



OAK



TASMANIAN
**Tamar
Valley**
DAIRY

LACTALIS
AUSTRALIA

QDairy

FARM FOOD
SAFETY MANUAL

Approved 2019



REAL COFFEE
**ICE
BREAK**



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INTRODUCTION TO THE LACTALIS QDAIRY

As producers of safe, high-quality raw milk, dairy farmers form the foundation of a food chain that provides benefits to all people involved, especially our consumers.

The Lactalis Food Safety Program manual (QDairy) is designed to assist you in maintaining the integrity of Lactalis' quality dairy products. A Food Safety Program ensures that challenges to milk quality and food safety are prevented and managed via the implementation of best-practice procedures.

As partners in delivering safe, high-quality food products to Australia and the world, we all have a role to play. If you need any assistance with completing your QDairy, please contact your Field Officer.

HOW TO USE THE LACTALIS QDAIRY MANUAL

The QDairy is a written document that identifies potential food safety risks on a dairy farm, and the systems and recording procedures that are required to be implemented to control these risks. It is a requirement of state dairy / food safety regulatory agencies and Lactalis that every farm has a Food Safety Program in place.

Each category of food safety risk is split into two sections:

- **Systems and processes to be in place**
- **Requirements for records / evidence**

Computer-based / electronic records are acceptable and encouraged. Please remember, electronic data and systems must be backed up regularly to prevent loss of records.

Please complete all sections of the QDairy and update as necessary to ensure you always have a complete and current food safety management program in operation at your farm.

Remember to share QDairy with all staff.

A number of abbreviations have been used throughout this program to simplify tables and references.

ABBREVIATION	FULL NAME
APVMA	Australian Pesticides & Veterinary Medicines Authority <i>(formerly National Registration Authority (NRA))</i>
AS	Australian Standard
BJD	Bovine Johne's Disease
EBL	Enzootic Bovine Leucosis
EPA	Environment Protection Authority
FSP	Food Safety Program
LPA	Livestock Production Assurance
MDP	Minimum dry period
NLIS	National Livestock Identification Scheme
NVD	National Vendor Declaration
PIC	Property Identification Code
Q&Q	Lactalis Quality & Quantity Statements
WHP	Withholding Period
QDairy	Lactalis Food Safety Program

FARM OWNERSHIP DETAILS

FARM NUMBER	
FARM OWNER	
FARM OWNER PHONE NUMBER	
FARM OWNER EMAIL	
FARM MANAGER / SHAREFARMER	
FARM MANAGER/ SHAREFARMER PHONE NUMBER	
FARM MANAGER/ SHAREFARMER EMAIL	
DAIRY NAME	
DAIRY ADDRESS	

CONTACT LIST

	CONTACT NAME	PHONE
LACTALIS FIELD OFFICER		
MILK TRANSPORT		
RELIEF MILKERS		
VETERINARIAN		
REFRIGERATION MECHANIC		
ELECTRICIAN		
MILKING MACHINE TECHNICIAN		
FARM CONSULTANT		
FEED SUPPLIER		
WASTE MANAGEMENT		

LICENSING AND FOOD SAFETY PROGRAM IMPLEMENTATION & REVIEW

Systems and processes to be in place:

- Farmers must hold a current and valid dairy farm licence or accreditation issued by their relevant State Regulatory Authority
- As a condition of this licence, dairy farmers must operate under a food safety program (FSP) which is approved by their relevant State Regulatory Authority. This FSP must document the control measures and procedures that are in place to reduce or eliminate significant food safety hazards associated with producing milk
- The FSP (QDairy) must be kept up-to-date and be available at the dairy
- An annual review of the FSP (QDairy) must be conducted to ensure its contents are still current

Requirements for records / evidence:

- The dairy licence must be available and sighted during each food safety audit
- Records of annual reviews of the FSP (QDairy) must be kept

DAIRY LICENCE/ACCREDITATION DETAILS	
What is your dairy licence/accreditation number?	
Where is the dairy licence/accreditation kept?	

FOOD SAFETY PROGRAM	
Where is the Food Safety Program (this manual) kept in the dairy?	
Who is responsible for the annual review of the Food Safety Program (QDairy)?	
Where are records of the annual review kept?	<input type="checkbox"/> In this manual on template supplied <input type="checkbox"/> Other – please specify:

COMPETENCY AND TRAINING

Systems and processes to be in place:

