

Chestnut Communications officer Stage 2

Tanya Edwards
Chestnuts Australia Inc

Project Number: CH09003

CH09003

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Purpose Of This Report: The employment of an Industry Communications Officer will facilitate the on-going development of the chestnut industry by undertaking general communication throughout the industry. This project is designed to facilitate the Australian Chestnut industry by providing a mechanism to transfer technology to all stakeholders, including growers, other industry partners and consumers, and to provide support to the activities of the Chestnut Industry Advisory Committee (IAC), Chestnuts Australia Inc., (CAI) R&D and Marketing Committees and its Executive. It will extend on the work done in Project CH03001 has a direct link to Project CH06004 and adopted recommendations from Project CH08002. The strategy depends on the dissemination of information, using primarily print and electronic means. The Chestnut industry is located in all states, except for Queensland and the Northern Territory, and it is a challenge to ensure that information reaches all sectors. At present there are few formal mechanisms in the Chestnut industry to accomplish this.

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SUMMARY

The Australian chestnut industry is a small national industry with few formal frameworks for communicating issues and technical information. There are approximately 300 chestnut growers in Australia: 70-80 % of these are in NE Victoria, with other growers in NSW, Tasmania, SA and WA. Effective communication is necessary for the transfer of technical understanding and up-skilling of the industry, key elements to the growth and development of the chestnut industry.

This project is designed to facilitate the Australian Chestnut industry by providing a mechanism to transfer technology to all stakeholders, including growers, other industry partners and consumers, the chestnut IAC, CAI, R&D and Marketing Subcommittee Executives.

Achievements

- **The ongoing development and continued enhancement of the Chestnuts Australia Inc. website www.chestnutsaustralia.com.au**

The website has featured heavily in the dissemination of information to members and the general public from the notifying of upcoming industry meetings, seminars, workshops, trade fairs to recipes and chestnut news and events being publicized. A Wholesale Market Report continues to be made available to CAI members during the peak of the harvest season. Copies of up to date Chemical Registration details have also been added enabling easy access for all levy payers to this information. Critical information was relayed to all parties from CAI and Government agencies with the detection of Chestnut Blight late in 2010.

The success of the website is also gauged by the number of enquires it generates. From the start of the Project to date no less than 250 enquiries have been responded to and followed up on. Statistics collected on website traffic continues to show steady growth.

- **Chestnut Industry Newsletter the “Nuts & Burrs”**
Festive Season edition was produced in 2009, 2010 & 2011 with a ‘Preseason’ and ‘Winter’ edition being produced in 2010, 2011 & 2012. These issues contained regular reports from the President, R&D Chair, Marketing Chair and the Communications Officer. Grower profiles of 3 members was also achieved.
- **Field Days, Workshops, Farm Walks, Chestnut Festivals and Industry Meetings**
Have been organised and participated in yearly during the reporting period.
- **Mail outs**
Members have been informed of major events such as Association meetings, Special meetings, Levy meetings and critical industry information.
- **‘Chestnut Industry News’**
Contributions to The Australian Nutgrower” have been submitted regularly issue in March/June/Sep/Dec. Contributions to local newspapers have also been undertaken.

RECOMMENDATIONS

An accessible central point of communicating is essential for growers, manufacturers, Chestnuts Australia Inc Executive Committee, Industry Advisory Committee and its subcommittees, wholesaler's retailers, government agencies, consumers and the general public alike.

The need for communication within the Chestnut Industry had never been more apparent since the outbreak of Chestnut Blight an exotic disease to Australia, detected in North East Victoria in early September, 2010. Accurate, timely, informative information was critical across all stakeholders. Therefore the continued role of a Communications Officer for a further 3 year period (CH12000) was approved by the Chestnut IAC in early 2012.

INTRODUCTION

The Chestnut industry is located in all states, except for Queensland and the Northern Territory, and it is a challenge to ensure that information reaches all sectors. At present there are few formal mechanisms in the Chestnut industry to accomplish this. Since 2006 the industry has undertaken a communications project (CH06004) to provide a formal mechanism within the industry for dissemination of information. Such was the success of the project the industry sought, and was granted, an extension for a further year (CH07005).

An Industry Development Needs Assessment (CH08002), undertaken as a series of workshops and telephone meetings involving industry representatives and members of HAL, commenced in October 2008 and finalised in April 2009. The outcomes supported the claim by the industry that a communications project was an ongoing need for the industry. It was apparent that there is an ongoing requirement for the sort of activities that had been undertaken in CH06004 - the preparation of newsletters, the organisation of field days, assistance to the IAC and contributions and management of the website.

CH08002 reported positively on the efforts that had been made by the chestnut industry to meet industry development needs, especially those directly affected by communication requirements. The work that had been done in CH06004 had been a worthwhile investment for the industry, especially given the very small budget that has supported this project. There is a simple communication plan in place that is directed toward growers and consumers. This plan distributes information describing best practice post-harvest handling, tree management and production inputs (water, fertiliser, soils) and supports this information with field days and workshops. At least 1 field day is held each year, and the number of workshops has been increased. Regional workshops are envisaged to become a regular feature on the chestnut industry calendar. Other information concerning biosecurity, chemical usage and regulatory requirements (eg Horticulture Code of Conduct) is also distributed using this plan. Consumers receive information describing the methods of preparing chestnuts for consumption, the health benefits of chestnuts and some simple recipes.

With the growth of the Australian chestnut industry it is necessary that developments in horticultural practices, post-harvest handling and quality compliance and food safety strategies are communicated to all sectors of the industry, thus positioning the industry for expansion, or at least to be in a position to respond (or preempt) to factors impacting on it. Links to information from government departments covering topics related to climate change, codes of practice, tax policy and health programmes have been incorporated into the project as critical elements of benefit to growers. An increase in the knowledge base of growers is crucial for the long term sustainability of the industry. This project provides a simple, effective, and cost efficient way of transferring information using print and web-based systems.

Consumers of chestnuts have also been considered. The website has been updated to target new consumers as opposed to 'usual' consumers. Experience from CH06004 has demonstrated that numerous consumer related queries are received via the CAI web-site. These features continue to be addressed by this project and are directly linked to industry marketing programs.

Communications Office Stage 2, Project CH09003 started on the 1st August, 2009 and was contracted for a period of 3 years with the completion of the whole project being 31/7/12.

METHOD

The CO will work closely with the Chestnuts Australia Inc. Executive and its committees to ensure that industry members are kept informed and that technology is transferred to all stakeholders. This will involve the provision and editing of reports in newsletters and distribution to industry members, the organisation of at least one annual field day, the organisation of any additional workshops and attendance at all meetings conducted on behalf of the chestnut industry.

Regular updating of the associations website will be an essential component to the communication strategy. Training will be provided as required to ensure that this component becomes a key resource for the industry. The website will contain information related to growing chestnuts, technology changes, health messages and links to government agencies. The CO will also play a significant role in ensuring that elements of the Strategic Plan 2011-2016 are implemented within the nominated time frames.

The CO will attend meetings of CAI and the IAC and any meeting with HAL or another industry group as required. This will maintain a close connection between the functions of the CO and the operation of the IAC and HAL, and enable the CO to be fully aware of issues confronting the industry.

ACTIVITIES – 1/8/09 – 31/7/2012 - 15½ hours per week

1. Website & Website Enquiries

Regular updates on: Seminars/announcements/submissions/reports/links/promotions/industry news/marketing/recipes/current issues/DPI Chestnut Blight Situational Reports & Permits/chemical registrations.

- All powerpoint presentations from industry meetings, field days and workshops are also made available on the website. This goes to providing an up to date informative, interactive website.

