



## HOT MILK DECISION TREES

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### **1: GENERAL PARAMETERS**

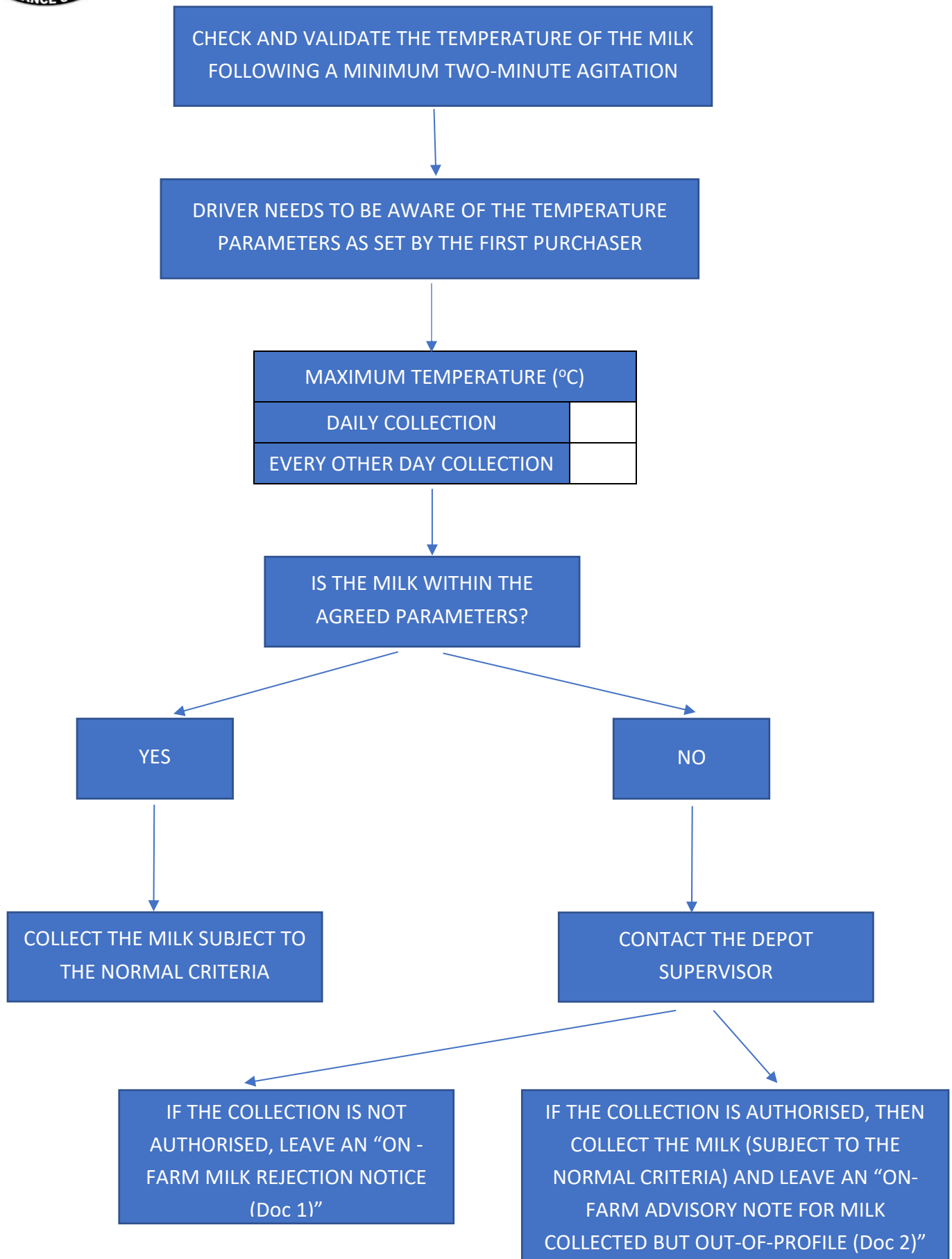
1. Supervisors need to be aware of the parameters as set by the First Purchaser
2. The Supervisor needs to establish the key facts, including:
  - The current temperature on the vat gauge and hand-held thermometer (if applicable)
  - Is the milk cooling and agitating?
  - Has there been any recent history of temperature collection problems?
  - Clarify the smell and appearance of the milk
  - Clarify whether the supply is Every Other Day Collection (EODC) or daily collected – there may be varying tolerances given to specific collection profiles
  - What information is available from the farmer, e.g.
    - When did the milking finish?
    - Has there been any disruption to the power supply or interruption to the cooling system?
3. On-farm Milk Rejection Notice / advisory note (Doc1) following non-collection of milk (example in appendix on page 5)
4. On-farm Advisory Note for milk collected but out-of-profile (Doc 2) (example in appendix on page 6)
5. Capture details on the incident reporting system (example of Hot Milk Incident Report form (Doc 5) in appendix on page 8)

