

**Fourth National On
Farm Food Safety and
Quality Assurance
Conference, Hobart,
November 2004**

Jane Lovell
Tasmanian Quality Assured
Inc

Project Number: HG04047

HG04047

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Know-how for Horticulture™

**Integrated Farm Assurance Conference
(4th National On-Farm Food Safety
and Quality Assurance Conference)**

**Hobart Tasmania
22 – 26 November 2004**

(Project Number HG04047)

Report for Horticulture Australia Limited

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- Adrienne Galloway, TQA
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- Daryl Stevens, Arris
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- Alan Edwards, DAFF
- David Dettrick, DPIWE (Tasmania)
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- DAFF
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- JAS-ANZ
- CGU
- SAI Global
- AUS-QUAL
- SQFI
- Syngenta
- Gunns
- Groups Tasmania
- Alastair Cooke, HGC
- Staging Connections

It is also important to recognise the contribution of all the speakers, the workshop facilitators (particularly the Horticulture for Tomorrow Technical Steering Committee and associates) and the delegates.

Introduction

The Integrated Farm Assurance - 4th National On-Farm Food Safety and Quality Assurance Conference was held in Hobart, Tasmania between 22 and 26 November 2004.

In addition to the formal conference proceedings, activities included a number of workshops and networking opportunities;

- EurepGAP Question and Answer Workshop
- Recall Workshop
- Horticulture for Tomorrow – Environmental Assurance Workshop
- Recycled water – practices and practicalities Workshop
- Bioterrorism – what risk? Workshop
- Recycled water Bus Tour
- Welcome drinks
- Conference Dinner

A Freshcare Trainers meeting and a meeting to discuss the formation of an Australian Technical Working Group for EurepGAP were also held in conjunction with the conference.

Over 180 delegates attended at least some of the week's activities, with state representation as follows;

○ Tasmania	39%
○ Vic	22%
○ NSW	10%
○ ACT	5%
○ Qld	7%
○ NT	1%
○ WA	7%
○ SA	7%
○ International	2%

The organizers recognize the importance of primary producer input into the conference and associated workshops. In recognition of this need, discounted registration fees have always been offered to primary producers and once again scholarships were offered to horticultural producers and Industry Development Officers

Individual reports have been created for a number of workshops as well as a formal evaluation of the conference activities. These reports are included as attachments. A copy of the formal conference proceedings is also included

Recommendations

Industry

- Actively engage in debate and discussion related to on farm management systems and customer requirements to ensure the grower's perspective is incorporated. Ignoring the issues will not make them go away.
- Further investigate potential to integrate systems, particularly QA, environmental assurance and OH & S. This requires broad stakeholder discussion as some systems are currently being developed in isolation, be that because of lack of awareness of other systems or a deliberate market strategy. Integration also includes consideration of auditing options – auditor competence, multi skilling of auditors and recognition of audit outcomes by different agencies / customers.
- Communicate with major domestic retailers regarding work that is underway to gain their support and potentially prevent development of retailer systems such as happened with WVQMS/WQA.
- Be aware of emerging issues, particularly the global perspective and of the implications the issues may have for export and domestic market requirements.

Individual growers

- Actively engage in debate and discussion related to on farm management systems and customer requirements to ensure the grower's perspective is incorporated. Ignoring the issues will not make them go away.
- Be aware of emerging issues, particularly the global perspective and of the implications the issues may have for export and domestic market requirements.
- Pursue the goal of system integration and “multiple tick” audits.

State / Federal Agencies

- Support industry and growers to develop and implement on farm management systems. This may be through financial assistance (eg FarmBi\$) or provision of resources (extension and technical expertise)
- Recognition of these systems as means of compliance with legislative requirements (where appropriate)
- Support initiatives designed to address common barriers to system integration and uptake (such as auditor competence for environmental and OH&S auditors)
- Support ongoing debate and discussion related to on farm management systems and customer requirements and emerging issues.

Conference specific

- Continue the conference event format with range of workshops, formal conference proceedings, bus tour and social events. Building on other activities, such as the Freshcare Trainers meeting and the EurepGAP Australian Technical Working Group meeting, adds value to the conference event and can assist with justification of expenses related to conference attendance.
- Consider running event in another state to spread opportunity for other growers to attend.

- Biennial event is appropriate frequency (allowing sufficient time for progress on issues raised, organising committee to recharge batteries and sufficient development of issues to warrant further discussion)
- Continue to bring international speakers to event, particularly growers, to give first hand account of QA, EA, retailer and legislative requirements.
- Insist on all presentations being to conference organisers at least one week before the event. This is difficult to enforce, but last minute issues with incompatibility of systems (particularly for international speakers) is an added pressure not needed in the conference week!
- Continue cross industry event to add whole of primary industry perspective and potential for cross fertilisation on ideas / approaches.
- Continue to have event close to primary production centres (ie CBD of major capital cities may not be appropriate) and a “taxi ride” from nearest airport.
- Maintain the quality of the event by carefully choosing reputable venue and audio visual support
- Conference organising team must be committed to getting the job done, including need for overtime in the latter weeks leading up to the event. The TQA conferences generally have a very small team (2 personnel organising, with additional staff (1 or 2) for the actual event.) Such a small team means a tremendous workload. If the financial security of the event were assured then investment in a larger team would be warranted and recommended. For a small organisation, the financial risks are too great to increase staffing levels.
- Create an open, friendly atmosphere to promote open discussion and networking. By attracting a broad cross section of the QA industry (growers, facilitators, auditors, certification bodies, system owners, state and federal agencies, retailers) issues can be fairly discussed and actions taken to address areas of concern. It is important to maintain this atmosphere and representation.
- Strive to delight and surprise delegates.

