

# Freshcare News

Assurance for today and a safe, sustainable tomorrow

Issue 26 · Winter 2015

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Welcome to the Winter 2015 Edition of the Freshcare Newsletter. It's been a while since the last Freshcare Newsletter. This edition brings you up to date on all things Freshcare and what's happening in the wider 'on-farm assurance space'.

## New Freshcare logo and certification marks

Since Freshcare was launched in 2000, over 7,500 individual businesses have participated in Freshcare training and implemented the system in their business. 5,000 fresh produce and wine grape businesses are currently participating in the Freshcare Programs with approximately 65% certified to one or more of the Freshcare standards.

With an increasing customer focus on compliance, food safety, quality and environmental assurance in both domestic and international markets, it's increasingly important that Freshcare has a well-known and easily recognised image.

The new logo will be used on all new Freshcare publications and promotional material, our new website is scheduled for release soon and our Freshcare certification marks provide a modern, highly visible image for wholesale packaging.

The certification mark is available in two styles and three colour variations as shown.

If you wish to order a new certification stamp, request an electronic version of the new certification mark for your printers or purchase a new gate sign, please contact our office on 1300 853 508 or email [admin@freshcare.com.au](mailto:admin@freshcare.com.au).

Freshcare certified businesses using the original Freshcare certification mark on their packaging can continue to use them until December 2016.



# Freshcare moves to accredited certification

Freshcare has applied to the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) for the Freshcare Food Safety & Quality Standard to operate as an accredited certification scheme.

For the last 15 years, Freshcare has operated as a private standard, setting its own clear guidelines and requirements for Certification Bodies and auditors and monitoring those requirements through our own regular Certification Body checks and reviews.

In setting our requirements, Freshcare has always required our Certification Bodies to operate in accordance with the requirements of the international 'ISO/IEC 17065:2012 - Conformity assessment - Requirements for bodies certifying products, processes and services' (previously ISO/IEC Guide 65); now we need our Certification Bodies to demonstrate that compliance through an independent process – that's where JAS-ANZ come in, providing an independent 'check of the checkers'.

JAS-ANZ accreditation sends a clear message. It says your Certification Body can be counted on to perform its duties—in an authoritative and impartial way. It flags that you have been approved by an independent third-party, a professional body that acts with integrity when certifying or inspecting for conformity assessment.

Worldwide, all Freshcare-equivalent systems operate as an accredited certification, providing a surety in the process that underpins the standard.

With Freshcare being accepted by an increasing number of customers and markets, we too now need to formally operate under an accredited certification framework. Once accredited, Freshcare will be seeking to benchmark the Food Safety & Quality Standard to the Global Food Safety Initiative (GFSI), ensuring we continue to meet the requirements of both domestic and international markets.

## Freshcare Food Safety & Quality Code Review

In order for the Freshcare Food Safety & Quality (FSQ) Code to maintain its position as a widely accepted on farm certification program, a regular code review process is required. The Freshcare FSQ 3rd Edition Code, released in 2009 is currently being reviewed to ensure it remains a practical and relevant resource for industry.

Based on feedback received from Freshcare stakeholders and wider industry, the Freshcare FSQ Technical Committee has undertaken a review of the Code with a particular focus on F5 Fertiliser and Soil Additives, F6 Water and F12 Suppliers.

The transition to the new 4th Edition will be much like the transition from the 1st Edition to the 2nd Edition in 2004. Updated documents will be made available for download on FreshcareOnline together with a transition guide. There will be no requirement for additional training.

The 4th Edition Code of Practice is due for release in September this year.