- Dairy farm personnel must be able to demonstrate that they have the appropriate skills and knowledge regarding:
 - o Hygienic milking of dairy animals
 - o Administration of agricultural chemical and veterinary medicines
 - o Food safety matters relevant to the activities undertaken at the premises
- The dairy farm licensee must be able to demonstrate that any relief milkers are adequately trained in the relevant procedures relating to stock identification and milking practices (e.g. antibiotic usage and dry cow management)
- Milking personnel must be aware that they should not be milking if they are suffering from, or are a carrier of, a foodborne disease that is likely to be transmitted through consumption of contaminated food (e.g. gastroenteritis, hepatitis A, salmonellosis, campylobacter enteritis, and staphylococcus aureus infection)
- It is recommended that staff involved who are supervising or involved in the use of farm chemicals should hold current accreditation from an approved Farm Chemical Users course

Requirements for records / evidence:

- Training and competency records for employees and relief staff must be kept

COMPETENCY AND TRAINING	
Where are training and competency records kept?	<input type="checkbox"/> In this manual on template supplied <input type="checkbox"/> Other – please specify:
Who is responsible for maintaining training records?	

COLOSTRUM

Colostrum is the first form of milk produced by the mammary glands of mammals immediately following delivery of the newborn. Colostrum contains antibodies to protect the newborn against disease. Dairy cattle are naturally exposed to pathogens and produce immunoglobulins against them. These antibodies are present in the cow's bloodstream and in the colostrum. These immunoglobulins are specific to many human pathogens, including *Escherichia coli*, *Cryptosporidium parvum*, *Shigella flexneri*, *Salmonella* species, *Staphylococcus* species, and rotavirus (which causes diarrhea in infants). Before the development of antibiotics, colostrum was the main source of immunoglobulins used to fight bacteria. Colostrum can be regarded as an inhibitory substance and may be detected by inhibitory substance screening systems.

Colostrum is crucial for newborn farm animals. **The newborn animal must receive colostrum within 6 hours of being born for maximal absorption of colostral antibodies to occur.** Recent studies indicate that **colostrum should be fed to bovines within the first thirty minutes to maximize IgG absorption rates**.¹ It is recommended that newborn calves receive at least 4lts of colostrum.

Milk of freshly-calved cows should not be included in the bulk tank for 96 hours after calving, and so the first 8 milking's must be isolated from the bulk vat.

Stored colostrum must be clearly labelled and be kept away from the milk room so it does not influence the sensory grading of the vat milk by the driver. Colostrum should not be stored in milk vats also used to store milk for human consumption.

Testing Frequency

Milk will be tested via sensory evaluation (each consignment) and specifically if required, at the company's discretion.

Note: Colostrum residues in milk may trigger inhibitory substance failure. In this instance, the inhibitory substance penalty will apply and the supplier will be graded accordingly.

¹ Pakkanen R, Aalto J.; Aalto (1997). "Growth Factors and Antimicrobial Factors of Bovine Colostrum". *International Dairy Journal*. 7 (5): 285–297. doi:10.1016/S0958-6946(97)00022-8.

TRACEABILITY OF MILK

Systems and processes to be in place:

- Milk from diseased animals must not be used for human consumption. Animals with infectious diseases which are transferable to humans through milk or via the animal (e.g. tuberculosis, listeriosis, salmonellosis, yersiniosis, leptospirosis, and Q Fever) must be segregated or otherwise effectively managed
- Milk must only be supplied to an appropriately licensed entity for further processing. If milk is supplied, sold or delivered to anyone other than a licenced milk processor, written approval must be received from the State Regulatory Authority (to ensure that milk is treated so as to deter human consumption)
- A current farm map should be maintained

Requirements for records / evidence:

- Records of milk sales
- Records allowing traceability of other farm inputs that can impact on food safety, but which have not been covered elsewhere in this QDairy manual, must also be maintained

TRACEABILITY OF MILK	
Where are records of milk sales and other farm inputs relating to food safety kept?	<input type="checkbox"/> Lactalis-supplied Q&Q Statements and/or Recipient Created Tax Invoices are retained <input type="checkbox"/> Other – please specify:
How do you isolate animals showing evidence of infectious diseases?	

HERD IDENTIFICATION

Systems and processes to be in place:

- All milking stock must be permanently identified (including heifers) as they enter the milking herd
- All calves reared on the property must be identified soon after birth
- A system must be in place to track the identification of treated animals
- Any animals leaving the property (as identified by the PIC) must be identified by a National Livestock Identification System (NLIS) tag, including bobby calves
- Any non-dairy cattle (e.g. beef cattle) that are introduced to the dairy herd must first be tested for Enzootic Bovine Leucosis (EBL), and results provided to demonstrate that they are EBL- free

Requirements for records / evidence:

- A stock register (including stock purchases and sales) and any vendor declarations for purchased milking stock must be kept
- Copies of results demonstrating that any non-dairy cattle introduced to the herd are EBL- free must be obtained and kept
- Records of agistment must be kept. This includes any records relating to stock treatment

