



### **Australian dairy businesses face ongoing challenges in sourcing and keeping people with the skills needed to work on farms.**

The issues existed before Covid but escalated during and after it. Dairy Australia research found that 58% of dairy workers who resign move to a role outside the dairy industry. It identified issues around both attracting and retaining people working in the industry.

This project aimed to enhance retention by building the skills and capabilities of the current and next generation of dairy farmers, both employers and employees.

It delivered a series of one-on-one consultations and developed a suite of resources.

### **One-on-one consultations**

A one-on-one consultation package was developed and tested for upskilling farmers in HR and people management. It involved on-farm visits by a specialist HR consultant to provide guidance to improve HR management and skills, particularly in compliance and safety.

### **Farmer capability**

Dairy UP's P8 set out to help NSW dairy farm businesses and their workforce develop their capability in compliance and management.

Completed in June 2023, this was a collaborative project with Dairy Australia, with NSW activities delivered by Dairy NSW. Dairy Australia is continuing to expand its resources and delivery activities in this area, as part of its [People in Dairy portfolio](#).

**This document provides a summary of the work delivered for NSW under the Dairy UP banner.**

Seventeen NSW farmers participated in one-on-one consultations through the project. Upon completion, they reported increased reported confidence to manage HR issues (rising from 6.1 to 8.2 out of 10).

### **Resources**

The project developed/updated a suite of training resources for farmers focussing on human resources (HR), safety and developing people capability.

These resources have been pilot tested, refined and incorporated into Dairy Australia's online training platform ([Enlight](#)) - which is available to all Australian dairy farmers.

The project created the content for 'Building your farm system' which covers chemical handling, quad bikes, introduction to farm safety and confined spaces.



The '[Managing People](#)' course was completed and uploaded to Enlight following two online pilots. Farmer feedback is that it helps them develop valuable skills such as consideration of different learning styles thus creating more efficient and engaged workplaces contributing to increased retention.

The Employment Basics course was finalised following a lengthy review including survey of past participants and two pilots. The course directly supports compliance with IR legislation thus encouraging employee attraction and retention.

## Next steps

DA has since made significant investment through its Workforce attraction project that funded delivery of these programs in NSW.

## Collaborators

Dairy UP, Dairy Australia

## Read more

[Dairy Australia's Farmer Capability Guide](#)

[Dairy Australia Employment Basics training package](#)

[Dairy Australia Managing People training package](#)

## More info

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### Delivery organisations



Department of Primary Industries  
and Regional Development



### Partner organisations




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### Additional program supporters, collaborations or partnerships

Charles Sturt University | DairyBio | DataGene | Eagle Direct | Entegra  
Macquarie University | NSW EPA | smaXtec | UC Davis | University of Technology Sydney

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