	Vendor Declarations	Stockfeed includes fodder, additives, and feed supplements Declarations should include: <ul style="list-style-type: none"> • name of Supplier • description of stockfeed • chemical residue status • any applicable withholding periods • amount supplied • signature of person making declaration • date 	Documented evidence
		Effluent Management Program	Details including: <ul style="list-style-type: none"> • Date effluent was used • Area covered • Withholding period 	Photo evidence of effluent pond or system and documented evidence of usage
3	Agricultural Chemicals	Chemical Storage Area: when not in use, farm agricultural chemicals must be contained and stored in a manner whereby the chemicals do not pose a risk to the food safety of the milk or accessible to the herd		Photo evidence
		Chemical Usage Register: these records must be permanent, notes on a whiteboard or scrap paper that can easily be removed or lost are not considered sufficient evidence	<ul style="list-style-type: none"> • date of use • who applied or administered the chemical • chemical used • rate of application or administration • what was treated (paddock number, silo number, site) • withholding period and clearance date • farm staff competency in chemical handling and chemical handling certification. • weather conditions if sprayed 	Documented evidence
		If using Spray Contractor (including pilot)	A report containing <ul style="list-style-type: none"> • copy of instructions • weather conditions • treatment • dosage rates • paddock details 	Documented evidence
4.	Veterinary Drugs	Storage Facility: when not in use, farm veterinary drugs must be contained and stored in a manner whereby the drugs do not pose a risk to the food safety of the milk.		Photo Evidence
		Veterinary Drug Register	List of Veterinary Drugs held on premises including: <ul style="list-style-type: none"> • drug name • batch Number • expiry Date 	Documented evidence

		Veterinary Drug usage record	Recorded Evidence stating <ul style="list-style-type: none"> • date of use • drug used • reason for treatment • rate of application or administration • who applied or administered the drug • identification of cow/s treated • withholding period and clearance date • farm staff competency in chemical handling and chemical handling certification. 	Documented evidence
		Off-Label Veterinary Drug usage	Where any off-label use of veterinary drugs is used, a record of the written advice from a registered Vet is required to be kept	Documented evidence
		Cow Identification	Identification Methods for treated animals should be documented and on display for all staff. This should include details of: <ul style="list-style-type: none"> • how a cow is marked after treatment • how a cow is milked during treatment • how the milk is kept separate • who is trained in treating animals 	Photo evidence
5.	Cleaning Chemicals	Cleaning chemicals labelling	All cleaning chemicals must be registered and have an appropriate APVMA or NRA approval number	Documented evidence and/or photo evidence
		Cleaning and Sanitising Program	A cleaning and sanitising program should be documented and on display for all staff.	Photo evidence
		Records of temperature checks and correct concentrations	Provide evidence including: <ul style="list-style-type: none"> • date of temperature check and results • chemical dosage verification date and results • date of thermometer calibration and results • and/or a report from refrigeration mechanic doing annual service 	Documented evidence
		Quality results Review	List the person or persons responsible for reviewing quality results and for correcting any results out of specification	List responsible person and note who results are checked
6	Water	Water treatment, if applicable	If water used in the dairy needs to be treated before use provide evidence <ul style="list-style-type: none"> • Date treated • Treatment administered • Volume of water treated 	Documented evidence or report from water treatment professional
		Reuse Water Plan: Any water that has been collected after use in the dairy plant and reused in the dairy or on the farm	A document outlining the procedure for usage: for example water used to rinse the vat is captured in tanks and used as a wash down for the yards	Documented evidence

		Water Testing	If water has been tested for quality or if water sources have had to be changed and testing was required	Provide Report
7	Premises	The Dairy premises must be kept clean and free from undesirable animals	<ul style="list-style-type: none"> walls and ceiling must be kept clean floors should be kept clean and be well drained vat openings must ensure protection of the milk 	Photo evidence
		Dairy Shed Maintenance	<p>A record of all testing and shed maintenance must be available including:</p> <ul style="list-style-type: none"> annual machine testing rubber ware replacement log 	Documented evidence
8	Cooling and storage equipment	Any repairs, servicing and maintenance undertaken must be recorded	<p>A record of the calibration and/verification of the cooling ability of the plant (twice yearly at a minimum):</p> <ul style="list-style-type: none"> peak milk volume cooling report peak summer cooling report temperature report <p>The Report must outline:</p> <ul style="list-style-type: none"> time taken to milk temperature of the milk after 3.5 hours from start of milking time taken to reach 5 degrees Celsius or less an alternatively validated milking model if milking taken more than 3.5 hours to complete 	Documented evidence
9.	Calibration	Annual thermometer calibration	<p>Records of calibration performed and/or report from service technician who performed calibration</p> <ul style="list-style-type: none"> date performed results date of purchase of new thermometer documented 	Photo evidence of thermometer used is self-calibrating and/or documented report from technician
		Annual vat temperature calibration/verification	Calibrate vat temperature against another calibrated thermometer, tanker thermometer or auditor's thermometer	Documented evidence
10.	Pest Control	Pest Control Map	<p>If pesticides are used in the dairy premises a detailed map/plan must be developed including:</p> <ul style="list-style-type: none"> area being treated/controlled position of treatment/s date of treatment/s type of activity being addressed pesticide used rate of application follow up inspection dates person responsible 	Photo evidence of map/plan or documented evidence
		Animal treatments (any fly repellent)	<p>Records must be kept of treatment including:</p> <ul style="list-style-type: none"> date treated cow/s treated treatment used 	Documented evidence
11.	Traceability	Milking stock including heifers	All milking stock must be permanently identified	Photo evidence
		Treated animals	A system must be in place to identify the ID of treated animals	Documented evidence including dairy software and

				printed report of last 30 days treatment
		Milk not supplied to a licenced entity	If milk is supplied, sold or delivered to anyone other than a milk company	Evidence of written approval by licenced authority
12.	Competency and Training	Employees and Relief staff	Training and competency records of all staff must be recorded and maintained: <ul style="list-style-type: none"> hygienic milking practices (including personal hygiene) administration of agricultural chemicals administration of veterinary drugs if appropriate rosters for staff 	Documented evidence
		Foodborne Diseases	Staff illness register and/or Doctors reports	Documented evidence
13.	Management of Non-Conformances	Actions must be taken to prevent or correct non-conformances	Records must be kept of any non-conformances including: <ul style="list-style-type: none"> date the non-conformance was identified action taken to control/prevent the non-conformance proposed date non-conformance will be cleared date of completion person responsible 	Documented evidence if applicable or list name of person responsible for each area of dairy
		Audit Documentation	Previous Audit Report	Documented evidence
14.	Milking Communicable Diseases	Diseased Animals and Animals treated with veterinary drugs	A system for segregation of animals if required	Documented or Photo evidence
		Review of Health Status	A record of stock sales/disposal and animal health records should be reviewed	List person responsible for animal welfare and reporting

APPENDIX A – Coles Food Safety Plan

Please view the current version at

<https://www.milkdepartment.com.au/approved-fsp>