HERD IDENTIFICATION	
<p>How are all cattle permanently and individually identified?</p>	<p><input type="checkbox"/> Ear tags / NLIS tags</p> <p><input type="checkbox"/> Freeze branding</p> <p><input type="checkbox"/> Neck collars</p> <p><input type="checkbox"/> Tattooing</p> <p><input type="checkbox"/> Photos</p> <p><input type="checkbox"/> Other (please specify)</p>
<p>Where are stock records kept (including stock register, purchases and sales)?</p>	<p><input type="checkbox"/> In this manual on template supplied</p> <p><input type="checkbox"/> Other – please specify:</p>
<p>Describe the management of the EBL status of non-dairy cattle that are introduced to the herd</p>	

VETERINARY MEDICINES

Requirements for systems and processes to be in place:

- All veterinary medicines and teat dips must be registered and must have an appropriate Australian Pesticides and Veterinary Medicines Authority (APVMA) or National Registration Authority (NRA) approval number
- Veterinary medicines must be used in accordance with the manufacturer's instructions (i.e. following the label)
- Veterinary medicines must be stored in a secure manner, such that they do not pose a risk to the food safety of the milk
- Milk from animals treated with veterinary drugs must be isolated according to the drugs' usage directions (i.e. all withholding periods should be followed as per the label)
- Farm staff administering veterinary medicines must be competent to undertake these duties
- A register is to be kept to record all veterinary medicines on the farm. A six-monthly stocktake of the farm chemical store is to be undertaken to identify any products which have exceeded the expiry date or are no longer usable
- All compliance failures must be documented as a non-conformance and include the following information
 - The drug used
 - Reason for non compliance
 - Corrective action taken to prevent re-occurrence

Requirements for records / evidence:

- Records must be kept of the use of veterinary medicines, which need to include:
 - Date of use
 - Drug used
 - Reason for treatment
 - Who applied or administered the drug
 - Rate of application or administration
 - Identification of the cow(s) treated (e.g. animal ID)
 - Withholding period (WHP) and clearance date (date cow returned to vat)
 - Competency of staff to administer veterinary medicines
- For any off-label use of any drug (which must only be undertaken according to a veterinarian's advice), written advice from the vet stating the instructions for use must be kept
- Record the following information on your drug and chemical register:
 - Trade name of product
 - Supplier
 - Batch number
 - Manufacture date
 - Expiry date
 - Date consumed or disposed or
 - Storage location
 - Withholding period

Please note that withholding periods for MILK and MEAT are different. It is important to apply the correct withholding periods for milk collection, and for meat, if the animal is to be sold for meat product processing.

All records must be of a permanent nature. (White boards or black boards are NOT considered permanent).

VETERINARY MEDICINES

Where are veterinary medicines stored?	
How are treated animals identified?	
Where are records of animal health treatments kept?	<input type="checkbox"/> In this manual on templates supplied <input type="checkbox"/> Other – please specify:
Who is responsible for the correct application and recording of animal health treatments?	
Where is your Drug and Chemical Register kept?	<input type="checkbox"/> In this manual on templates supplied <input type="checkbox"/> Other – please specify:
How do you isolate milk from animals under a milk withholding period?	
How do you dispose of milk from treated cows?	

AGRICULTURAL CHEMICALS

Systems and processes to be in place:

- All agricultural chemicals used must be registered and have an appropriate Australian Pesticides and Veterinary Medicines Authority (APVMA) or National Registration Authority (NRA) approval number
- Agricultural chemicals must be used in accordance with the manufacturer's instructions
- Agricultural chemicals must be stored in a secure manner, such that they do not pose a risk to the food safety of milk (e.g. out of the dairy plant, inaccessible to the herd, etc.)
- Farm staff administering agricultural chemicals must be competent to undertake these duties
- A register is to be kept to record all agricultural chemicals on the farm. A six-monthly stocktake of the farm chemical store is to be undertaken to identify any products which have exceeded the expiry date or are no longer usable
- Treated pastures must be secured to prevent grazing during withholding periods

Requirements for records / evidence:

- Records must be kept of the use of agricultural chemicals, which need to include:
 - Date of use
 - Chemical used (including trade name)
 - Who applied or administered the chemical
 - Rate of application or administration
 - What was treated (e.g. paddock number, silo number, etc.)
 - Withholding period and clearance date
 - Competency of staff to handle chemicals
- If chemicals are administered via spraying, weather conditions on the day of application need to be recorded. If the application is via aerial spraying, a copy of any instructions given to the pilot about location and dosage is to be kept. If a contractor applies the agricultural chemicals, the contractor must supply the required records
- Record the following information on your drug and chemical register:
 - Trade name of product
 - Supplier
 - Batch number
 - Manufacture date
 - Expiry date
 - Date consumed or disposed of
 - Storage location
 - Withholding period

All records must be of a permanent nature. (White boards or black boards are NOT considered permanent).