#### **SUGGESTED ACTIONS:**

- On-farm Milk Rejection Notice (Doc 1) and / or Advisory Note for Milk Collected but Out-of-Profile (Doc 2) should ideally be printed on brightly coloured paper, laminated to prevent damage and left in a prominent position where the farmer can see it (e.g. on dairy board / parlour board where the milk collection receipts are left)
- Tanker driver to be provided with a suitable marker pen for writing on a laminated document

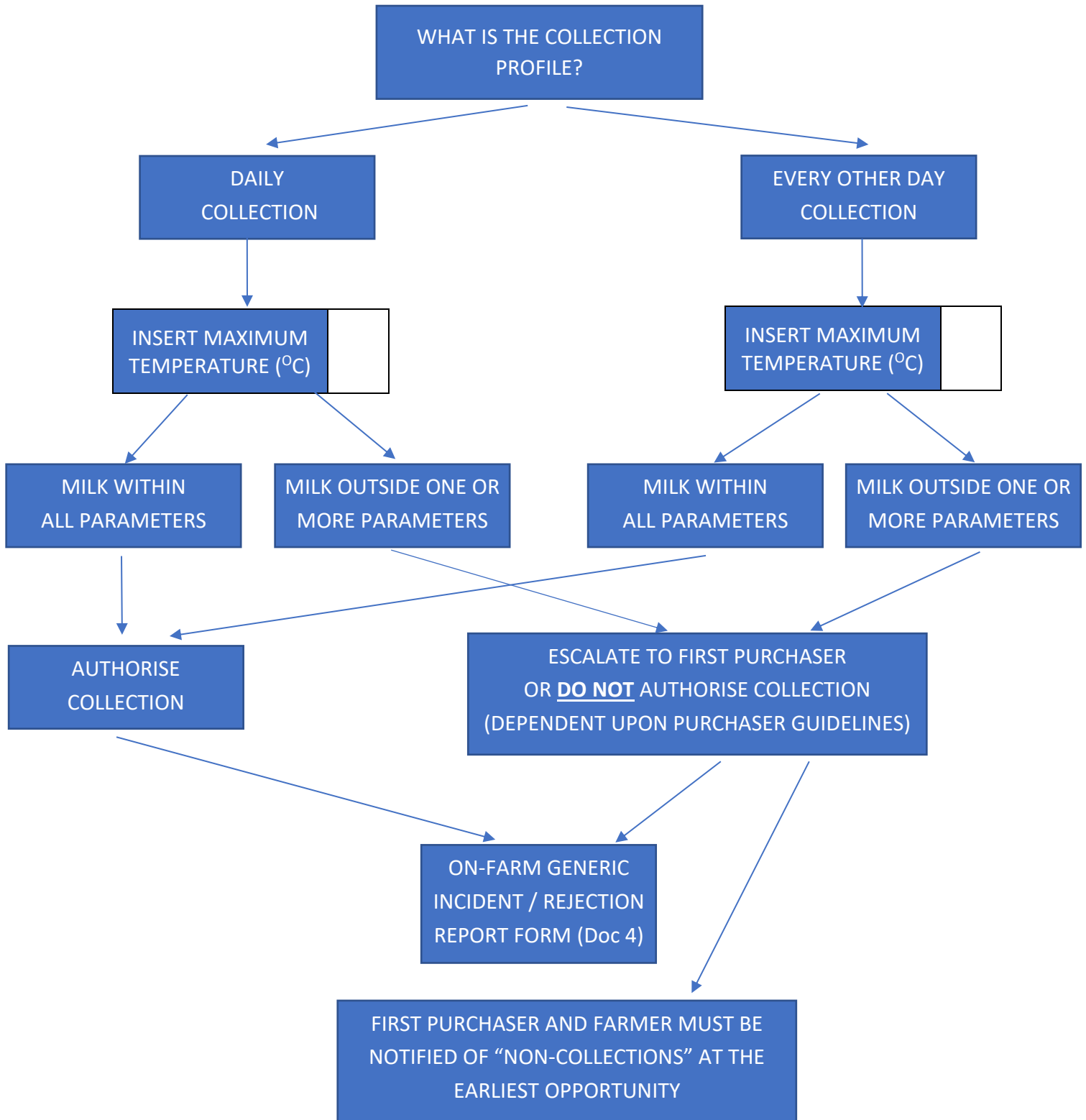


## 2: TANKER DRIVER FLOW CHART



**NOTE:** Examples of the “On-farm Milk Rejection Notice (Doc 1)” and “On-farm Advisory note for milk collected but out-of-profile (Doc 2)” can be seen in the Appendix on pages 5 and 6

### 3: DEPOT / SUPERVISOR FLOW CHART



**NOTE:** First Purchaser may require notification of authorised collections that have been subject to the above process.



