# Business Capability Resources List

The following list has been developed by AUSVEG SA with support from Hort Innovation and the VegNET SA program to support SA growers to access resources available to assist in their businesses.

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## **Courses**

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| **Title** | **Description** | **Expert contact** | **Link** |
| **The Masterclass in Horticultural Business**  | The Masterclass in Horticultural Business was launched in 2017 by The University of Tasmania, in partnership with some of the world’s leading names in horticulture, including Lincoln University (NZ), the Wageningen Research Academy (Netherlands) and Hort Innovation. | Email hort.bus@utas.edu.au or Phone +61 3 6226 6368 | https://www.utas.edu.au/tia/study/masterclass-in-horticultural-business |
| **Leadership development program (MT18016)** | This multi-industry leadership-building project runs and supports the participation of sweetpotato, rasberry and blackberry and vegetable workers in a leadership development program. The program, conducted online and through face-to-face sessions, is designed to help participants define their leadership style; manage conflict; shape team culture; communicate effectively and more. For more information, you can email The Right Mind. | info@therightmind.com.auContact: David Hanlon+61 7 3869 3044Free Call 1800 1900 11 | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/mt18016/> |
| **VegPRO education and training initiative** | The VegPRO initiative provides targeted training programs to help upskill participants at all levels in the Australian vegetable industry, in all manner of subject areas. | [Contact VegPRO coordinator at sophiel@rmcg.com.au or on 0426 200 996.](https://www.vegpro.com.au/) | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/vegpro/> |
| **Growing Leaders Program** | The Growing Leaders Program is geared towards supporting emerging leaders in the Australian vegetable industry.It is an ideal course for young leaders in the industry to build networks and capability in our industry.  | To request further Program details or an Application Link, please contact us 1800 1900 11 or info@therightmind.com.au | <https://www.therightmind.com.au/program/horticulture-leadership-development-program> |