AGRICULTURAL CHEMICALS

Where are agricultural chemicals stored?

How are treated paddocks identified and secured?

Where are records of treated paddocks kept?

In this manual on templates supplied

Other – please specify:

Where is your Drug and Chemical Register kept?

In this manual on templates supplied

Other – please specify:

Who is responsible for the correct application and recording of agricultural chemicals?

CLEANING CHEMICALS

Systems and processes to be in place:

- All cleaning chemicals must be suitable for their intended purpose and used in accordance with the manufacturer's instructions
- All cleaning chemicals must be registered and have an appropriate APVMA or NRA approval number
- All cleaning chemicals must be labelled, handled, and securely stored so as not to pose a risk to the milk (note that this also includes disposal of such chemicals)
- Only an appropriate working stock level of chemicals should be stored on the farm
- A register is to be kept to record all cleaning chemicals on the farm. A six-monthly stocktake of the farm chemical store is to be undertaken to identify any products which have exceeded the expiry date or are no longer usable
- Chemical related equipment (hoses, pumps, probes etc), should be inspected/maintained as per the manufacturers recommendations, however **MUST** be inspected 6-monthly at a minimum
 - o Deformed hoses in peristaltic pumps must be replaced with new hoses which comply with the equipment manufacturers specifications
 - If a hose has been squashed/crushed, it may not deliver the expected volume of liquid (e.g. CIP detergent) and so the wash effectiveness will be reduced
 - If NON standard hoses are used their composition (e.g. too hard) may also effect the pumping efficiency resulting in ineffective washing, or they may react with the chemical and result in adverse reactions
 - o Inspection documentation must include
 - Inspection date
 - Who completed the inspection
 - Details of what was found and corrective action taken

Requirements for records / evidence:

- Cleaning and sanitising programs must be documented, with evidence of ongoing review and verification of effectiveness (e.g. ensuring correct temperatures and chemical concentrations are used). Cleaning effectiveness can be monitored through plant and equipment inspection and a review of milk quality results
- Record the following information on your drug and chemical register:
 - Trade name of product
 - Supplier
 - Batch number
 - Manufacture date
 - Expiry date
 - Date consumed or disposed
 - Storage location

All records must be of a permanent nature. (White boards or black boards are NOT considered permanent).

CLEANING CHEMICALS

Where are cleaning chemicals stored?	
Inspection of Chemical related equipment (hoses, pumps, probes etc) recorded on annual schedule?	
Where is the dairy plant and vat wash program displayed?	<input type="checkbox"/> Displayed in the dairy <input type="checkbox"/> Other – please specify:
Where is your Drug and Chemical Register kept?	<input type="checkbox"/> In this manual on templates supplied <input type="checkbox"/> Other – please specify:
How often is the cleaning program reviewed for effectiveness?	
Where are records of milk quality kept?	<input type="checkbox"/> Lactalis-supplied Q&Q Statements (in e-mail format) or Lactalis farmer website <input type="checkbox"/> Other – please specify:

STOCKFEED

Systems and processes to be in place:

- Vendor declarations must be obtained for every source of stockfeed (including from other farms, and any on-farm mixed additives / supplements). The vendor declarations must state:
 - Name of the supplier (vendor)
 - Description of the stockfeed and the date (period) of supply
 - Amount of stockfeed supplied
 - Chemical residue status
 - Any applicable withholding periods
 - GM status
 - 'Suitability for use' statement for dairy cattle
 - Signature of the person making the declaration (or appropriate company stamp) and date
- Stockfeed containing any material derived from animals (with the exception of tallow, gelatine and dairy products) must not be fed to cattle

Requirements for records / evidence:

- Records of the addition of supplements or additives must be kept
- Copies of vendor declarations must be kept and available to be sighted during each food safety audit
- Sample bags from stockfeed suppliers should be kept

STOCKFEED	
Where are stockfeed vendor declarations kept?	
Where are records of stockfeed purchases kept?	<input type="checkbox"/> In this manual on template supplied <input type="checkbox"/> Other – please specify:
Where are stockfeed sample bags kept?	

STOCKFEED

Where are records of stockfeed additives kept?

Where are records of grain silo treatments kept?

Where are agistment records kept?