#### **4: FIRST PURCHASER FLOW CHART**

**NOTE: Each First Purchaser will set their own criteria and specific parameters.**



# ON-FARM MILK REJECTION NOTICE (Doc 1)

Your milk has been rejected as unmarketable  
and was not collected today because:

Milk temperature was too high	
Temperature recorded	
Presence of foreign bodies, appearance or smell of your milk gave cause for concern	
Antibiotic pre-sample fail	
Electricity supply had failed	
Agitator was not working	
Other <i>(please specify)</i>	

## Please dispose of this milk before you commence milking

- Do not milk into this tank until you have emptied and cleaned your tank.
- Please be aware that if you milk on top of rejected milk, the entire consignment will be rejected.

To discuss, please contact your milk purchaser or depot.

Haulier:	
Driver:	
Date and time of rejection:	



## ON-FARM ADVISORY NOTE

### MILK COLLECTED BUT OUT OF PROFILE (Doc 2)

Your milk has been collected today but you need to be aware that it was out of profile for the following reason:

Milk temperature was too high	
Temperature recorded	
Appearance or smell of your milk gave cause for concern	
Electricity supply had failed	
Agitator was not working	
Other <i>(please specify)</i>	

**If this occurs again, this may result in your milk not being collected, or a subsequent tanker rejection.**

To discuss, please contact your milk purchaser or depot.

Haulier:	
Driver:	
Date and time of incident:	



## ON-FARM GENERIC INCIDENT / REJECTION REPORT FORM (Doc 4)

<b>Haulier name:</b>		<b>Depot name:</b>		<b>Date:</b>			
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<b>Tanker driver name:</b>		<b>Vehicle reg / tanker ID:</b>		<b>Route number</b>	
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<b>Supply Name</b>	<b>Farm Name</b>	<b>Supply number</b>

<b>Rejected?</b>	
<b>Collected?</b>	

NATURE OF INCIDENT	
<b>Presence of foreign bodies, appearance or smell of milk gave cause for concern</b>	
<b>Antibiotic pre-sample fail</b>	
<b>Electricity supply had failed</b>	
<b>Agitator was not working</b>	
<b>Other</b> <i>(please specify)</i>	

<b>Action taken / comments:</b>

<b>Was the profile Every Day Collection (EDC) or Every Other Day Collection (EODC)?</b>	<b>EDC</b>		<b>EODC</b>	
<b>Time of arrival at farm:</b>				
<b>Was a Farm Milk Rejection Notice (Doc 1) left displayed on farm?</b>	YES / NO			
<b>Was a Milk Collected But Out Of Profile Notice (Doc 2) left displayed on farm?</b>	YES / NO			
<b>Farm samples taken?</b>	YES / NO			
<b>Farm samples tested by haulier?</b>	YES / NO			

<b>Completed by:</b> <i>(name)</i>			
<b>Authorised by:</b> <i>(name)</i>			
<b>First purchaser informed:</b>	<b>Date:</b>		<b>Time:</b>



# ON-FARM HOT MILK INCIDENT REPORT (Doc 5)

Haulier name:		Depot name:		Date:			
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Tanker driver name:		Vehicle reg / tanker ID:		Route number	
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Supply Name	Farm Name	Supply number

Rejected?		Collected?	
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<b>Action taken / comments:</b>

Time of arrival at farm:	
Is the collection profile daily or EODC?	
Farm vat gauge temperature on arrival	
Hand-held thermometer temperature on arrival	
Does the milk appear to be cooling at the time of collection?	
Vehicle loading temperature	
Time of collection (if applicable)	
Is the appearance and smell of the milk normal?	
Estimated time milking was completed	
Historical milking time	
Is there any recent history of temperature collection problems?	

Completed by: <i>(name)</i>		
Authorised by: <i>(name)</i>		
First purchaser informed:	Date:	Time: