

DAIRY BUSINESS SUPPORT SERVICES

Farmer Information

Project overview

The Dairy Business Support Service (**DBSS**) offers NSW dairy farmers the opportunity to access farm business management consultation services in support of their farm business, at no cost.

The DBSS program is funded by the Farm Business Resilience Program, via NSW Department of Primary Industries and Regional Development, and Future Drought Fund, for Dairy NSW to administer.

The program is in place from 1 September 2024 to 30 June 2025.

The program is offering a total of fifty (50) 1:1 consultation sessions and a total of four (4) group activity sessions to assist with business planning and performance related activities, including but not limited to:

- **Analysis of Profitability and Productivity Drivers:** deep dive into DairyBase and Knowing Your Numbers to identify improvement areas.
- **Business Planning:** deeper insights to make informed decisions on business operations.
- **Farm Performance Planning:** focus on key areas like HR planning, herd planning, or data analysis.
- **Accounting System Software:** using it efficiently and effectively for your business finances.

What is **NOT** covered are day-to-day operational activities, such as:

- Routine agronomic, veterinary, or financial advice.
- Accountant fees for standard annual tax return/BAS.

This opportunity is available to dairy farmers across all of NSW, offering a valuable chance to enhance your business and drive growth. *If you've previously accessed the DBSS program under Rounds 1 and/or 2, now is the perfect time to nominate a new business focus area for this year's initiative.*

What you can expect from your assigned expert consultant

The consultant will deliver the agreed service as follows:

Face-to-Face Delivery 1:1 consultation includes:

- Introductory phone call to commence consultation, to define the services required and arrange delivery timeframes.
- Up to six (6) hours with you/farm business partners.
- Business plan (at least one-page).
- Follow-up (phone call or visit).

Virtual Delivery 1:1 consultation includes:

- Introductory phone call to commence consultation, to define the services required and arrange delivery timeframes.
- Up to six (6) hours online with you/farm business partners.
- Business plan (at least one-page).
- Follow-up (phone call).

Your local Dairy Australia representative may attend these meetings. This may allow for an immediate connection to other Dairy Australia information, resources and/or services as they arise during the consultation.

If this is not agreeable to you, you are able to request this not occur.

What is expected of the Farmer

To gain maximum benefit from the specialised services of the consultant, you are asked to ensure you commit to the process. This commitment includes:

- Ensuring all relevant family members, staff key decision makers are available for the consult.
- Remove distractions and set aside the time to fully participate.
- Prepare for the session(s) with relevant data/information, questions, key issues.
- Advising your Dairy Australia contact of any delays in the delivery of the session, either on behalf of yourself or the consultant.
- Completing post-consultation survey, for evaluation purposes.

The information gathered in these surveys will provide data that can be collated and reported to third-party stakeholders to improve future programs and identify future research and development opportunities. You have the right to anonymously complete the survey.

Next Steps

For any further information as to the program, or to register your interest to participate, please contact Project Manager, Natalie Campbell, natalie@dairynsw.com.au, or your local Dairy Australia representative.