In this manual on template supplied

Other – please specify:

In this manual on template supplied

Other – please specify:

EFFLUENT

Systems and processes to be in place:

- The use of effluent on paddocks must not pose a food safety risk
- Effluent must not enter waterways or leave the property boundary
- Effluent should be spread over at least 10% of the farm to avoid nutrient overload

Requirements for records / evidence:

- Best practice for effluent application will include a record of the specific areas where effluent has been applied (e.g. paddock number) and the withholding period. For example:
 - 21 days for sludge (or slurry as described in table 15)
 - 14 days for irrigated effluent (e.g. from 2nd pond)

* Tasmania - TDIA requires a TDIA-approved effluent management plan that describes compliance with the TDIA Code of Practice

EFFLUENT	
Where are records of effluent application kept?	<input type="checkbox"/> In this manual on templates supplied <input type="checkbox"/> Other – please specify:
Describe your type of effluent system	
Describe how you manage effluent to ensure it does not enter waterways or leave the property boundary	

EFFLUENT

Describe your effluent system maintenance program

Over what percentage of the farm is effluent spread?

WATER

Systems and processes to be in place:

- Dairy farms must have enough water of suitable quality to prevent the risk of contamination of the milk, including for:
 - Cleaning the premises and equipment
 - Cooling of milk
 - Washing of udders
- Water for use on dairy farms must not pose a food safety risk or render cleaning chemicals ineffective
- Water samples should be submitted annually for quality analysis (bacteriological and hardness). Coliform counts should be less than 100 cfu/mL and E.coli counts should be less than 10 cfu/mL
- Stock water must be reticulated to water troughs around the farm. The water supply must be monitored for contaminants, with appropriate action taken if any issues arise
- Where reclaimed water (i.e. water that has been derived from sewage systems or industry processes and treated to a standard appropriate for its intended use) is used, it must be in accordance with EPA guidelines:
 - Class A reclaimed water may be used for livestock drinking
 - Class B and C reclaimed water must only be used for irrigating dairy pastures, and withholding periods must be adhered to
 - Reclaimed water must not be used for cleaning dairy milking machinery

Requirements for records / evidence:

- If water is treated, records of treatments need to be kept and documented in the Food Safety Program
- Copies of annual water quality test results should be kept
- Where post rinse cleaning water is collected after a single use in a dairy plant application and re-used, it must be documented in the QDairy manual

WATER

Describe how you manage your water supply to ensure it does not pose a risk to food safety or milk quality

Where are records of water quality test results kept?

How do you manage water quality for stock drinking?

Where are records of water treatment kept?

In this manual on templates supplied

Other – please specify:

Where are records of re-use water kept?

PREMISES

Systems and processes to be in place:

- Premises used for the production and storage of milk and milking equipment must be designed, constructed, situated, maintained and secured in a manner that will prevent the introduction of hazards and contaminants to the milk
- Premises must be cleaned, and all equipment cleaned and sanitised to prevent the risk of contamination of milk
- Milking areas must be kept free from undesirable animals and unauthorized personnel whose presence may result in the contamination of milk
- For vats and silos:
 - All major vat openings (e.g. vat outlets, swing lids, inspection hatches, etc.) must ensure protection of the milk by being easily cleaned and adequately protected (i.e. they must be pest-proof and prevent entry of any foreign matter)
 - The minimum requirement for swing lid vats and silos with unsecured or non-sealed swing lids is for such a vat to be fully enclosed in a pest-proof vat room
 - Silo vats with a top-opening inspection hatch that is required for inspection of milk prior to pumping out (e.g. for sampling or visual inspection of milk) must be covered with a roof to protect the milk from the environment
 - Silo vats with a side opening inspection hatch that is required for maintenance and cleaning purposes only do not require covering with a roof, however, breathers must be pest screened
- Where lights are installed directly above vats, the light bulbs must be either covered or shatterproof
- Poisonous or odorous substances such as pesticides are not to be stored in the vat room
- Tanker access must not be obstructed in any way
- Adequate lighting should be available for night-time milk collections
- Access to the milk room must be kept clean to eliminate contamination of the tanker hose
- Maintenance programs should include routine inspection, repairs and replacement of items which may affect milk quality including:
 - Lighting covers
 - Ventilation systems
 - Floors
 - Equipment/buildings used to protect milk consignments from contaminations or adulteration
 - Walls
 - Drains

Requirements for records / evidence:

- Maintenance records must be kept (e.g. repairs and construction works relating to areas where milk is harvested and stored)

PREMISES	
Where are records of premises maintenance and repairs kept?	