The home page is reviewed monthly with additions and deletions made to keep it up to date. During the reporting period 5 new content pages were added;

- Landcare Sustainable Practices
- Chemical Permit Registrations
- Chestnut Blight Info
- Chestnut Classifieds
- Late 2011 the ability for CAI members to access Agendas & Minutes of CAI meetings
- Continuing on the progress made in CH06004 the ‘blog’ and the Market Report (during the season) in the ‘Members Only’, are still operational.

Below are real statistics of website hits during the six months to June 2012. With the chestnut season starting 2 weeks earlier in 2012 than in previous years, by far the majority of enquiries were made during April.

Month	Unique visitors	Number of visits	Hits
Jan 2012	1246	1635	30061
Feb 2012	1074	1366	22652
Mar 2012	1733	2190	47151
Apr 2012	4200	5299	118585
May 2012	2896	3937	80204
Jun 2012	1911	2644	46511
Total	13060	17071	345164

Responded and followed up on no less than 250 website enquiries during the reporting period.

2. “Nuts & Burrs” Industry Newsletter

Nine issues of the Nuts & Burrs were produced during the reporting period.

- Preseason Edition
- Winter Edition
- Festive Season Edition

CO has responsibility;

- Write Office Report
- Interview grower and develop article for publication
- source other items for publication
- format/print/mailout

Recent survey results of the value of Nuts & Burrs has been provided in the Evaluation section of this report.

Issue 1/2012 Pre-season Edition

Nuts & Burrs

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IN THIS ISSUE

- Cross contamination an issue for Chestnuts – DPI Chemical Standards Branch (page 6)
- 2012 Marketing Campaign Update

**COMING EVENTS
Calling on Volunteers!**

- Wandigong Nut Festival – Sat 28th April
- Kalorama – Sunday 6th May
- Beechworth Harvest Celebration – Sat 19th May
- Chestnut Themed Dinner – Stanley Pub – 24th May
- La Fiera, Myrtleford – Sat 26th May
- ALPM/AGM/Conference – 10th & 11th November, Tumburumbo, NSW

***11/12 CAI MEMBERSHIP SUBSCRIPTION RENEWALS NOW DUE ***

President's Report

Well it seems that all the hard work over the past months is beginning to produce results. Just after the last newsletter was sent out, Chestnuts were formally accepted as a member of Plant Health Australia. CA then took the initiative and informed PHA that the industry was working toward signing the Emergency Plant Pest Response Deal. Next, in mid-January, there was a very constructive meeting between CAI representatives (Brian Casey, David McIntyre and John Morton) and representatives from Government, PHA, DAFF and VicDPI concerning progress with the blight eradication programme. Certainly the industry move to appoint a Biosecurity Officer and the cohesive and professional approach shown by industry were viewed very positively and may be significant factors when deciding future funding arrangements for the eradication campaign.

Even so, it's important to maintain our efforts and continue to liaise to all agencies that our industry is ready to take a responsible and cooperative role when dealing with Biosecurity issues.

Pre-Season Get Together

It was particularly gratifying that there was such a strong turnout of members and levy payers at the recent General Meeting of Levy Payers and Irrigation Session held at Graham Ahrens's property. It was an outstanding success. In short:

3. Industry Field Days/Workshops/Public Meetings/Conferences

Castanea 2009, Study Tour, North West Italy – October 2009

Participated in the Chestnut Study Tour to Italy, October 8th – 19th, 2009. Designated photographer. This was a wonderful experience with Study Tour organizers Jane and Brian Casey doing a fabulous job in treating the participants to a chestnut education they will never forget! A 20 minute presentation was given by the CO at the 2009 ALPM based on my observations and experiences in Italy. A detailed article was also published for members in the Nuts & Burrs Preseason Edition 2010 entitled “Inspirational Italy”.