Media Summary

The conference attracted wide media attention in Tasmania, with television interviews by WIN and ABC. Interviews were aired on 23, 24, 25 November. Radio interviews with ABC Country Hour were aired each day of the conference, featuring EurepGAP, Environmental Assurance Guidelines and Bioterrorism. Tasmanian Country also covered the event.

Overview of conference activities

EurepGAP – Question and Answer Workshop

The workshop was run by Hugo Hays, Technical Director, EurepGAP, with Richard Bennett facilitating discussions. The workshop was attended by 58 delegates, many of whom have or are in the process of achieving EurepGAP certification..

The workshop involved an overview of the recent changes to EurepGAP, particularly related to the need for primary producers to now prove that residue limits meet the MRL's in the country of destination, not just the country of origin. This is a significant issue for Australian exporters, as there are many cases where the MRL in the country of destination is below the Australian MRL or is effectively zero in the country of destination (particularly in cases where the chemical is not used in the country of destination so the MRL is "not set"). The addition of this requirement to EurepGAP can be seen as merely recognising existing legal requirements, however in reality many exporters have not been adhering to the legal requirements. Consequently, EurepGAP auditors will, from May 2005, be enforcing regulations that until now had not been consistently applied. It could be expected that primary producers may fail to achieve EurepGAP certification with negative impacts on export and potentially therefore domestic markets.

Delegates were also interested in the market acceptance of EurepGAP by international markets, particularly European retailers. Despite many European retailers and food service businesses being members of EurepGAP, this membership does not equate to recognition and acceptance of EurepGAP certification. It would be fair to say that the audience was disappointed to hear that some retailers continue to require their own proprietary "QA" systems or recognise other commercial QA systems and not EurepGAP.

There was also discussion of Australian interpretations of EurepGAP, with the workshop providing an opportunity for the Australian perspective to be discussed first hand with the Technical Director for EurepGAP. The establishment of an Australian EurepGAP Technical Working Group is one way in which interpretive issues can be raised and discussed in future.

Recall Workshop

The recall workshop was facilitated by Kimberly Coffin, SAI-Global and was attended by 43 delegates.

The recognition of primary producers as food producers and therefore the need to be able to effectively carry out a food safety recall has been increasing. The role of retailers, particularly Woolworths, in requiring suppliers have documented Food Recall procedure and carry out mock recall's at least annually is largely responsible for the increase in interest in this area.

The workshop addressed;

- Legislative requirements
- Writing a Recall procedure
- Media requirements
- FSANZ Food Industry Recall Protocol
- Conducting a Mock Recall and
- Case studies

Key messages from the workshop included the need for accurate identification and traceability systems at all stages of the supply chain. The need for accurate reconciliation of quantities of product dispatched and retrieved through a recall or mock recall was highlighted, with too much product being identified / recovered being as bad as too little.

EUREPGAP Australian Technical Working Group

This meeting was held in association with the conference, and was chaired by Tom Johnson, Foodlink Management Services.

Registration numbers jumped from 11 to over 30 following the EurepGAP Question and Answer Workshop, indicating an increase in interest in the management of EurepGAP in Australia. As a result of the meeting an Australian Technical Working Group was established. Membership of the Technical Working Group is open to organisations that are either members or associate members of EUREPGAP. However it was agreed that this would be extended to include anyone who anticipated joining EUREPGAP over the next 6 months.

The following persons accepted their inclusion to the workings of the group.

• Apple & Pear Australia Ltd.	Grower Organisation	Val Hinton	Melbourne
• JASANZ	Accreditation Body	Kylie Sheehan	Canberra
• NCSI	Certification Body	Bill McBride	Sydney
• Sci Qual	Certification Body	Gary Altmann	Adelaide
• Freshcare	System Owner	Jenny Mercer	Brisbane
• Foodlink Management Services(Chairman)	Consultant	Tom Johnson	Melbourne

1. Foodlink have agreed to temporarily provide the administrative support to facilitate the workings of the group.
2. It was acknowledged that other Certification Bodies who are eligible may participate but that the group wishes to avoid a Certification Body focus.
3. There is a desire to include additional grower group representatives once these can be identified.
4. The method for maintaining discussion will be largely electronic whilst making best use of individuals travel especially associated to Conferences.
5. Acknowledgement of the significant assistance provided to date especially by Jane Lovell of TQA for hosting Hugo Hays and arranging for this meeting and also to DAFF (Lyn Malcolm & Justin From) in progressing the interpretation of EUREPGAP CPP for Australian Horticulture.
6. The initial activities of the Australian TWG will be to review & update the Guidelines in line with recent amendments.
7. Discussion with other regional EUREPGAP Technical Working Groups is to be maintained.
8. Issues for discussion by the TWG will be welcomed from Grower organisations, or their representatives.

Horticulture for Tomorrow - Environmental Assurance Workshop

Information taken from report by Gerard McEvelly, Project Leader, Horticulture for Tomorrow.

Support for this workshop was provided through the NHT / HAL Pathways to EMS project, “Horticulture for Tomorrow”. This full-day session focused on discussion and review of the “Guidelines for Environmental Assurance in Australian Horticulture”, which were launched on 16th November 2004. The workshop, facilitated by Michael Williams, was attended by 110 delegates.