MILK COOLING

Systems and processes to be in place:

- Milk must be cooled within 2 hours and 20 minutes from the completion of milking to a temperature not exceeding 5°C, and kept at this temperature until collected. This has been based on the University of Tasmania's Early Milk Collection Index to ensure your raw milk does not present a food safety risk due to poor temperature control. Requirements are in your Lactalis Supplier Handbooks and tanker drivers will check for cooling compliance before the milk is collected
- **IMPORTANT:** The cups off time recorded on the Lactalis "Farm Milk Completion Time" chart must be accurate and clearly displayed in the milk vat room to allow the driver to complete a time/temperature assessment before collecting the milk. If the milk is over 5°C and the cups off time is not displayed, the milk may not be collected.
- Cooling checks must be undertaken at least three times per year –
 - o **First Check:** One/two months prior to peak season (to allow time for a vat cooling system service if required),
 - o **Second Check:** During peak season (verify preseason servicing/maintenance and performance with max volume),
 - o **Third Check:** Mid summer (verify performance under maximum temperature load)
- Accuracy of vat temperature gauges must be checked against a calibrated thermometer or calibrated tanker record at least annually
- Thermometers used for checking the cooling system capability must be calibrated at least annually
- Thermometers must be a food-grade metal or plastic exterior thermometer and must not be a mercury in glass thermometer
- Maintenance programs should include routine inspection and replacements of parts, including professional servicing as per equipment manufacturers recommendations. This program should include all equipment critical to milk cooling including:
 - Pre cooling system (if applicable)
 - Milk Vat
 - Milk Vat cooling system
 - Instruments used to monitor critical parameters

Requirements for records / evidence:

- Records must be kept to demonstrate conformance to the requirement to cool and maintain milk at 5°C or less within the prescribed time
- Records must be kept of the repairs, servicing and maintenance of milk cooling equipment
- Records of calibrations of temperature gauges and thermometers must be kept, along with documented evidence of any corrective actions undertaken to address calibration issues

MILK COOLING

Where are records of milk cooling capability checks kept?

In this manual on templates supplied

Other – please specify:

Where are records of vat thermometer calibration kept?

In this manual on templates supplied

Other – please specify:

MILK COOLING

Where are records of vat servicing kept?

Where is documented evidence kept of any corrective actions for thermometer calibration?

In this manual on templates supplied

Other – please specify:

MILKING AND MILK STORAGE EQUIPMENT

Systems and processes to be in place:

- Milking equipment and piping must be installed and tested in accordance with the manufacturer’s instructions or any available relevant technical standard (e.g. Australian Standard AS 1187)
- An annual service of the milking machine is to be undertaken by a qualified technician
- A milk filtration system must be in place, with a new disposable milk filter used before each milking, or approved re-usable filter socks
- Milk filters must be stored in a dry, protected place
- Maintenance programs should include routine inspection and replacements of parts (including professional servicing). This program should include all equipment critical to milk quality during milk harvesting and storage including:
 - Water supply systems
 - Teat treatment equipment (if applicable)
 - Milking machines (Including all rubber ware)
 - Milk Vat (Spray balls, internal surfaces for cracks/damage/residues etc)
 - CIP Systems
 - Instruments used to monitor critical parameters

Requirements for records / evidence:

- Records must be kept of the repairs, servicing and maintenance of the milking and milk storage equipment (e.g. milking machine tests and repairs)

Requirements for milking personnel:

- Milking personnel must demonstrate clean, hygienic habits and appearance

MILKING AND MILK STORAGE EQUIPMENT	
Where are records of milking equipment servicing kept?	
Describe the milk filtration system on your farm	
Where are milk filters kept?	

PEST CONTROL

Systems and processes to be in place:

- Pests must be controlled around all milking and milk storage areas to prevent contamination of the milk
- A map of where poison bait stations are located must be maintained
- Ongoing Monitoring and Maintenance programs must be in place to prevent contamination. Monitoring and inspection is to include:
 - Ventilation screens
 - Rodent control devices etc
 - Door closure devices

Note: Baits must not be placed above stock feed in dairy.

Requirements for records / evidence:

- Records must be kept of the use of pesticides, which need to include:
 - Date of use
 - Pesticide used
 - Type of pest activity being addressed
 - Who carried out the treatment
 - Rate of application
 - What area was treated

PEST CONTROL	
Where are pesticides stored?	
Where are records of pesticide use kept?	<input type="checkbox"/> In this manual on templates supplied <input type="checkbox"/> Other – please specify:
Where is your map of poison bait stations kept?	