“Chestnuts roasting over an open fire at the Fiera Nazionale del Marrone (Chestnut National Fair) Cuneo, Italy”



Growers from left; Graeme Drew, Sam Perna, Brian Casey and John Morton with the newly built roaster in 2010 at La Fiera, Myrtleford, Vic, Australia

One of the outstanding achievements of the tour was recreating a similar experience of roasting chestnuts over an open fire by collaborating in the building of a “giant roasting pan, featured now at festivals in Australia since the 2010 season.

**Regional Field Day – February 2010
Adelaide Hills, South Australia – 6th/7th**
February, 2010. Organise guest speakers
*5/venue/dinner/caterers/advertising in
SA newspaper/industry newsletters and
on the CAI website. Organise printing
registration flyer and mail out to those
registered. Take photos. Attendance on
the day.



“Visiting the orchard of Sally Robbins, Forest Range, SA”

**Pruning Demonstration – July 2010
Kiewa Valley, NE Victoria – 17th July,**
2010. 31 persons in attendance.
Organise guest speakers
*3/venue/lunch/morning tea/advertising
in NE newspapers/industry newsletter
and on the CAI website. Organise
printing registration flyer and mail out to
those registered. Prepare 10 “Goodie
Bags” to entice non members attending
on the day to join CAI as members.
Prepare information as to why
Membership is essential to the growth
and progression of our Industry. Take
video. Attendance on the day. 3 new
members signed up on the day.



*“Rapt attention of attendees, Pruning Demonstration –
Kiewa Valley NE Victoria”*

**Chestnut Blight Grower Information Meeting – September 2010
Myrtleford, NE Victoria – 16/9/10** - Chestnut Blight an exotic disease to Australia was
detected in North East Victoria in early September, 2010 - 80 persons were in attendance.
Organize venue, advertise and attend.

Industry Conference – October 2010
Bright, NE Victoria,– 9/10/10 - 33 persons in attendance. Organise venue, registration flyer and guest speakers, advertise. Guest speakers were invited from the Bureau of Meteorology to explain features on their website, CSIRO Canberra to speak on Climate Change and VicDPI Chemical Standards to speak on Agricultural chemical usage within the chestnut industry. Also 2 members from the Blight IncurSION Taskforce were arranged to speak and update attendees.



“Jonathan Fahey – VicDPI Chemical Standards Branch addressing attendees at the CAI conference held in October '10 on chemical usage”

Chestnut Blight Grower Information Meeting – December 2010
Myrtleford, NE Victoria – 6/12/10 - 44 persons were in attendance. Organize venue, advertise and attend.

Strategic Planning Workshop – February 2011
Beechworth, NE Victoria - Participate in developing Chestnut Industry Strategic Plan 2011-2016 - held 13/2/11, Beechworth, Victoria. Includes - organise attendees/venue/caterer/attend.

Grower Presentation - Chestnut Blight IncurSION – February 2011

Ovens NE Victoria - Dr Cecile Robin a Chestnut blight expert from Bordeaux, France visited North East Victoria on Tuesday 22nd February, 2011 and was hosted by CAI. Growers were invited to a presentation given at DPI Ovens. A full report of the day was published in the March Issue of *The Australian Nutgrower*. Dr Robin’s presentation, along with the comprehensive record of the incurSION, events and responses from VicDPI, are been posted on the CAI website under “Chestnut Blight Info”.



Dr Cecile Robin being interviewed by WIN News on her visit to Australia as part of the VicDPI Blight Response

Two workshops were planned and advertised for March 30/31, to address farm bio security and permits, but due to the commencement of harvest not enough growers were able to attend, so these were unfortunately cancelled.

Field Day – Healthy Soils – October 2011

Bright, NE Victoria, – 9th October, 2011 - 28 persons in attendance. Organise venue, registration flyer and guest speakers, advertise. Guest speakers were invited from Farmright and ARRIS. Open soil pit was a highlight.



“Dean Lanyon of ARRIS explains soil structure and health”

Biosecurity Workshop – February 2012

Beechworth NE Victoria - February 4th, 2012 - 36 in attendance - to address farm biosecurity and technology transfer to update growers on farm hygiene.



“From left – Brendon Ralph, Martin Mebalds VicDPI and Gary Baxter Chestnut Biosecurity Officer demonstrating on farm hygiene Techniques”

Field Day – Irrigation – February 2012

Beechworth, NE Victoria, – 4th February, 2012 - 38 persons in attendance. Organise venue, registration flyer and guest speakers, advertise. Guest speakers were invited from Caring for Our Country Sustainable Practices for Profitable Chestnut Production Project – Irrigation Specialists John Nieuwenhuis and VicDPI Dennis Watson invited to present. Farm walk and hands on demonstrations were a highlight.

3. Industry Promotions

April 2010/11/12 – Wandiligong Nut Festival - Event coordinator – full day attendance.

May 2010/2011/2012: Beechworth Harvest Celebration – Event coordinator – attended briefly on the day, pack up etc.

May 2010/2011/2012: La Fiera – Myrtleford – Event coordinator – full day attendance.

Events of this nature strive to promote the industry in the main growing region. It also helps to establish a culture of chestnuts within the local community. Volunteers are drawn from within industry for participation. This facilitation enables growers to get together in an informal manner. Industry activities are able to be communicated verbally concerning, harvest, market trends and issues. All growers

agree that the best part of volunteering is the interaction with other growers. The CAI website also ensures industry activities are publicized well in advance.



4. Annual Levy Payers Meeting (ALPM) – 2009/2010/2011

Prepare & develop agenda, print, registration flyer, mail out meeting papers for the Annual Levy Payers Meeting. Undertake secretariat role for duration of meeting. Includes - organise guest speakers/venue/caterers/dinner/advertising for the event (newspapers/industry publications/CAI website).

5. Industry development - Wholesale Market Visits

Sydney – 3/8/09 - Organised and participated in a tour of the Sydney Wholesale Market along with members of the Chestnut IAC after their attendance at a meeting held at HAL HQ. It was an enlightening visit, further strengthening ties between wholesalers and the industry.

Melbourne – 8/6/11 – organized and participated in a visit to the Melbourne Wholesale Market. 10 members responded to the invitation.

The group were able to speak first hand with quite a few chestnut wholesalers, see the product as displayed for customers, compare the quality of produce and compare the various packaging options.

A subsequent survey of attendees was undertaken, with a 90% response rate. Of those who participated in the survey all agreed it was a worthwhile venture and highly recommended all growers to do the same at some time.



From Left (foreground) – Helen McIntyre, David McIntyre, Mike Novak, Graham Ahrens, at the Melbourne Wholesale Market, June '11

6. Industry Development - Chestnut Blight Incursion

Chestnut Blight an exotic disease to Australia was detected in North East Victoria in early September, 2010. The Communications Officer was available on a daily basis from that time onwards until the first week in December communicating with the membership via email, mail out and the website where developments and instructions were communicated.

Also liaising with VicDPI weekly (sometimes daily) and was appointed to handle administration for the CAI Chestnut Blight Incursion Taskforce, eight additional industry meetings were held in connection with the outbreak of chestnut blight, all minuted and circulated. These activities represented 80% of Communication activities for 3 months from 1st week in September, 2010.



“Chestnut Blight, a declared exotic disease detected in the Ovens Valley, North East Victoria, early September 2010”