### Seeking feedback

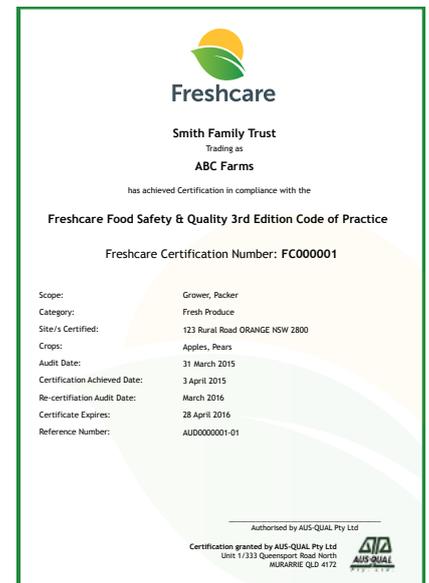
This review encompasses both the Code and supporting materials. We are seeking feedback on the Freshcare manuals and its usability, content, format/structure and resources. If you have any thoughts on how to improve the resources provided by Freshcare please send them to Jacinta at [jacinta@freshcare.com.au](mailto:jacinta@freshcare.com.au). We welcome your feedback as it ensures that we continue to deliver a practical tool for industry.

## Updates to Freshcare Certificates

You may have noticed that the format of your Freshcare Certificates have changed. We have revised the information displayed on Freshcare Certificates at the request of major customer groups and in preparation for the requirements of JAS-ANZ accreditation.

Below is a summary of changes to Freshcare Certificates:

- » **Certification Achieved Date has been added to the certificate.** This is the date your business successfully passed the Freshcare audit or closed out all Major Corrective Action Records (CARs) raised at audit.
- » **The Expiry Date is shown as an exact date instead of month and year.** Certificates expire 1 year and 28 days after the audit date (28 days is the time period for Major CARs to be closed).
- » **Crops are now displayed on your certificate.** We continue to update the crop list to provide options of individual crops and crop groupings.
- » **All site addresses are now listed on the certificate.** Please ensure your auditor is aware of all your operating sites.



**If your Freshcare Certificate does not have the correct details, please advise your Certification Body.**

## Online Freshcare Training

Extensive industry consultation in 2014 determined that a practical, user friendly, remote-learning option would be a key component of future Freshcare training. Following a lengthy selection process the team at Arris Pty Ltd were chosen to work with the Freshcare team to develop Online Freshcare Training. The initiative will deliver all Freshcare Codes of Practice Australia-wide, both as a remote (online) training course and also as an integrated component of 'face-to-face' and blended training options.

This online resource will enable course participants to 'build' their Freshcare Manual as they progress through the training course; developing business specific resources to support implementation on farm.

Online training is not intended to replace face-to-face training, but to provide options for growers without easy access to a trainer or who prefer a remote learning option. The online training will be supported through interactive forums and through the regional trainer network.

Online Freshcare Training will be available late 2015.

## What is 'Entwine refresh' & why the change?

Using the learnings from the first 5 years of the Entwine Australia program and extensive industry feedback, Winemakers' Federation of Australia (WFA) is undertaking some proactive changes to revitalise the program and add flexibility so it continues to meet the expectations of its customers and other stakeholders, now and into the future.

An Entwine discussion paper was released earlier this year via the Entwine website and directly emailed to participating businesses and industry members via WFA.

The Entwine discussion paper was created to stimulate discussion and form the basis of the consultation on the next steps for Entwine.

Feedback and written submissions to the discussion paper were requested and closed on the 29th May 2015. A number of consultation meetings were also held in wine regions in each state during April and May 2015. The feedback gathered through the refresh process will shape recommended program improvements which will be considered by the WFA Board in late June.

For further information contact:

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Winemakers' Federation of Australia  
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P 08 8133 4300

# entwine australia

## Environmental resources – supporting industry

The second edition *Guidelines for Environmental Assurance* are a great go-to resource for Freshcare businesses who have implemented Freshcare Environmental, or are preparing to do so.

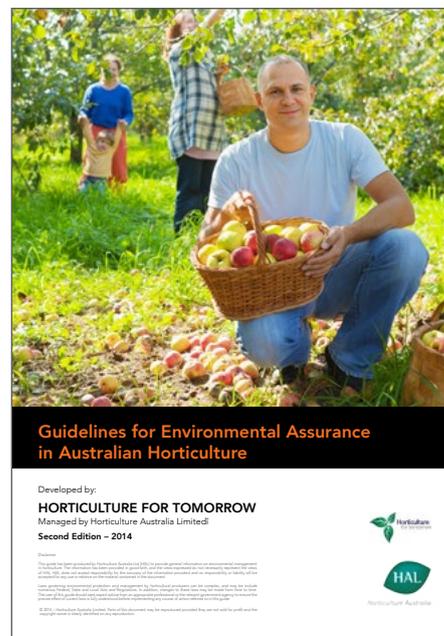
The updated Guidelines funded by Horticulture Innovation Australia (HIA), formerly HAL, through its across-industry program, were launched in June 2014, following an extensive review and consultation process with key industry stakeholders, including Freshcare.

There have been a number of changes in the environmental assurance space since the first edition Guidelines were released in 2006. An increased focus on environmental best practice has in part been driven by customer groups working with suppliers to deliver sustainable business outcomes; whilst at the same time promoting an increased understanding and appreciation of best practice as a means of addressing climate variability and future climate change. The uptake of tailored industry systems such as Freshcare Environmental, Environmental Viticulture and EnviroVeg, have increased in response to these market drivers.

The Guidelines cover the growing, harvesting, packing, storage and dispatch stages of horticultural production and provide a platform for environmental auditing and certification options relevant to Australian environmental issues.

The Guidelines also provide a great supplementary resource for Freshcare Environmental and Environmental Viticulture participants on key elements in the Codes, such as the management of land and soil; water; biodiversity; greenhouse gas emissions and energy use.

Visit [www.horticulturefortomorrow.com.au](http://www.horticulturefortomorrow.com.au) to download a copy of the *Guidelines for Environmental Assurance*, and access links to other useful environmental resources such as the Banana BMP, EnviroVeg and Growcom FMS.





(Top Left) Delegates 'get involved' at the Freshcare Forum. (Top Right) Clare Hamilton-Bate, Executive Officer at Freshcare, opening the Freshcare Forum 2015. (Bottom Right) Celebrating 15 years of Freshcare.

## Freshcare Forum 2015

Amidst a week of the wildest weather Sydney has seen in decades, 95 industry stakeholders, including primary producers, industry representatives, trainers, auditors, retailers, wholesalers, research institutions and government organisations, attended the Freshcare Forum at Coogee Beach on the 22nd and 23rd April 2015.

With the focus of the Forum on food safety, quality and environmental assurance for the fresh produce sector, day one opened with an update on "All Things Freshcare" – covering program developments and a look at the revised Food Safety & Quality 4th Edition Code to be released in late 2015.

The Freshcare focus of the early part of the day then extended into broader compliance related topics, and highlights included Margie Milgate from Rural Skills Australia who spoke about the new Industry Skills Fund; Belinda Hazell from TQA Australia and Terry Rudge from Rudge Produce Systems who spoke about tools for business management and compliance; and Danica Leys, Policy Director at NSW Farmers' Association and cofounder of #AgChatOz, who gave an insight into social media and its use as a tool for supporting industry.

The afternoon of day one had an environmental focus, starting with an update on the Freshcare Environmental Program and the code review process. Andy Chambers, from Seed Consulting Services then spoke about businesses 'thriving and surviving sustainability'.

Day one closed with key note speaker Anna Rose, Earth Hour Manager from WWF, who left the audience with a very real indication of our need for commitment on climate change – "We are the first generation to understand the impacts of climate change, and the last generation that can do anything about it".

On day two of the Forum, the focus was on the importance of assurance systems such as Freshcare to underpin potential crisis situations.

The day opened with Steven Newton from Newton Risk-Stream Management, who explained the food industries' plan on how to keep Australia fed in a national pandemic/ disaster situation. Richard Bennett, the Technology Manager from PMA-ANZ, then challenged delegates on our preparedness to deal with a crisis in the fresh produce sector, whilst Joe Ekman from the Fresh Produce Group engaged the audience with examples of real life crisis 'Frontline Stories – the weird, the wonderful and the unexpected'.

A panel discussion on chemical residue testing attempted to identify a smarter way for industry to demonstrate compliance in chemical selection and use. Whilst no alternative regime was immediately identified, the discussion will be continued on as an online forum.

Our focus then turned to the future, and the fit of Freshcare and other assurance systems with an ever changing set of market demands and consumer perceptions. Greg Mills from Food Integrity Solutions spoke about trust in our modern food systems and our

social license to produce food; Tristan Kitchener updated delegates on the HIA funded QA Harmonisation Initiative and Bill McBride from Foodlink Management Services focussed on auditors and auditor competency.

Finally, the Forum concluded with Emma Walters from the Fresh Produce Safety Centre (FPSC), who facilitated a 'think-tank session' on the Guidelines for Fresh Produce Safety, a key industry resource that is currently under review.

Clare Hamilton-Bate, Freshcare's Executive Officer commented, "We covered a huge amount of content in two days, and feedback from delegates has been very positive.

"The biennial Freshcare Forum brings together our stakeholders and experts from many fields to provide a setting for information updates and for the exchange of ideas; helping us improve the certification programs and underpinning resources we provide to industry.

"Now the hard work begins, converting all the plans and ideas into practical tools, to benefit our most important stakeholder group – the growers, packers and wider industry for whom Freshcare is the key to compliance in both food safety and environmental assurance".

**For more information on any of the topics covered at the Freshcare Forum, email us at [forum2015@freshcare.com.au](mailto:forum2015@freshcare.com.au).**

*The Freshcare Forum was also featured in the Good Fruit & Vegetables Magazine – June 2015 Edition.*



## Industry Skills Fund - skilling up for growth

If your business is looking to grow and needs assistance with training, then you need to be looking at the Industry Skills Fund. Margie Milgate from Rural Skills Australia spoke at the Freshcare Forum about the \$476 million fund being rolled out by the Australian Government, offering assistance in two ways:

- 1 Skills Advice: to help identify skills opportunities for you and your workforce – a free service;
- 2 Training Grant Co-investment for businesses looking to improve skills for an identified growth opportunity.

Help is available if you want to:

- » diversify into new or emerging markets
- » adopt new or emerging technologies
- » enter export markets and/or
- » respond to domestic market opportunities.

Information on the program is available from [www.business.gov.au](http://www.business.gov.au) under Grants and Assistance, read the *Customer Information Guide* and *Merit Assessment Guide*. You can also call 13 28 46 or a Regional Skills Adviser.

As the Food and Agriculture industry is a priority industry for the Industry Skills Fund, please give this some thought and get in contact for further information.

## Tools for compliance

One key area of focus at the Freshcare Forum was on the 'tools to make compliance easier'. The more records and documentation required to demonstrate compliance to a food safety and quality system can be integrated into day-to-day business activities, the easier to monitor and the more effective they will become. At the Forum, Terry Rudge from Rudge Produce Systems and Joe Giblin from Icon Global Link presented an 'online solution' to assist businesses with system management in the fresh produce sector.

"Freshcare has always been about focusing on what is important in terms of practical compliance on-farm," Terry explained, "We have been working with clients to develop ways to streamline and integrate how they demonstrate that Freshcare compliance".

Most Freshcare systems are based on paper records and regular system audits. However, reliance on paper means that someone in the business needs to routinely record and maintain that information; and an audit focussed approach means that some issues may not be picked up until audit (internal or external) – essentially, you are always looking in the rear-view mirror.

Terry and Joe use a 'cloud-based' system called Eziops to provide a real time solution and integrate compliance into day to day business.

"It's not as far-fetched as you might think," Terry explained, "Many Freshcare members are already using cloud-based applications like Gmail, Netflix and internet banking. Eziops simply replaces paper with smart devices, and supports internal compliance checks with a 'Dashboard' you can access on your home computer or tablet".

The system combines the practical strengths of the Freshcare Program with integrated 'Set and Forget' mechanisms that discipline the whole system, allowing businesses to "manage by exception", focussing on the priorities and looking at the road ahead.

For further information, email Terry at [trudge@rudge.com.au](mailto:trudge@rudge.com.au).

## Earth Hour 2015

All Australian farmers experience the effects of rising temperatures and more extreme weather first hand. Flooding, drought, fires and changes in pests and weeds are affecting the very farms that supply 93% of the food we eat.

In 2015, Earth Hour Australia placed the voices of rural and regional Australia at the centre of its campaign. By celebrating Aussie produce and farming communities, Earth Hour reminded Australians that global warming impacts our everyday lives, including the quality and price of the food we eat.

Anna Rose, National Manager of Earth Hour Australia and 2015 Australian Geographic Society Conservationist of the Year, spoke at the Freshcare Forum explaining "Australia's food industry has a unique role to play in communicating the impact that global warming is already having on the fantastic fresh food we grow in Australia."

This year's Earth Hour highlighted the need to cut carbon pollution and switch from fossil fuels like coal and gas to renewable energy like wind and solar for the sake of our food and our farmers. "Aussies are proud of our farmers for feeding the nation but they are on the frontline of global warming and are already feeling the effects of rising temperatures and more extreme weather," Anna said.

As part of Earth Hour 2015, 55 farmers (including several Freshcare businesses) and 56 celebrity chefs collaborated to create Earth Hour's first cookbook, *Planet to Plate*. The cookbook combines firsthand stories from Aussie farmers about how rising temperatures and more extreme weather are affecting their land, with 52 recipes from top Australian celebrity chefs.

Access the Earth Hour 2015 documentary, and other useful links via the website: [earthhour.org.au](http://earthhour.org.au).



## Fresh Produce Safety Centre

The Fresh Produce Safety Centre Ltd (FPSC) is an industry-led, not-for-profit organisation established to enhance fresh produce food safety across Australia and New Zealand through research, outreach and education.

The Centre has been established by the Produce Marketing Association Australia-New Zealand (PMA A-NZ) through a project with the University of Sydney. This project is funded by Horticulture Innovation Australia (HIA) with voluntary and in-kind contributions from industry, the University and PMA A-NZ, demonstrating widespread support for the Centre.

The Centre is based at the Faculty of Agriculture & Environment at the University of Sydney and affiliated with the Centre for Produce Safety at the University of California (Davis).

The FPSC goals are to:

- » call for and oversee food safety research projects that are highly relevant to industry;
- » provide food safety information, news, education and outreach to the industry;
- » engage with regulatory and other organisations for effective and efficient food safety management leading to enhanced food safety outcomes.

## FRESH PRODUCE SAFETY CONFERENCE 2015

12 AUGUST 2015  
UNIVERSITY OF SYDNEY

Advancing Research and Outreach for Safe, Fresh Food



### Fresh Produce Safety Conference 2015

The Fresh Produce Safety Centre holds an annual conference, focusing on advancing research and outreach for safe, fresh food. The conference will be held on 12 August 2015 at the University of Sydney, examining recent food safety cases, updating knowledge on best food safety practices, and exploring current fresh produce research projects.

For more information and to register, visit website: [fpsc2015.com](http://fpsc2015.com).

### Guidelines for Fresh Produce Safety

An important project currently being undertaken by the Fresh Produce Safety Centre is to review and update the Guidelines for On-Farm Food Safety for Fresh Produce. The review will update existing content, and extend the Guidelines to also cover off-farm activities in the fresh produce supply chain, and increasingly topical aspects of food safety management such as food fraud and crisis management.

First published in 2001 and revised in 2004, the Guidelines historically provided an important resource for Freshcare businesses. The updated Guidelines will once again underpin the training delivered to businesses participating in Freshcare.

The revised Guidelines are due for release to industry in September 2015.

*Freshcare is a proud supporter of both the Fresh Produce Safety Centre and the Guidelines Review Project.*

## National Farm Safety Week 2015 and Safety Induction app for farmers

The National Farm Safety Week is held each year to raise awareness of farm safety issues across Australia. The 2015 Farm Safety Week (20-24 July 2015) is themed "Safe Farms = Better Productivity", which continues to highlight the importance of business and industry working together to achieve the Farmsafe mission statement of increasing the well-being of Australian farmers through improved attention to health and safety.

With the National Farm Safety Week approaching it's also a great time to remind Freshcare participating businesses of the Farmsafe Australia Safety Induction app that is now available on Apple and Android devices. The app is free and seeks to further improve the safety induction of new workers.

Workers use the app to complete an induction with the farm owner/manager. A record of induction and issues covered are then emailed directly to the worker and farm owner/manager – simplifying the record keeping process.

Download the app today from iTunes or Google Play by searching for Farmsafe.

For more information on Farmsafe initiatives visit the website: [www.farmsafe.org.au](http://www.farmsafe.org.au).



## Food safety regulation for Australian growers... not any time soon

All food businesses in Australia, regardless of their position in the supply chain, are impacted directly or indirectly by the requirements of the Australia New Zealand Food Standards Code (the Code), in delivering safe food to the consumer.

When Food Standards Australia New Zealand (FSANZ) introduced the Code in the early 2000s, all primary production was specifically exempt from regulation. The Code only applied directly to "food businesses" (defined as "...a business, enterprise or activity that involves (a) the handling of food intended for sale, or (b) the sale of food..." e.g. retailers, wholesalers, processors, importers etc.) and entrusted them to ensure safe inputs to their operations.

In 2012 we reported on the work being undertaken by FSANZ in considering a 'Primary Production & Processing Standard for Horticulture'. Industries' position on the potential legislation was mixed, some arguing that increased regulation equalled increased costs, others strongly believing that a supply chain's reputation is only as strong as the weakest link, and that a 'one in, all in' approach should be encouraged.

Mindful that many horticultural businesses had long been certified to an externally audited food safety system in order to supply wholesale, retail and processor customers, FSANZ commissioned research to quantify the number of food safety certified horticulture businesses. Taking into account businesses with multiple certifications, a best-guess from the data suggested around 6,200. Consultation with a range of stakeholders led FSANZ to estimate that 70-80% of actual production came under audited food safety systems.

In early 2014, in consideration of the research undertaken, after extensive industry consultation and being mindful that there was far from uniform industry and government support for a new standard, FSANZ abandoned the regulatory option of developing a Primary Production Standard for horticulture.

FSANZ decided in favour of a strategy that reinforces the current regulations on food businesses (and the flow on affects in the supply chain), that develops a better understanding of how and why some businesses are not certified, that specifically addresses traceability issues and that improves industry-government communication and collaboration on information, monitoring and response.

For more information, visit [www.foodstandards.gov.au](http://www.foodstandards.gov.au).

*Whilst regulation for Australian growers and packers is off the agenda for now; in New Zealand, the Government has recommended the opposite approach, and will be including primary production of horticultural produce under their revised Food Act.*

## Freshcare Board

**Belinda Hazell (Chair)**, based in Tasmania, is a principal agribusiness consultant with extensive on-farm and supply chain experience.

**Martin Clark**, based in Western Australia, has extensive experience in supply chain for the fresh produce industry.

**Allan Dall** is the General Manager of Barden Produce Pty Ltd with experience in commercial, safety and risk-related roles throughout the fresh produce industry.

**Annie Farrow** the Industry Services Manager for Apple and Pear Australia Ltd (APAL) in Victoria, is involved in government relations and issues management, biosecurity, market access and project development.

**Stefo Radevski** is the Quality Systems and Compliance Manager at Radevski Coolstores in Victoria with operational involvement in on-farm assurance and broader knowledge in the fresh produce industry.

Two long serving Freshcare Directors retired in 2014/15.

### Vicky Kippin-O'Connor

After over 14 years of service, the founding Chair of Freshcare, Vicky Kippin-O'Connor retired from her position and stepped down as Chair of the Freshcare Board of Directors in April 2014.

Vicky's experience and commitment saw Freshcare through from its early days of development to the successful program it has grown to become today. Her priority was always to ensure Freshcare remained a practical and achievable program for growers, which has been significant in establishing Freshcare as the largest on-farm assurance program for the Australian Horticultural Industry.

### Cheryl Vennard

Cheryl retired from the Freshcare Board in February 2015 after 8 years as a director. Cheryl provided very valuable hands on feedback on all aspects of the Freshcare program, having implemented the programs for her own business.

We wish both Vicky and Cheryl well in their retirement.

## Your next Freshcare audit

Whilst in most instances your Certification Body will contact you to schedule an audit well in advance, if you have not heard from them within a month of your audit due date, make sure you contact the Certification Body and confirm your upcoming audit date.

If you are not supplying to market due to crop loss caused by natural disasters, you are not required to have a Freshcare audit. Please advise our office so we can update your status accordingly.

## Certification Bodies

### AUS-QUAL Pty Ltd

T 1800 630 890

F 07 3361 9222

E [freshcare.audits@ausqual.com.au](mailto:freshcare.audits@ausqual.com.au)

[www.ausqual.com.au](http://www.ausqual.com.au)

### Australian Certified Organic

T 07 3350 5706

F 07 3266 5996

E [info@aco.net.au](mailto:info@aco.net.au)

[www.aco.net.au](http://www.aco.net.au)

### BSI Group ANZ Pty Ltd

T 1300 730 134

F 02 8877 7120

E [info.aus@bsigroup.com](mailto:info.aus@bsigroup.com)

[www.bsigroup.com/en-au](http://www.bsigroup.com/en-au)

### Sci Qual International Pty Ltd

T 1800 998 999

F 07 5499 2332

E [contact@sciqual.com.au](mailto:contact@sciqual.com.au)

[www.sciqual.com.au](http://www.sciqual.com.au)

### SGS Australia Pty Ltd

T 1300 723 503

F 03 9701 0988

E [Stephanie.Florindo@sgs.com](mailto:Stephanie.Florindo@sgs.com)

[www.au.sgs.com](http://www.au.sgs.com)

### Silliker Global Certification Services

T 03 8878 2138

F 03 9877 8444

E [certification.au@mxns.com](mailto:certification.au@mxns.com)

[www.merieuxnutrisciences.com.au](http://www.merieuxnutrisciences.com.au)

## Electronic Freshcare Certificates

Freshcare Certificates are now issued electronically allowing them to be easily stored and forwarded to customers.

It is important for your auditor to record your current email address on the audit report at time of audit to ensure that you receive your Freshcare Certificate. If you require a hard copy of your Freshcare Certificate, please contact your Certification Body directly.

## FreshcareOnline logon for growers

You can download your Freshcare Certificate and view your audit details via your **FreshcareOnline logon**.

If you don't know what your logon details are, please contact our office.



## Freshcare certification fee schedule

The fees paid by Freshcare certified businesses fund the operation of all aspects of the Freshcare program, we receive no other industry or government support.

The Freshcare certification fees are unchanged for the 2015/16 financial year:

Audit Cycle	Code	Fee (inc GST)
Annual Audit	Food Safety & Quality Environmental	\$102.30
Triennial Audit	Environmental Viticulture Environmental Winery	\$204.60

For businesses certified to more than one Code of Practice, the certification fee for the second or subsequent code is charged at half price.

## Contact us

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 02 8004 0732

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### Katie Lau

*Administration Officer*

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### Natalie Torossian

*Administration Support*

[natalie@freshcare.com.au](mailto:natalie@freshcare.com.au)

We welcome Natalie Torossian to the Freshcare Team who is currently providing administrative support to the Freshcare Office. Natalie has a background in Environmental Science and is currently undertaking a Master of Environmental Management at Macquarie University.