The workshop involved a discussion of the Horticulture for Tomorrow project and the concept of environmental assurance, as distinct from EMS.

Workshop participants strongly supported the overall approach of enabling growers to provide assurance of environmental performance through an agreed set of topic areas. This framework provides a standard “language” for assessing environmental performance, without prescribing how the enterprise should manage performance.

It is important to recognize that enterprises vary greatly in their ability to commit to environmental management. The analogy can be drawn of a series of boats on a river approaching a waterfall. Some of the rowers are close to the edge and so will be too busy trying to row to safety to worry about the maintenance of their boat! Others, further from danger, may have time to plan for, or even pause to undertake maintenance. Similarly, it is unrealistic to expect businesses that are struggling financially to focus strongly on environmental management. Put simply, its hard to be green if you’re in the red!

However, some growers emphasized that environmental management can assist profitability, by identifying and reducing waste, leading to savings. This can be a powerful driver, as can the potential to use environmental assurance to access valuable markets, such as in Europe. While most other markets can currently be accessed without environmental assurance, this could change rapidly in the next few years.

Another emerging driver of environmental assurance is regulation. There are already some 250 laws relating to the environment in Australia, with more on the way. Workshop participants agreed that Horticulture for Tomorrow’s proactive approach provides an opportunity to perhaps pre-empt some of this regulation. The guidelines are designed to help growers comply without drowning in red tape. Most growers, after all, are keen to protect their investment and hand it on in better shape. Some growers shared the sense of satisfaction they felt from looking after some remnant vegetation and an acknowledgement by the community that growers were “looking after things”.

As well as recognizing the drivers for environmental assurance, participants also recognized some of the potential barriers to adoption.

In many cases, resources could be a limiting factor. Lack of time, skills, cash, (perhaps compounded by that “close to the chasm” feeling described above) could easily push environmental improvements down the priority list, whether or not they save money in the longer term.

The individual context of each grower or enterprise may also contain barriers to change. Personal goals, family situation, production or climate pressures are just some of the factors that may affect the decision to start making changes “today”.

A key issue is that, in so many ways, growers are already looking after their environment and so it is essential that Horticulture for Tomorrow delivers a simple, practical and achievable means to recognize this.

During breakout sessions, each section of the guidelines was reviewed in great detail by a group of delegates with experience and/or interest in that particular topic, be it water quality, biodiversity or noise, and so on. As well as plenty of editorial suggestions, some broader observations were captured, as follows.

The Guidelines must:

- Be simple to use
- Be simple to record
- Use clear language and definitions
- Use consistent terminology and a glossary
- Have practical suggestions and actions
- Be user-friendly – the checklist to relate more directly to the guidelines
- Provide more resource listings, such as references and sources of training
- Have less text and more illustrations

The Environmental Assurance Workshop at the TQA conference was a great success. It increased understanding of the Horticulture for Tomorrow project among the key experts and influencers of on-farm management and assurance systems in Australia. It also gathered the collective experience and wisdom of the participants into what will eventually become the final guidelines in early 2006.

Conference Proper

The conference provided updates on current issues and information regarding emerging issues, international trends and finishing with discussion of system integration. A copy of the conference proceedings has been provided with this report. Speakers included;