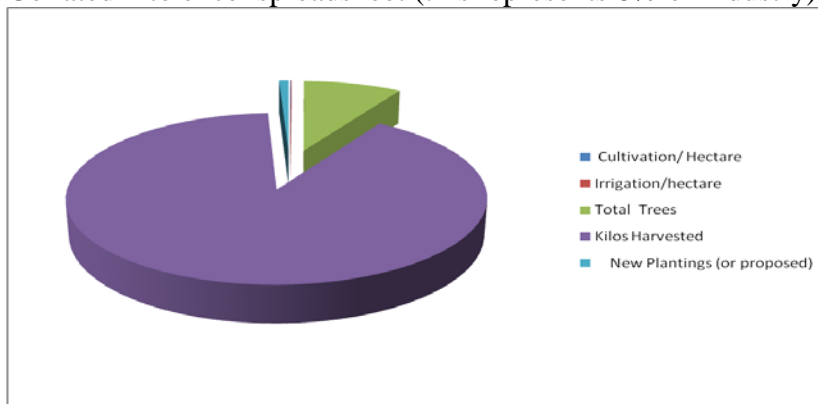
In December ‘10 the CO was appointed the CAI Blight Coordination committee. The CO continues to liaise with VicDPI when necessary and continues to disseminate information regarding the Response Plan, via the website, email and mailouts. Provide administration support for the Blight Coordination Committee meetings.

For the last 6 months of the reporting period a Chestnut Industry Biosecurity Officer was employed by the Chestnut industry and the CO provided additional administration and technology transfer for this position. A key aspect of the BO project was to develop a list of contactable chestnut producers. Thus a comprehensive chestnut grower mailing list was developed between the 2 roles.

Proof read/prepare mailing labels and envelopes/organise printing/stuff envelopes/post – Biosecurity newsletter x 3.

7. Collection & Collation of Industry Statistics – 2011

Chestnut Production Survey – Develop Survey, post to members. 26 responses received back. Collated into excel spreadsheet (this represents 8% of industry);



Chestnut Production Survey was redeveloped and posted out to all known levy payers and CAI members July 2012 with results to be collected and tallied with the commencement of Project CH12000.

8. General Meeting of Levy Payers – February 2012

This was held on the 4th February, 2012 - 36 persons in attendance. Consultation with industry was sought regarding the introduction of a PHA EPPRD levy. Develop and prepare invitation/slides/agenda. Organize mail out of meeting papers to Members and non member levy payers, plus Chestnut Wholesalers x 184. Mailout to all CAI members and known levy payers. Organise catering/venue/registrations/speakers and advertise/email blast x 2 as reminder to register. Attendance on the day to coordinate proceedings and provide secretariat support.

9. Australian Nutgrower Journal

Submitted Association articles in the 2009/2010/2011/2012 editions March/June/September/December on 'Chestnut Industry News' with photos. Review and provide a current CAI Membership list for Nutgrower mailout.

10. Seasonal Market Report – 2010/11/12

Subscribe to Ausmarket for weekly wholesale market report. Combined Weekly summary of prices of 4 Wholesale Markets - Sydney, Melbourne, Brisbane & Adelaide (Perth not available in 2012) was uploaded in the Members Only Section of the CAI website for 6 weeks during the peak of the season. Liaise with North East Victoria Transport Company for amounts of Chestnuts delivered to Sydney & Melbourne markets during the week and make this information available to Members also via the CAI website.

11. Mail Outs

Regular mail outs on all upcoming Chestnut industry meetings and events were sent to CAI members and in some cases non member levy payers on file, including extensive information on industry becoming members of Plant Health Australia (PHA) and the Emergency Plant Pest Response Deed (EPPRD). Three issues of the Chestnut Industry Biosecurity Officer newsletter were also sent out to all 190 persons on the newly developed Chestnut Growers Mailing list.

12. IAC/R&D and Marketing Subcommittee Secretariat

During the life of the Project attend and provide secretariat duties for 5 scheduled IAC meetings.

During the life of the project attend and provide secretariat duties for 3 R&D Subcommittee meetings.

During the life of the project attend and provide secretariat duties for 3 Marketing Subcommittee meetings. Accompany photographer Simon Griffiths around North East Victoria over course of 2 days in May '12 while taking industry photos.