MANAGEMENT OF NON-CONFORMANCES

Systems and processes to be in place:

- Actions must be taken to correct or prevent non-conformances. A non-conformance is deemed to have occurred when a requirement of the QDairy has not been followed, or when equipment or management practices do not meet food safety requirements

Requirements for records / evidence:

- Records must be maintained of non-conformances, which need to include:
 - The date the non-conformance was identified
 - The action taken to control the non-conformance
 - Action(s) taken to prevent reoccurrence of the non-conformance
 - The proposed date by which action(s) will be completed
 - The actual date of completion
 - The person responsible for rectifying the non-conformance

MANAGEMENT OF NON-CONFORMANCES	
Who is responsible for completing non-conformance reports?	
Where are records of non-conformances kept?	<input type="checkbox"/> In this manual on templates supplied <input type="checkbox"/> Other – please specify:

CONTROL OF BOVINE JOHNE'S DISEASE

Controlling Bovine Johne's Disease (BJD) is aimed at limiting the spread between zones and properties, and reducing the spread in affected herds. BJD can be controlled and even eliminated from infected herds. If basic guidelines are followed, the risk of disease spread is greatly reduced.

To control BJD in Australia, the dairy industry is promoting the adoption of hygienic calf-rearing practices through the 3-Step Calf Plan:

1. Calves should be taken off the cow within 12 hours of birth
2. Management of the calf-rearing area should ensure that no effluent from animals of susceptible species (cattle, goats, deer and alpaca) comes into contact with the calf
3. Calves up to 12 months old should not be reared on pastures that have had adult stock or stock that are known to carry BJD on them during the past 12 months

CONTROL OF BOVINE JOHNE'S DISEASE

Describe the program for managing Bovine Johne's Disease on this farm

LIVESTOCK PRODUCTION ASSURANCE (LPA) PROGRAM

The Livestock Production Assurance (LPA) program is the Australian livestock industry's on-farm assurance program covering food safety, animal welfare and biosecurity. It provides evidence of livestock history and on-farm practices when transferring livestock through the value chain.

Seven separate but complementary elements make up the LPA program:

1. Property risk assessment
2. Safe and responsible animal treatments
3. Stock foods, fodder crops, grain and pasture treatments
4. Preparation for dispatch of livestock
5. Livestock transactions and movements
6. Biosecurity
7. Animal welfare

Compliance to this the QDairy ensures that the seven LPA program elements are adhered to, with the exception of the 'property risk assessment' and 'biosecurity' elements.

Property Risk Assessment

This risk assessment is conducted to determine if there are any sites on the property that may contain chemical residue which could contaminate cattle. This is to ensure that no livestock for human consumption contains unacceptable chemical residues.

Inspect your property to identify possible risk areas:

- Sheep and cattle dip sites
- Old house sites
- Former horticultural areas
- Rubbish dumping areas
- Silos
- Railway lines and power poles
- Machinery
- Former and current chemical storage areas
- Roadside areas
- Neighbouring farming areas
- Water sources

Documentation tools that will assist you in the completion of risk assessments are available on the Meat and Livestock Australia website: www.mla.com.au

Biosecurity

From the 1st of October 2017, the LPA program requires farmers to develop a Farm Biosecurity Plan, which consists of management controls addressing each of the following:

- Manage and record the introduction and movement of livestock in a way that minimises the risk of introducing and/or spreading infectious diseases
- Where reasonable and practical, control people, equipment and vehicles entering the property, thus minimising the potential for property contamination, and, if possible, keep a record of such movements
- Prevent and control animal diseases on-farm by regularly monitoring and managing livestock

Templates that can assist in the creation of your Farm Biosecurity Plan can be downloaded from the following websites:

www.mla.com.au/integrity

www.animalhealthaustralia.com.au

www.biosecurity.dairyaustralia.com.au (available February 2019)

These assessments consider chemical and biological security, however the risks associated with unauthorised access to the farm, water sources, cattle, stock feed, milk plant and milk vat, should be considered to ensure milk integrity is not compromised.

Milk security is a high priority, and any risk to milk security must be carefully considered, particularly if the stock feed, milk plant and vat are located close to potential public access points (e.g. on the side of a road).

LIVESTOCK PRODUCTION ASSURANCE PROGRAM	
Where are your records of Property Risk Assessments kept?	
Where is your Farm Biosecurity Plan kept?	

FARM MAP:

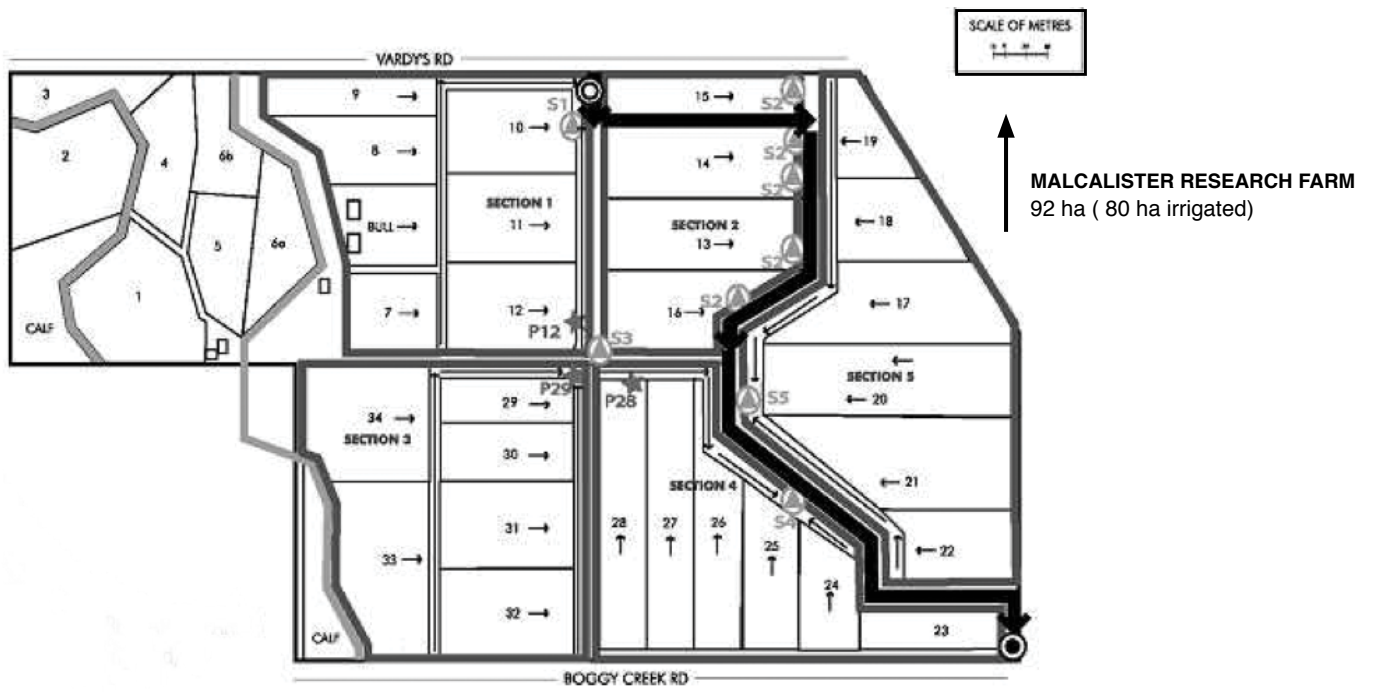
To assist service personnel, contractors, staff, vet technicians, and support pasture and herd management, a map of your property and services must be provided. This assists communication and can prevent accidental use of isolated pastures before the required withholding periods etc.

The map should be clearly visible at the main access point to the farm and must be understood by all personnel on site.

Recommendations:

- Have north marked on the page and include effective land area
- Label important items such as: boundaries, creeks or natural water courses, effluent ponds and your system for identifying paddocks, with names, numbers or letters and arrows indicating drainage direction

Example



Requirements for records / evidence:

- A current, up-to-date farm map

<p>Where is a copy of your farm map kept?</p>	
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MANAGEMENT REVIEW REQUIREMENT:

A full review of the QDairy program must be completed annually to consider performance, and ensure the food safety plan is current and effective. Review all aspects of the plan including:

1. Equipment performance (Vat and Plant)
2. Milk Quality Results
3. Complaints (e.g. Antibiotic detections, Hot Milk etc.)
4. Antibiotic management
5. Pasture treatment isolation
6. Pest Control
7. Cleaning and Sanitation
8. Training
9. Farm Map etc

PREPARING FOR AN AUDIT

Audits are required by most state dairy / food safety legislation, Lactalis internal verification systems, and our customers, to ensure that processes, procedures and records are in place to demonstrate that safe, high-quality milk is being produced on the dairy farm in question.

Keeping good records will help to demonstrate good food safety management.

- Check that the dairy licence is available for the auditor
- Check that the Food Safety Plan (QDairy) has been filled in and is up-to-date
- Check that all your required records are complete and up-to-date
- Check the staff training register to ensure all staff are listed and training recorded
- Make sure your dairy premises are clean and tidy, and free of rubbish

Please call your Lactalis Field Services Officer if you need any assistance in preparing for your audit.

Additional Reference and Guideline:

Dairy Food Safety Victoria:

- Preparing for an Audit
<http://www.dairysafe.vic.gov.au/licensees/operating-a-dairy-business/farmers>
- Guidelines For Food Safety - Dairy Farms
<http://www.dairysafe.vic.gov.au/publications-media/regulations-and-resources/guidelines/283-guidelines-for-food-safety-dairy-farms>



Lactalis Australia Pty Ltd
ABN 56 072 928 879
P.O. Box 3012 South Brisbane QLD 4101

1800 034 250 (Toll Free)
Option 4 -1 Farm Services
Option 4 -2 Payments