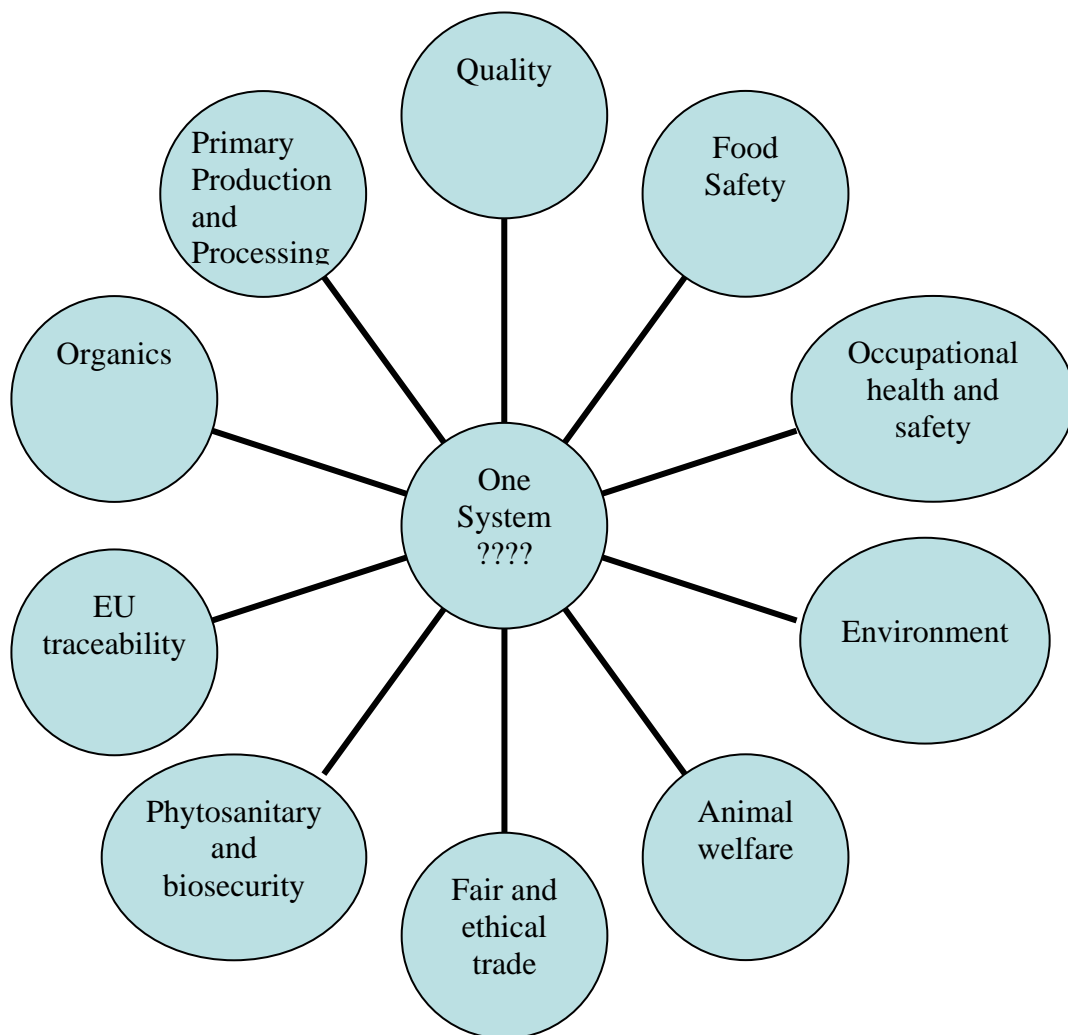
Speaker	Topic
Lyn Malcolm Department of Agriculture, Fisheries and Forestry	Food Safety Auditor Competency - Food Safety Advances
Dr Tom Lewis Australian Food Safety Centre of Excellence	Prions and Allergens. What are they and what are the issues?
Jenny Williams FSANZ	Primary Production and Processing standards in the food standards code
Martin Clark Australian Chamber of Fruit and Vegetable Industries	Residue Testing – regulatory or food safety hazard
Eric Johnson Department of Health and Human Services, Tasmania	Food Labelling – traps for young players
John Noonan Curtin University of Technology	What assurance does your customer want? Current and emerging international trends
Brendan May SQFI	Market drivers in the USA
Tim Hess Petuna Group	Quality all the way through – Following the fish to market (from wilderness to Wall Street)
Craig Cormick Biotechnology Australia	GM jargon: What does it all mean?
Alan Edwards Department of Agriculture, Fisheries and Forestry	Bioterrorism....what the?
Dr Lee Peterson ARM	Biosecurity, implications and lessons
Paul Hemsworth University of Melbourne and Department of Primary Industries	Animal welfare – global concerns
Alastair Brooks KG Fruits, UK	Quality Assurance
Senator Richard Colbeck Parliamentary Secretary to the Minister for Agriculture, Fisheries and Forestry Senator for Tasmania	Overview of integration activities
Debbi Delaney King Island EMS Pilot Project	EMS Pilots – progress to date
Darren Thomas CGU Safety and Risk Services	Occupational Health and Safety – current trends and issues
Jane Muller and Ted Callanan Growcom	Management systems for Queensland horticulture
Doug Powell University of Guelph	The Canadian Experience – successes in on farm food safety and integration
Richard Bennett Horticulture Australia Ltd	Putting it all together – is a single system practical or possible?

Putting it all together – is a single system practical or possible?

Richard Bennett
Horticulture Australia Limited

This presentation was prepared during the Tasmanian Quality Assured (TQA) Integrated Farm Assurance Conference in an attempt to capture and summarise some of the underlying themes presented by speakers. As the peak event for on-farm assurance across all agri-industries, the conference provides a focus on what's happening and what's possible.

During the conference, presentations have covered a number of systems with different regulatory, retail and self-interest or ethical drivers. Some of these systems are stand-alone and some are already integrated with other systems. The components we can look at putting together are



In addition to these system-focused activities, there are other requirements of the modern agri-food growing and marketing business, usually regulatory or trade driven. These include:

- Genetically Modified Organism (GMO) declarations,
- Food labeling and related product integrity requirements,
- Response protocols in the event of a biosecurity emergency such as an outbreak of a quarantine-able pest or disease, and
- Response in the event of an act of terrorism on the food supply infrastructure.

Is a single system feasible?

There are obvious differences in attitude, approach and execution between the agri-food industries. The more extensive industries, which are more remote from consumers and whose product undergoes extensive processing to be made consumer-ready, are more likely to be sitting on the fence with no formal process in place, or perhaps with a Vendor Declaration required to be sent with commodity consignments. Value added products and ready-to-eat produce, which have accumulated integrity hazards and exposure to higher risk contamination along the way, will undoubtedly require independent certification which is based on or includes a HACCP plan.

There are also differences between domestic and international customer requirements, which may or may not align with the between-industry requirements. From a regulatory point of view, the EU focus on traceability and the USA bioterrorism requirements are unique at this stage and require compliance additional to domestic requirements, but only for those markets. Similarly, the requirement of numerous UK/European retailers for EurepGAP certification exceeds the retailer requirements of growers in Australia.

One of the biggest obstacles to overcome is the food safety hazard analysis and risk assessment of retailers. The simplistic approach says that if the supply chains are virtually mirror images of each other then why do retailers around the world, let alone in Australia, have different QA system and audit requirements of suppliers? While technically this is a simple argument with a simple answer – same hazards and risk so one system should fit all – commercial hazard analysis and risk assessment provides different results. Corporate and marketing interpretation results in an actual or perceived need to do things differently, which is difficult for analytical QA-types to swallow.