13. Media Contributions to Local Papers

Samples below;



14. POS Distribution

Distribute Marketing POS on request to levy payers/growers/restaurants/media/wholesalers/retail outlets during the life of the project. Distributed no less than 15,000 recipe cards in 2012 alone.

15. HAL

Prepare and submit Milestone 190 and Final Report Communications Officer Stage 2 CH09003.

EVALUATION

Nuts & Burrs Industry Newsletter Survey

Survey conducted at the 2012 Irrigation Field Day. 25 responses from members were gathered.

1. Do you read **YES** **NO** *(100% answered yes)*

2. Do you feel that articles published in the Industry Newsletter the “Nuts & Burrs” is relevant? **YES** **NO** *(100% answered yes)*

3. Timely **YES** **NO** *(100% answered yes)*

4. Do you use the information it contains to follow up additional information **YES** **NO** *(100% answered yes)*

5. Are there any suggestions that you would like to make with the aim of improving the relevance of our Industry newsletter?

16 responses blank
4 responses no
5 responses “Good value”
“Include field day presentations”
“Professional reading, keep it up, look forward to it”
“Australian content”
“Gets better all the time”

100% stated that they read the newsletter, felt the articles were relevant, timely and useful.

The question was put to Members how they would like to see the newsletter improve and more than half those surveyed left a blank response, this can be taken 2 ways but from the positive feedback to the previous 4 questions it was taken that no better suggestions for improvement could be given at the time. 4 responses said no suggestions, and other feedback was positive and helpful. It was reported in the next issue of the Nuts & Burrs that all powerpoint presentations from industry meetings, field days and workshops are available for viewing on the CAI website.

Project Administrator Review

For the Australian Chestnut Industry to grow in a ever changing competitively landscape, driven by the need to adopt and utilise rapidly growing communication information technologies, so that it can produce good quality product, in an economic environment where growing demand is an essential, there is a need for best practice information to be disseminated to all stakeholders, in a clear understandable, efficient manner.

Tanya Edwards's role, in her project title CH09003 Communication Officer Stage 2 does just this. With her thoroughly professional approach, the Communication Officer role has been an indispensable resource to the chestnut industry, providing invaluable information ensuring all stakeholders especially Australian chestnut growers, make the most informed and optimum decision relating to their industry.

The Communication Officer, whose role is also to utilise the various communication mediums, not only has ensured that the most current information is made available, but has always seen to it that this information is disseminated in an efficient and timely manner. In this difficult and challenging role at times, Tanya Edwards has been exemplary in meeting her deadlines; most notably, her valuable and important role as a disseminator and convenor of meetings on the devastating exotic disease Chestnut Blight which affected so many chestnut growers adversely.

Finally, for the Australian Chestnut Industry to grow domestic demand for a quality product into the future, and be competitive, and to be major contributor in important research and development work in its' own industry and horticulture in general; even becoming world leaders in research, (as in the case of Lucas Shuttleworth's work on phomopsis), requires the latest information and practices are adopted. To this end whether it has been advice on the best varieties to adopt, the best growing practices, quality systems, or the latest in mechanisation, the Communication Officer through her role has ensured that this information has been made available to all stakeholders in the chestnut Industry. By utilising the electronic media, industry newsletter the Nuts and Burrs and farm workshops, Tanya Edwards in the Communication Officer role has been excellent and invaluable on all levels.

The Chestnut Australia Incorporated Committee, are fortunate to have a tireless, efficient, productive colleague such as Tanya Edwards in this valuable role to the Australian Chestnut industry who always has a smile and a can do mentality.

Prepared by Communications Officer - Tanya Edwards

CAI President - Heather Kane

Project Administrator - Luciano Cester

A final word of thanks to members of the CAI Executive Committee/IAC & Subcommittees, HAL staff and various CAI members & growers for their support, encouragement and help in the success of my role, without this assistance my efforts would be greatly diminished. I would also like to thank my husband Steve, as without his help in technical areas the Office equipment may be in a permanent state of in operation. Thank you.