## **Services**

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| **Title** | **Description** | **Expert contact** | **Link** |
| **Rural Business Support (RBS)** | Rural Business Support (RBS) is a leading not-for-profit provider of agribusiness services and independent support for farmers and rural small business owners who are concerned about their financial future. Our programs and services can assist and inspire rural business people to be resilient in the face of change, risks and challenges. | [Freecall 1800 836 211](https://www.ruralbusinesssupport.org.au/who-we-are/contact-us/) | <https://www.ruralbusinesssupport.org.au/> |
| **Potato Industry Extension Program (PT11004)** | The Potato Industry Extension Program was a key source of R&D information for the Australian potato industry from February 2012 to December 2015. Aimed specifically at growers, agronomists and processors, the program aimed to bridge the gap between R&D outcomes and these key stakeholders. | [https://ausveg.com.au/news-media/publications/](https://ausveg.com.au/news-media/publications/and) | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/pt11004/> |
| **Succession Planning Resources and Support** | At some point in the lifecycle of every business (e.g. the retirement of the owner/ founder, personal issues, market circumstances, etc.), you must consider your business’ succession. Deciding the best options for the future is both an important and sensitive issue. | [T +61 8 8409 4333sa.info@williambuck.com](https://www.williambuck.com/services/corporate-advisory/) | <https://www.williambuck.com/consider-succession-planning/> |
| **Vegetable cluster consumer insights program (MT17017)** | This multi-industry investment is tasked with providing regular consumer behaviour data and insight reporting to a range of industries, through the Harvest to Home platform (www.harvesttohome.net.au). | Lewis MuscatManager | Fresh AnalyticsNielsenIQ Australialewis.muscat@nielseniq.comPhone: +61 410 420 603 | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/mt17017c/> |
| **Building the business case to grow domestic demand for vegetables in Australia (VG17013)** | This short project investigated a potential opportunity for the Australian vegetable industry: investment in a well-executed marketing program. Specifically, the research lookd at the potential to grow consumer demand for vegetables through marketing efforts, and to subsequently increase economic returns for growers. The work has provided information on the likely return on investment to industry from funding generic vegetable marketing activity, with the information intended to help industry representative AUSVEG in assessing and discussing the future in this space with industry. | RMCG Telephone: (02) 8295 2300  | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/vg17013/> |
| **Vegetable industry export program (VG16061)** | Beginning in mid-2017, this project will position the industry to achieve the target of growing exports by 40 per cent – to the value of $315 million – by 2020. This target was announced in 2017, with the release of the Vegetable Industry Export Market Development Strategy 2020. You can read more about the strategy here and can contact AUSVEG on (03) 9882 0277 to access a copy of the full strategy document. | AUSVEG | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/vg16061/> |
| **Vegetable digital asset redevelopment – Veggycation (VG16080)** | The vegetable industry’s Veggycation platform (www.veggycation.com.au) was established under a previous levy investment, to help communicate the nutrition and health benefits of vegetables to Australians. Audiences for Veggycation include consumers, teachers, students, food manufacturers, growers and other industry stakeholders. | RMCG Telephone: (02) 8295 2300  | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/vg16080/> |
| **Tools and interventions for increasing children’s vegetable knowledge (VG16064)** | This investment is identifying new ways of supplying vegetables to children, helping growers better serve the key consumer market of families with young kids. | <https://www.vegkit.com.au/> | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/vg16064/> |
| **Market opportunity for vegetable juices (VG16016)** | Little is known about the Australian vegetable juice market, including what drives consumption, and what potential, if any, the market offers to growers – so this project explored opportunities in this market for the vegetable industry. | Horizon Consumer Science+61 3 9654 2575info@horizonconsumerscience.com | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/vg16016/> |
| **Family and Business Support Program (FaBS)** | The Family and Business Support Program (FaBS) is a group of people ready to help you during difficult situations like drought, bushfire and other adverse events. | PIRSA Recovery Hotline: 1800 931 314Email: PIRSA.drought@sa.gov.auPIRSA Recovery Hotline: 1800 931 314Email: PIRSA.Recovery@sa.gov.auPhone: 1800 931 314Email: PIRSA.Recovery@sa.gov.au | <https://www.pir.sa.gov.au/grants_and_assistance/family_and_business_support_program_fabs> |
| **Business and risk management for farmers** | The following resources, contact details and links to websites have been sourced fromPIRSAstate and regional agenciesFederal Governmentlocal councilsfarming groupsregional community health networks and service providerswho are working together to deliver a comprehensive suite of information to support farm management decisions. | SARDI HEAD OFFICETelephone: (08) 8303 9400Fax: (08) 8303 9403Email: pirsa.sardi@sa.gov.au | <https://www.pir.sa.gov.au/primary_industry/industry_support/business_and_risk_management_for_farmers> |
| **Educational opportunities around the perceptions and aversions to vegetables through digital media – long-form video (VG16018)** | This investment is a continuation of the original VG16018 project, which developed and delivered the Phenomenom web series and related resources for increasing kids’ education around and attitudes towards vegetables – check out phenomenom.com.au. It will allow for the production of a second long-form, summary video based on the existing content, for inclusion in Qantas’s in-flight entertainment offerings between March and August 2019. An initial long-form video began screening in September 2018 as part of the previous investment, yielding a large number views and a high retention rate of the vegetable education messaging among children. | https://phenomenom.com.au/contact/ | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/vg16018a/> |
| **Business Growth Productivity Program** | The $180,000 Business Growth Productivity Program will support Riverland food producers who have been impacted by last year's hailstorm, the challenging environment of drought and the impacts of coronavirus. | 0428 105 396 or tarsha.mcgregor@sa.gov.au. | <https://www.pir.sa.gov.au/primary_industry/industry_support/business_growth_productivity_program> |

# **Important Resources**

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| **Title** | **Description** | **Expert contact** | **Link** |
| **National Innovation Coaching / Hort360 (VG16063)** | This project was a component of overarching Hort Innovation Vegetable Fund investment The EnviroVeg Program 2017-2022 (VG16063). It ran between 2017 and 2018, with the project team facilitating the pilot of an ‘Innovation Coach’ program – a commercial grower service to help businesses implement a planning process to assess their risks and opportunities, establish clear business objectives and vision, and work through options to pursue innovation and growth. | Growcom07 3620 3844growcom@growcom.com.au | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/vg16063b/> |
| **Australian Horticulture Statistics Handbook 2018-19 to 2020-21 (HA18002)** | This whole-of-horticulture investment is responsible for producing Hort Innovation’s annual Australian Horticulture Statistics Handbook, which offers the most comprehensive and contemporary data available on all sectors of the Australian horticulture industry in one easy-to-read spot. | Online access | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/HA18002/> |
| **Potato stakeholder needs analysis and extension strategy development (PT18003)** | This investment, which took place in 2019, examined the Australian potato industry’s needs, wants and opportunities around extension and communication activities and developed a proposed integrated approach to deliver them. This strategy was made available to both the fresh and processing potato industries for their consideration and was used to guide future levy investment in this space. | RMCG Telephone: (02) 8295 2300 | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/pt18003/> |
| **Market research around the opportunity to create more vegetable snacking options to quantify market size (VG14024)** | This project undertook market research to investigate opportunities for creating more vegetable snacking options, including looking at the potential market size for those options. | RMCG Telephone: (02) 8295 2300 | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/vg14024/> |
| **VegWHS training resources (VG16031)** | The levy-funded VegPRO initiative provides targeted training and education programs to help upskill participants at all levels in the vegetable industry. New opportunities and resources are added under VegPRO as sub-projects. | RMCG Telephone: (02) 8295 2300 | <https://www.horticulture.com.au/growers/help-your-business-grow/research-reports-publications-fact-sheets-and-more/vg16031/> |

# **Government Support**

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| **Title** | **Description** | **Expert contact** | **Link** |
| **Regional Growth Fund** | unlock new economic activity in our regionsdeliver critical economic infrastructure to create direct benefit across regional industriesstrengthen regional communities. | Regions SApirsa.regionssa@sa.gov.au | <https://www.pir.sa.gov.au/regions/regional_growth_fund> |
| **Grants for Horticulture Netting Infrastructure** | Horticultural Netting Infrastructure Grants help primary producers in the Riverland and Adelaide Hills/Greater Adelaide region fund the purchase and installation of new netting or the replacement of any damaged netting over land used to grow horticulture crops. | PIRSA.GrantsEnquiries@sa.gov.auUse the email subject: Netting Infrastructure Grant Program. | <https://www.pir.sa.gov.au/major_programs/horticulture-netting-grants> |

# **OH&S**

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| **Title** | **Description** | **Expert contact** | **Link** |
| **National Centre for Farmer Health** | Health, wellbeing and safety information, including a support page for farmers experiencing tough times | Tel (03) 5551 8533 | <https://farmerhealth.org.au/contact-us> |
| **Safe ag systems** | Safe Ag Systems - workplace health and safety - software solutions. | PHONE(08) 6245 6592EMAILinfo@safeagsystems.comPOSTPO Box 155 Glenelg South Australia 5045 | <https://www.safeagsystems.com/> |
| **OHS Adelaide** | Adelaide owned Work Health and Safety specialists. Have experience in working with horticultural businesses.  | Contact 24/7 SupportTel: (08) 8296 4405Fax: (08) 8296 44010408 892 993 Wayne Wilsonwayne@adelaideohs.com.au | <https://adelaideohs.com.au/> |
| **SafeWork SA Agriculture Resources** | Several types of tutorials about work safety are available on the SafeWork SA Agriculture website | Tel: 1300 365 255Email:help.safework@sa.gov.au | <https://www.safework.sa.gov.au/industry/agriculture> |
| **Farmers’ Guidebook to work health and safety** | GuideBook PDF | Tel: 1300 365 255Email:help.safework@sa.gov.au | <https://www.safework.sa.gov.au/__data/assets/pdf_file/0005/136355/Farmers-guidebook.pdf> |

# **Traineeship and other support**

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| **Title** | **Description** | **Expert contact** | **Link** |
| **Apprenticeships and traineeships** | Apply to deliver subsidised training activity for apprentices and trainees. | 1800 673 097 | <https://providers.skills.sa.gov.au/Apply/Apprenticeships-and-traineeships> |
| **Support for Apprenticeships & traineeships** | Support available to help manage your contract, resolve problems or get general advice | Phone 1800 006 488Media 1300 799 248e: skillscommission@sa.gov.au | <https://www.skillscommission.sa.gov.au/apprentices-and-trainees> |

# **Gross Margin Tools**

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| **Title** | **Description** | **Expert contact** | **Link** |
| **Simple Gross Margin Calculator** | Online tool: Gross Margin Calculator | Murray Unkovich Adjunct LecturerThe University of Adelaide(08) 8313 8104murray.unkovich@adelaide.edu.au | <http://soilquality.org.au/calculators/gross_margin> |
| **Improvement tools: Gross margin analysis** | Agriculture WA Gross Margin Calculator | Telephone: +61 (0)8 9368 3333Fax: +61 (0)8 9474 2405Email: enquiries@dpird.wa.gov.au | <https://www.agric.wa.gov.au/improvement-tools-gross-margin-analysis> |
| **About gross margin budgets** | Advice on implementing Gross Margin Budgets in Agriculture from the NSW Department of Primary Industries. The gross margin budgets are intended to provide a guide to the relative profitability of similar enterprises and an indication of management operations involved in different enterprises. | 1800 808 095nsw.agriculture@dpi.nsw.gov.au | <https://www.dpi.nsw.gov.au/agriculture/budgets/about#:~:text=The%20type%20of%20budget%20provided,%2C%20rates%2C%20or%20permanent%20labour.> |

# **Freshcare & QA**

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| **Title** | **Description** | **Expert contact** | **Link** |
| **Freshcare eLearning courses** | Access to the course is immediate upon sign-up and is provided for 12-months. Training sign-off can occur anytime within that 12-month period, and access to course materials remains to enable trainees the ability to review and refresh their learning over the 12-month timeframe. | T 1300 853 508 (for the cost of a local call)F 02 8004 0732E elearning@freshcare.com.auOffice Hours: Monday to Friday 8am-4pm AEST | <https://www.freshcare.com.au/elearning/> |
| **Freshcare Trainers** | There are several SA trainers which can provide training  | 1300 853 508E info@freshcare.com.auContact can be found for each trainer on website | <https://www.freshcare.com.au/training/trainers/> |
| **Freshcare courses** | Training Courses provided by trainers | 1300 853 508E info@freshcare.com.auContact can be found for each event on website | <https://www.freshcare.com.au/events/> |
| **Palmer Produce Management** | For the past 15 years Palmer Produce Management has specialised in food safety and environmental management systems in the fruit and vegetable industry. We are based at the Adelaide Produce Market, but offer consulting and training throughout South Australia and nationally. |  08 8260 3866 or 0408 818 205 08 8260 7789 admin@palmerproduce.com.au | <https://www.freshcare.com.au/freshcare-trainer/palmer-produce-management/> |
| **Guidelines for Fresh Produce Food Safety 2019** | These guidelines are designed to achieve greater consistency in the development, implementation and auditing of fresh produce food safety programs. They are applicable to all supply chain businesses, from the producer to the end customer, as well as suppliers of inputs and services.Input has been sought from a range of industry members with experience and expertise in food safety issues. | Reception phone line(02) 9351 2000Can be contacted by submitting a form on website | <https://fpsc-anz.com/food-safety-guidelines-2019/> |
| **Food Safety and Quality Assurance** | Further information on food safety and quality assurance can be found through the following links; | Email info@ausveg.com.au with the heading: quality assurance training or phone 03 9882 0277 and ask to discuss your training requirements | <https://ausveg.com.au/food-safety-quality-assurance-resources/#1508714841607-09d223fd-a97f> |
| **Quality Control Tailored for the Produce Industry** | QIMA offers product inspections for your produce, helping you receive an accurate picture of your merchandise every step of the way. We will check the quality of your produce before it’s shipped, and will be at your destination to inspect it again after transit. | HeadquartersHong KongTel: +852 3165 8838 | <https://www.qima.com/testing/produce-inspections-and-quality-control> |