Regulations that currently or are proposed to influence how growers manage food safety differ between states, and will do so for a while yet. Primary Production and Processing standards are on the way and will be progressively implemented for all agri-food producers in Australia. While there might be variation in content between sectors, at least we can be relatively confident that the process to develop these standards will be consistent and hence so should the standards be.

It all looks pretty grim for the one-system brigade. The proverbial horse has bolted, commercial and political intervention has corrupted the purists, and the plethora of schemes continues to add costs right through the supply chain they battle to get the critical mass to be viable while simultaneously fragmenting the effort and expertise required to implement and audit these schemes.

Bring on the compromise. If one single system is now beyond reach, then what are the options? If anxiety over options is based on industry not understanding how one system integrates with another and how growers can move up or down the options without loss of whatever they have already done or by simply building on to what they have already put in place, then the QA industry has to explain this better. QA, or actually a BUSINESS MANAGEMENT SYSTEM, must be an articulated vehicle with integrated modules heading forward, not an avalanche of individual systems roaring

towards industry trying to pick individuals off. Customers, government, certification bodies, the Quality Society of Australia International and industry must work together to reduce uncertainty, not create it.

So, how do we do it?

A number of steps look obvious.

1. Believe that we can collectively make a difference and achieve a better outcome would be a good start. Without self-belief and commitment, nothing will change.
2. We need to step up communication and advice networks with growers, facilitators/consultants, retailers, system owners, auditors, processors, food service operators, etc, explaining the basics and showing leadership and direction.
3. Provide a forum, just like this conference provides, where we can have rational and informed debate, particularly on the contentious issues.
4. Commit to work together, learn from our own and overseas experience and don't make the same mistakes. Insanity is defined by repeating what led to a past failure but expecting a different result!

Recycled water – practice and practicalities

A resource not to be overlooked. What works, what doesn't and why?

The recycled water workshop was attended by 42 delegates and included some of Australia's leading experts outlining what processes must be completed before a recycled water scheme is commissioned, and what monitoring and reporting is ongoing; ensuring the safety of food grown and positive environmental impacts. Dr Daryl Stevens and Mr Jim Kelly, the Coordinators for Reclaimed Water Development in Horticulture, lead the workshop with speakers covering topic such as:

- The revision of the National Guidelines for Recycled Water use
- Recycled water a resource for agriculture
- Why recycled wastewater will not compromise human health
- The process required to develop and implement recycled schemes
- Farming with recycled water; a users perspective
- Stakeholders perceptions of recycled water
- Quality Assurance programs integration of recycled water.
- Environmental Management Systems and how recycled water scheme compare

These topics cover crucial components for the on going operation of sustainable recycled water schemes across Australia. The workshop provided up-to-date information relevant to everyone who works with reclaimed water (farmers, councils, regulators, water authorities, wholesalers, QA auditors, retailers and general public).

Presentations can be accessed from;

<http://www.reclaimedwater.com.au/downloads.html>

Workshop outcomes

QA auditors

QA auditors need a proven example taking the recycled water through the HACCP principles.

Auditors Pack on Recycled water would be very useful.

Professional Development updates could be used and under the water use section consider recycled water.

Training

Training course needs to outline what is required in the risk assessment for recycled water and give an example of risk. It needs to outline how recycled water complies with food safety guidelines.

Training course could be integrated with Freshcare and SQF trainer update workshops around Australia from February 2005.

Modules for training

Arris could supply/undertake training the QA trainers, component of Recycled Water and QA, and invite the local EPA & DHS to speak on Recycled water.

Communication

Need to communicate with:

- SQF (Done),
- Freshcare (Done),
- Auditor bodies (Done main ones).

- Wholesalers, Buyers
- Growers

Need to provide where people can access information. CRWDH website is very good, QA programs could link to a QA site of the website for information.

Website with QA information.

Contents of Website need to be:

FAQ - eg, there is an opportunity to use recycle water what do I need to do?

Statement for use of different Recycled water classes on particular crops

Treatment process undertaken for different classes of Recycled Water

Example of risk assessment including:

- Vegetable production
- Tree crop production
- Water source (ie different classes of water)
- Water use (ie different irrigation methods)

Industry standards

Horticulture for Tomorrow “Guidelines for Environmental Assurance in Australian Horticulture” need to mention recycled water component. The recently revised “Guidelines for on farm food safety for fresh produce” have had a recycled water component incorporated by Daryl Stevens and Jim Kelly (ARRIS Pty Ltd) in their role as Coordinator of Recycled Water Development in Horticulture.

Bioterrorism – what risk? Workshop

The workshop was attended by 22 delegates and involved discussion of case studies and bioterrorism risk.

The threat of a terrorist act in Australia is real and the risk to our agriculture and food industries is assessed as low. Although the risk is assessed as low, when you consider the likelihood and consequence components of risk in relation to the food chain, the consequences of a deliberate intervention in the food chain are potentially high to extreme. On this basis it is appropriate for food businesses to consider the risk to their brand, product or business and assess what more they might need to do, or what they might need to do differently to respond to the changed security environment.

In undertaking their risk assessment, it is recommended that businesses adopt an 'all hazards' approach and consider the terrorist risk as one of the range of risks to their business. Measures implemented to deal with a criminal or similar risk will most likely be adequate to address the bioterrorism risk. The need for specific counter-terrorist planning is not advocated, but food businesses are encouraged to take a sound business case approach to risk assessment and risk mitigation planning. An integrated approach that incorporates personnel security, OH&S considerations, criminal/fraud risks, perimeter security etc is encouraged.

Recycled Water Bus Tour

Twelve delegates participated in the Recycled Water Bus Tour, visiting a local water treatment plant and growers using recycled water.

Financial analysis

Activity	Budget		Actual
	Full Cost	Horticulture Australia component	
Scholarships for 7 businesses from across Australia to attend conference	10,500	10,500	12,530
Scholarships for 7 IDO's (or similar) from across Australia to attend conference	10,500	7,000	6,400
Travel and accommodation for conference presenters	15,000	8,250	15,310
Travel and accommodation for workshop presenters	20,000	10,000	5,956
Workshop costs	6,000	3,000	5,283
Conference organising committee costs	60,000	0	89,592
Promotion of conference	8,000	4,000	6,316
Conference satchels	4,000	0	2,175
Conference evaluation	5,000	2,500	5,000
Venue and equipment hire	20,000	5,472	14,579
Bus Tour	2,000	0	102
General administrative materials	5,500	0	7,274
Conference dinner	16,500	0	7,896
Publication of conference proceedings and workshop summaries	7,500	2,750	4,380
Total	190,500	53,472	182,793

Conference evaluation

Belinda Hazell
Optimum Standard

Formal conference evaluation was undertaken to gauge the level of success of the conference and workshops.

Synopsis

A straightforward survey comprising 10 questions was developed in consultation with TQA and was administered to participants of the *TQA Integrated Farm Assurance Conference* (the Conference). This Conference was the fourth of its type to be held in Tasmania and comprised a mix of system owners, producers, processors, auditors, government agencies and other associated stakeholders etc.

The survey was disseminated pre and post conference via e-mail to the majority of participants who had registered an email address. The purpose of the survey was to ascertain whether predetermined views and experiences of TQA and the conference had changed following participation at the Conference. The pre and post Conference surveys contained the same questions. A total of 31 participants responded to both surveys.

Results from both surveys indicated a positive response to the Conference. This included increased emphasis on emerging issues – particularly the environment. Interestingly, the Recycled Water Workshop stood out as the main Workshop participants were not interested in attending. The Recall and Bioterrorism Workshops also recorded minor interest as participants felt these workshop topics were relevant but ranked them as a lower priority at this time.

The Integrated workshop produced some disappointment as it was felt the presenters provided information about their respective business and therefore did not address the topic of system integration. General comments observed at completion of the workshop demonstrated that a large number of participants remain attracted to simplistic approaches to system integration; and are seeking details of successful approaches.

The majority of those surveyed has some prior knowledge about Tasmanian Quality Assured and/or had previously worked or were aware of the work and/or projects undertaken by Jane Lovell.

The service and level of expertise received from Conference organised rated very favourably and demonstrated that a high level of expectation from TQA and its team is warranted.

Opinions received Pre and Post Conference

Total Responses	Pre / Post	Question	Number of different responses	General Comments
31	Pre	1. What is your principal reason for attending the Conference? Options: - Speakers & Topics - Networking - Skill Building - Personal Growth - Other <i>Note: More than one option could be considered</i>	11 13 9 3 3	<ul style="list-style-type: none"> - Speakers & Topics - Networking - Professional Growth - Skill Building - All <p>General comments also included the following:</p> <ul style="list-style-type: none"> - Very handy to make new and old contacts. - Show support for QA development. - HAL scholarship recipient. - Increased knowledge of QA issues. - Attending because of Trade display. - Forum for grower views. - They made me attend!
31	Post		10 14 9 4 5	<ul style="list-style-type: none"> - Speakers & Topics - Networking - Professional Growth - Skill Building - All

Total Responses	Pre / Post	Question	Number of different responses	General Comments
	Post	1. What is your principal reason for attending the Conference?		<p>General comments also included the following:</p> <ul style="list-style-type: none"> - Now have increased knowledge of QA issues. - Premier event for Industry. - Presentations were good for the audience. - Keeping up to date with issues relevant to our industries. - My opinions remain unchanged – great. - Disappointed that the Eurepgap “Partnership” was one way. Retailer does not conform to their own bargain.

Total Responses	Pre / Post	Question	Number of different responses	General Comments
31	Pre	2. Do you have any previous knowledge of Tasmanian Quality Assured Inc?	22 9	<p>Yes No</p> <p>General comments also included the following:</p> <ul style="list-style-type: none"> - Long term business relationship. - Recommended by colleague. - TQA is the premier event for workshopping and networking in the interface between bureaucracy, market forces, industry issues, and realities when it comes to on-farm management programs.
31	Post	2. Do you have any previous knowledge of Tasmanian Quality Assured Inc?	28 3	<p>Yes Now have an understanding</p> <p>General comments also included the following:</p> <ul style="list-style-type: none"> - one of the best conferences to go to!

Total Responses	Pre / Post	Question	Number of different responses	General Comments
31	Pre	3. What is your overall rating for the Customer Service / Registration process before the Conference? Responses are: <i>Poor / Fair / Good / Very Good / Outstanding</i>	0 1 9 13 8	<ul style="list-style-type: none"> - Poor - Fair - Good - Very Good - Outstanding
	Post	3. What is your overall rating for the Customer Service / Registration process before the Conference? Responses are: <i>Poor / Fair / Good / Very Good / Outstanding</i>	0 0 8 14 9	<ul style="list-style-type: none"> - Poor - Fair - Good - Very Good - Outstanding <p>General comments also included the following:</p> <ul style="list-style-type: none"> - Need program prior to arrival if possible. - No draft guidelines sent prior to Conference.

Total Responses	Pre / Post	Question	Number of different responses	General Comments
31	Pre	4. Do you believe there will be sufficient opportunities for networking / updating knowledge? Responses are: <i>Poor / Fair / Good / Very Good / Outstanding</i>	0 3 15 10 3	- Poor - Fair - Good - Very Good - Outstanding
31	Post	4. Do you believe there will be sufficient opportunities for networking / updating knowledge? Responses are: <i>Poor / Fair / Good / Very Good / Outstanding</i>	0 0 8 13 10	- Poor - Fair - Good - Very Good - Outstanding
31	Pre	5. What are the three Conference events you are looking forward to?	All participants responded that included a number of options noted here The first 4 options were favoured.	- Horticulture for Tomorrow - Integrated Session - Eurepgap workshop - Freshcare Trainers - Recycled Water - Biosecurity - Recall - Labelling
31	Post	5. What were the three Conference events you enjoyed?	All participants responded that included a number of options noted. The first 4 options were favoured.	The majority of respondents had not changed their options from the pre conference survey comments noted above.

Total Responses	Pre / Post	Question	Number of different responses	General Comments
31	Pre	6. What level of knowledge and expertise do you anticipate the speakers will have? Responses: <i>Poor / Fair / Good / Very Good / Outstanding</i>	0 0 3 19 9	- Poor - Fair - Good - Very good - Outstanding
31	Post	6 What level of knowledge and expertise do you anticipate the speakers will have? Responses: <i>Poor / Fair / Good / Very Good / Outstanding</i>	0 1 0 21 9	- Poor - Fair – expecting more. - Good - Very good - Outstanding
31	Pre	7. What level of value for money do you think the conference will provide? Responses: <i>Poor / Fair / Good / Very Good / Outstanding</i>	0 2 14 7 8	- Poor - Fair - Good - Very Good - Outstanding
31	Post	7. What level of value for money do you think the conference will provide? Responses: <i>Poor / Fair / Good / Very Good / Outstanding</i>	0 1 9 15 6	- Poor - Fair - Good - Very Good - Outstanding General comments included the following: - Targeted exposure for the Freshcare system.

Total Responses	Pre / Post	Question	Number of different responses	General Comments
31	Pre	8. What is the best time of year for you to attend this Conference?	All participants responded that included a number of options noted here	<ul style="list-style-type: none"> - Anytime – there is no best time. - Aug / Sept / Oct - Oct to March
31	Post	8. What is the best time of year for you to attend this Conference?	All participants responded that included a number of options noted here – no changes from pre survey.	<ul style="list-style-type: none"> - Anytime – there is no best time. - Aug / Sept / Oct - Oct to March
31	Pre	9. Is there any portion of the Conference you wish to attend but cannot due to conflicting conference program?	The majority of participants were happy with the program. 3 participants were disappointed they would miss the Eurepgap workshop due to work commitments.	General comments included that a small number of participants would like to attend the Bioterrorism and Recycled water workshop as both topics held interest. The majority felt that these issues held a lower priority than other emerging issues
31	Post	9. Is there any portion of the Conference you wanted to attend but could not due to conflicting conference program?	The majority of participants were happy with the program. There were no changes from pre survey.	<ul style="list-style-type: none"> - There was no change from the pre-survey responses. The majority of participants were very impressed with the Conference and the workshops offered.

Total Responses	Pre / Post	Question	Number of different responses	General Comments
31	Pre	10. What were the three conference events you were not interested in attending?	All participants responded that included a number of options noted here	<ul style="list-style-type: none"> - Recycled Water - Recall - Eurepgap workshop - Bioterrorism
31	Post	10. What were the three conference events you were not interested in attending?	All participants responded that included a number of options noted here. There were no changes from pre survey.	<ul style="list-style-type: none"> - Recycled Water - Recall - Eurepgap workshop - Bioterrorism <p>General comments included the following:</p> <ul style="list-style-type: none"> - Did get a bit sick of all the GM jargon. - Animal welfare was not interested in. - Would like to attend all but 4/5 days too long to be away. - All workshops interesting but some ranked lower as a priority. - Felt that the integrated workshop presenters should have given more info about how they integrated their systems – not just provided an overview of business.

Total Responses	Pre / Post	Question	Number of different responses	General Comments
31	Post	10. What were the three conference events you were not interested in attending?	<p>All participants responded that included a number of options noted here. There were no changes from pre survey.</p>	<ul style="list-style-type: none"> - Speakers should target their subject matter – supply chain waste of time. - There were not any – just interest level varied with the topics and it was all relevant. Would like to see 1 page of conference program in conference folder front page. - Ban acronyms! - Interaction between systems could have been better.

