

Dairy Business Support Services

Supporting NSW dairy farmers in business excellence

Program overview

The Dairy Business Support Services (DBSS) program offers NSW dairy farmers free access to expert farm business management consultations to strengthen farm operations and achieve business goals.

This initiative, funded by the Farm Business Resilience Program via NSW Department of Primary Industries and Regional Development and the Future Drought Fund, is administered by Dairy NSW.

Key details

Program dates: 1 September 2024 – 30 June 2025

What's included:

- Free one-on-one consultation session
- Tailored business plan
- Group activity session opportunities

What to expect from your consultant

- **Profitability and productivity analysis:** Deep dives into DairyBase and Knowing Your Numbers.
- **Business planning:** Data-driven decision-making for farm operations.
- **Farm performance planning:** Topics such as HR, herd planning, or data insights.
- **Accounting system software:** Maximising efficiency in financial management.

Exclusions

- Routine agronomic, veterinary, or financial advice.
- Accountant fees for tax returns or BAS.

If you participated in previous rounds, this is your chance to focus on new aspects of your business.

What you can access in your consultation

- **Face-to-face sessions:** Up to six hours of in-person consultation, a one-page business plan, and follow-up support.
- **Virtual Sessions:** Up to six hours online, with the same deliverables.

Your Regional Representative may attend sessions, providing access to additional resources.

What's expected of you

- Engage all decision-makers in the process.
- Set aside uninterrupted time for sessions.
- Prepare relevant data and questions beforehand.
- Complete a brief post-consultation survey for program evaluation.

How to get involved



To register, please visit bit.ly/DBSSinfo or scan the QR code. For more information, please contact Natalie Campbell, DBSS Project Manager, natalie@dairynsw.com.au

Delivering *for* Dairy

Program success

Under the previous round of the program, DBSS delivered measurable benefits:

- More than 50 completed one-on-one consultations (20 percent above target).
- Five group activities (66 per cent above target).
- Engaged 14 expert consultants.

Outcomes included improved business understanding, clearer goal-setting, and greater confidence in operations.

Evaluation – farmer responses to the program

Based on feedback from participants in the previous round of support, the DBSS 1:1 consultations were rated as follows:

Before your consultation, how much did you know about the topic?

3.0

average
rating ★



1 star = none, 5 stars = high level of knowledge

As a result of your consultation, how confident are you about the topic, and any next steps?

4.4

average
rating ★



1 star = not confident, 5 stars = very confident

How would you rate the overall value of the service and support provided to you under this program?

4.9

average
rating ★



1 star = low value, 5 stars = high value

Don't miss this opportunity to enhance your farm's growth and resilience. Contact us today to secure your place in the program!

Farmer testimonials

"Great to have another set of eyes on the business to identify improvement areas."



"The program provided invaluable insights for cash flow and budgeting."



"Extremely helpful in understanding profitability and planning for the future."



Disclaimer

The content of this publication is provided for general information only and has not been prepared to address your specific circumstances. We do not guarantee the completeness, accuracy or timeliness of the information.

Acknowledgement

Funded by the Farm Business Resilience Program (FBRP) and supported by the Future Drought Fund, and DPI Regional Development, this program is a proven resource for enhancing farm operations and planning for a more prosperous future.

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