Delegate list

First Name	Last Name	State
Elizabeth	Alford	WA
Gary	Altmann	SA
Alison	Anderson	NSW
David	Armstrong	TAS
Brian	Arthur	VIC
John	Bagshaw	QLD
David	Baker	Tas.
Martin	Batchelor	Tas
Michael	Bauld	Tas.
Richard	Bennett	VIC
Bevan	Blacklock	QLD
Anne-Maree	Boland	VIC
Liz	Bond	Tas
Robyn	Boucher	Tas
Wayne	Boucher	Tas
Sue	Braz	NSW
Eddie	Braz	NSW
Lisa	Breaden	Tas.
Greg	Breen	Tas.
Alastair	Brooks	UK
Alex	Brooks	UK
Ray	Brown	TAS
Michele	Buntain	TAS
Danny	Butler	TAS
John	Cade	NSW
Ted	Callanan	QLD
John	Cary	VIC
Colin	Chaplin	TAS
Christie	Chang	NSW
Heather	Chong	TAS
Allison	Clark	TAS
Martin	Clark	NSW
Emma	Coath	VIC
Kimberly	Coffin	WA
Richard	Colbeck	Tas
Walter	Collins	NSW
Craig	Cormick	ACT
Bill	Cotching	Tas
Bron	Cuthbertson	VIC
Shayne	Daniels	VIC

First Name	Last Name	State
Andrew	Davey	TAS
Pat	Davis	TAS.
Don	Defenderfer	TAS
Debbi	Delaney	TAS.
Mathew	Dent	QLD
Sharon	DeSailly	VIC
Stewart	Dobson	WA
Elliott	Dwyer	SA
Colin	Dyke	TAS
Jonathon	Eccles	VIC
Alan	Edwards	ACT
Joseph	Ekman	NSW
David	Ellement	WA
Christine	Elliott	Vic
Robert	Faggian	VIC
Craig	Feutrill	SA
Sharon	Filleul	TAS.
Shane	Fitzgerald	QLD
Wes	Ford	TAS
Justin	Fromm	ACT
Justin	Galati	TAS
Adrienne	Galloway	TAS
John	Gillam	TAS.
Rae	Glazik	TAS
Wendy	Graham	NSW
Stuart	Greenhill	TAS.
Chris	Hall	WA
Clare	Hamilton-Bate	NSW
Marcus	Hardie	TAS
Lisa	Harris	TAS.
Carolyn	Harris	TAS
Jane	Harris	VIC
Susan	Harry	SA
Donald	Hay	TAS.
Hugo	Hays	Germany
Belinda	Hazell	TAS
Maresa	Heath	VIC
Paul	Hemsworth	VIC
Dianne	Hess	TAS
Tim	Hess	TAS.
Val	Hilton	VIC
Tania	Hodgson	VIC

First Name	Last Name	State
Wendy	Hopkins	VIC
Alexandra	Horning	Canada
Murray	Houghton	TAS
Tundra	Howe	TAS
Trevor	Humphery	NSW
Elisa	Le Page-King	QLD
Tom	Johnson	VIC
Eric	Johnson	TAS.
Danny	Jones	TAS.
Mark	Kable	TAS.
Teki	Kasem	VIC
Peter	Keegan	ACT
Jim	Kelly	SA
Warren	Kennedy	SA
Peter	Koob	ACT
Felicia	Kow	TAS
Andria	Lappas	Vic
Scott	Ledger	QLD
Greg	Lemmens	VIC
Tom	Lewis	TAS
Kelly	Long	VIC
Jane	Lovell	TAS
Lyn	Malcolm	ACT
Brendan	May	VIC
Graham	McAlpine	WA
Bill	McBride	NSW
Gerard	McEvilly	NSW
Sue	McKerrell	WA
David	McKerrell	WA
Scott	Mckinnon	NSW
Jamie	McMaster	VIC
Lewis	McMaster	VIC
Jason	McNiell	TAS
Faye	Medwell	VIC
Warren	Medwell	VIC
Jenny	Mercer	WA
Andrew	Meurant	VIC
Chris	Mihalakos	Vic
Paul	Moosberger	NSW
Jennifer	Morey	VIC
Mark	Morey	VIC
Leila	Muller	QLD

First Name	Last Name	State
Jane	Muller	QLD
Bill	Newman	TAS
John	Noonan	WA
Roger	Orr	TAS
Kelly	Padfield	TAS
Lester	Pahl	QLD
Robyn	Palmer	SA
Roy	Palmer	QLD
David	Parton	VIC
Mick	Pelham	TAS
Anita	Perkins	TAS
Lee	Peterson	TAS.
George	Pitt	TAS
David	Pocock	SA
Michael	Potter	TAS
Doug	Powell	Canada
Sharni	Radford	TAS
Helen	Ramsey	WA
Lesley	Rogers	ACT
Susie	Sarkis	VIC
Andrew	Sedger	NSW
Alex	Severino	SA
Eloise	Seymour	VIC
Kylie	Sheehan	ACT
Leanne	Sherriff	TAS
Gioia	Small	SA
Mark	Smith	TAS
Leigh	Sparrow	TAS
Leon	Spencer	TAS
Daniel	Sprod	TAS
Cam	Stafford	SA
Anna	Steinhauser	TAS
Daryl	Stevens	SA
Anne	Taylor	TAS
John	Tesoriero	VIC
Darren	Thomas	WA
Charles	Thompson	VIC
Dennis	Turner	TAS
Joan	Van Drunen	TAS
Dean	Vincent	TAS
Phil	Vivian	NT
John	Webster	NSW

First Name	Last Name	State
Penny	Wells	TAS
Stephen	Welsh	TAS
Helena	Whitman	VIC
Greg	Whitten	TAS
Michael	Williams	NSW
Jenny	Williams	ACT
Andrew	Wilson	TAS
Ann	Young	VIC