



## Council Details

### Tips

1. If you wish to save the data form before completing it all, you can click on the 'Save For Later' button at the top right hand of the pages. You can then login at a later time to complete it.
2. Please ensure that the data is approved by the General Manager or delegate prior to submitting the form.
3. You can print a copy of the data to give to the GM/delegate for approval prior to submission. Just follow the instructions on the last page and you will be provided with a link to download a pdf of the saved form. You will also be prompted for your email address to which can be sent a reminder email with a link to the saved form. You will then need to log back in once you have your GM/delegate's approval, to complete the submission.
4. Please note that you cannot change any data once you hit the 'Submit' button on the last page.

### Council Details

**Council name \***

Great Lakes Council

**Completed by \***

Ryan Fenning

Your full name

**Email \***

ryan.fenning@greatlakes.nsw.g

Your email address

**Telephone \***

65917300

Your daytime contact number

# Business Profile

---

## Fixed Premises

### Q1. Number of fixed premises food businesses categorised as high risk? \*

'High risk' typically means businesses which:

- handled and served ready-to-eat foods that may contain pathogenic microorganisms and support their growth, and
- also had known risk-increasing factors such as:
  - potential for inadequate/incorrect temperature control (reheated or hot-held food),
  - larger scale of operations (employed more than 10 people),
  - large catering operations (different preparation and serving location), and/or
  - supplied directly to at-risk customers (child care centres; nursing home caterers).

High risk businesses require at least one programmed inspection per year.

### Q2. Number of fixed premises food businesses categorised as medium risk? \*

'Medium risk' typically means businesses which:

- handled (incl. cooked, thawed) foods that may contain pathogenic microorganisms and support their growth
- served ready-to-eat foods that may contain pathogenic microorganisms but not generally support growth, or unlikely to contain pathogenic microorganisms but may support growth if present
- served high- and medium-risk, ready-to-eat foods only portioned before receipt by the customer
- were small or medium scale of operations (less than 10 people), and/or
- were small or medium scale catering.

Medium risk businesses require at least one programmed inspection per year.

Total Number of High-Risk and Med-Risk Fixed Premises

### Q3. Number of fixed premises food businesses categorised as low risk? \*

'Low risk' typically means businesses which:

- served foods unlikely to contain pathogenic microorganisms and unlikely to support growth if present
- served pre-packed food only, or
- supplied foods that are not ready-to-eat.

Low risk businesses should be inspected in response to incident or complaint only.

#### **Examples:**

Bars selling packaged crisps only; confectionery stores; liquor shops; newsagents selling packaged low risk foods.

Total Number of Fixed Premises

260

## Temporary Premises

**Q4. Number of temporary food premises that operated in the council area? \***

81

'Temporary food businesses': food stalls and facilities which handled, prepared and sold food at periodic markets, fairs, festivals, shows and non-mobile temporary facilities such as fruit stalls. The same stall present at repeated regular events should be counted as 1.

*Exclude:* mobile food businesses such as vans, food trucks & coffee carts.

## Mobile Premises

**Q5. Number of mobile food premises that operated in the council area? \***

15

'Mobile food premises': food premises which handled, prepared and sold food, were designed to be movable from place to place (whether motorised or not) and were self-contained with its own hand wash basin, equipment and consistent operating conditions.

*Exclude:* temporary, non-mobile facilities such as market stalls.

***Examples:***

Coffee carts, juice carts, food trucks, mobile facilities for hamburgers, hot dogs, kebabs, commercial spits, BBQs grills, popcorn, icecream, fairy floss.

## Retail sector requirements

---

Retail sector requirements

**Q6. Number of food businesses requiring a Food Safety Supervisor (FSS)? \***

188

**Q7. Number of these food businesses that have a current FSS? \***

188

**Q8. Number of 'standard food outlets' (Fast Choices)? \***

15

**Q9. Are you checking whether nutritional information is displayed at 'standard food outlets'? \***

Yes

No

**Q10. How many 'standard food outlets' did not display nutritional information? \***

0

# Resources

---

## Resources

### Q11. Number of authorised officers engaged in food regulatory work over the 12 month reporting period? \*

This is the total number of people (head count) appointed as authorised officers under the Food Act 2003 that have conducted any food regulatory work in the reporting year. This is regardless of whether they are full time, part time, consultants or responsible for other work as well. The response must be an integer.

#### **Example:**

A council with 1 full time authorised officer, plus 2 authorised officers who work on food part-time for 25% of their time plus 1 contractor appointed as an authorised officer working 25% of their time on food would answer 4. A separate person appointed as an authorised officer who did not perform any food regulatory work in the year is not counted.

### Q12. Number of full time equivalent (FTE) authorised officers to fulfil food regulatory duties? \*

'FTE': the number of authorised officers required to undertake council's level of food work (as per previous question) if they had worked full time on food.

#### **Example:**

A council with 1 full time authorised officer who works only on food (1 FTE), plus 2 authorised officers who work on food part-time for 25% of their time ( $2 \times 0.25 \text{ FTE} = 0.5 \text{ FTE}$ ), plus 1 contractor appointed as an authorised officer who works 25% of their time on food (0.25 FTE) would answer 1.75.

# Surveillance Activity

---

Number of  
Inspections

**Q13. Number of primary inspections conducted for fixed food premises? \***

Primary inspections: total number of inspections of fixed premises which were programmed and completed.

*Exclude* re-inspections for unsatisfactory issues, and inspections of mobile and temporary premises.

**Example:**

If a council inspects 50 high risk fixed businesses twice per year and 25 medium risk fixed businesses once per year, all of which are completed, then the answer is 125.

**Q14. Number of primary inspections conducted for temporary food premises? \***

'Primary inspections': inspections of temporary premises which were programmed and completed.

*Exclude* re-inspections for unsatisfactory issues, and inspections of fixed and mobile premises.

**Q15. Number of primary inspections conducted for mobile food premises? \***

'Primary inspections': inspections of mobile premises which were programmed and completed.

*Exclude* re-inspections for unsatisfactory issues, and inspections of fixed and temporary premises.

**Example:**

If a festival in a council area had 2 mobile coffee carts and inspected them both, and the council has 7 regular mobile food businesses selling ice cream, sandwiches, coffee and hot pies and completes inspections of them all, the answer is 9. Temporary food stalls at the festival should not be counted.

## Number of Businesses

### Q16. Number of high and medium risk, fixed premises food businesses inspected? \*

'Fixed premises businesses': include the number of all high and medium risk fixed premises that were inspected.

*Exclude* multiple visits to the same business, any visit to low risk fixed premises and all mobile and temporary premises inspected.

#### **Example:**

If a council inspects 50 high risk fixed businesses twice per year and 25 medium risk fixed businesses once per year, all of which are completed, then the answer is 75.

### Q17. Number of these fixed premises food businesses requiring re-inspection? \*

'Re-inspection': Fixed premises which required follow-up to a primary inspection due to significant breaches or possible enforcement action.

'Significant breaches': those which pose a food safety risk or are matters which cannot be left until the next routine inspection.

*Do not count* premises where matters are left to the next routine inspection, the officer 'pops in' to check on a minor issue or if council routinely re-visits for minor issues with no enforcement action taken.

#### **Examples:**

Re-inspections due to hand washing, temperature control, cross contamination, pest control, inadequate cleaning and sanitation, sale of food past 'use by' dates and maintenance issues that pose a food safety risk.

### Q18. Number of these fixed premises food businesses requiring additional re-inspection(s)? \*

'Additional re-inspection': Fixed premises requiring further follow-up after a first re-inspection.

#### **Example:**

A premises found at primary inspection to have evidence of inadequate cleaning of surfaces and equipment and at re-inspection is found to have not addressed the issues, requiring a further reinspection the next day would count as 1.

## Childcare facilities

**Q19.** Are there any childcare facilities in your LGA that cook and/or serve PHF? This question does not include childcare facilities that receive and store lunch/food packed by parents/carers. \*

Yes  No

**Q20.** Are all these childcare facilities inspected at least once per year? \*

Yes  No

## Business Inspection Outcomes

---

Please report on the FPAR scores achieved for all premises inspected. For premises where there were two or more primary inspections, please report the score of the most recent primary inspection.

### Business Inspection Outcomes

**Please indicate the types of premises for which the business inspection outcomes are being reported \***

Fixed premises  Temporary premises  Mobile premises

**Q24. Number of premises with 0-3 points (5 star Scores on Doors rating) determined at the most recent primary inspection? \***

132

**Q25. Number of premises with 4-8 points (4 star Scores on Doors rating) determined at the most recent primary inspection? \***

15

**Q26. Number of premises with 9-15 points and with no single 8 point breach (3 star Scores on Doors rating) determined at the most recent primary inspection? \***

9

**Q27. Number of premises with more than 15 points or with any single 8 point breach ('no star' Scores on Doors rating) determined at the most recent primary inspection? \***

4

Total

160



# Complaints

---

## Complaints

Where food complaints were determined to be in relation to multiple matters (eg. both hygiene and labelling) then please count that complaint only in the category identified as the most significant matter at the time of the investigation.

### Number of complaints investigated in relation to alleged:

#### Q28. Hygiene & handling \*

Number of complaint investigations which related to cleaning, sanitation, pest control, temperature control, storage, potential for cross contamination, etc.

#### Q29. Foreign matter \*

Number of complaint investigations which related to food contaminated with foreign matter.

#### Q30. Food quality including deterioration \*

Number of complaint investigations which related to poor food quality because of mould, damaged packaging, staleness etc.

#### Q31. Labelling & advertising \*

Number of complaint investigations which related to incorrect labelling, missing labelling such as country of origin information, false or misleading advertising, etc. and may include food sold after a 'use by' date.

#### Q32. Single-incident foodborne illness \*

Number of complaint investigations which related to single-incident cases of alleged foodborne illness (cases of either a single person or a single family).

#### Q33. Other \*

Number of complaint investigations which related to other issues under the *Food Act 2003*.

Total Number of complaints investigated

# Enforcement

---

## Enforcement

### Q34. Number of warnings issued \*

'Warnings': number of warnings written on reports such as Food Premises Assessment Reports (FPARs), plus Warning Letters issued by authorised officers, for all premises types.

*Exclude* instances where Notices or Orders were issued.

### Q35. Number of Improvement Notices issued? \*

Formal Improvement Notices issued relating to Food Act breaches, for all premises types.

### Q36. Number of Penalty Notices issued relating to Food Act breaches? \*

### Q37. Number of seizure notices issued? \*

Seizure notices issued for Food Act breaches, for all premises types.

### Q38. Number of Prohibition Orders served? \*

Prohibition Orders issued for Food Act breaches, for all premises types.

### Q39. Number of prosecutions determined relating to Food Act breaches?

# Comments, Value-added Services and GM Approval

---

## Comments

**Q40.** Please provide any comments/explanations to support the data in your submission

Accurate database of temporary food premises yet to be established.

## Value-added Services

Please indicate what value-added services have been provided in the 12 month reporting period. Please provide details for each in the box e.g. type and number of training sessions run

**Q41. Participation in 'Scores on Doors'**

Yes

Comments

**Q42. Technical advice provided to food businesses**

Yes

Comments

During inspections, through enquiries, newsletters and food handling seminars

**Q43. Information provided to food businesses e.g. factsheets, website, newsletter**

Yes

Comments

Newsletters issued bi-annually, with an additional edition to distribute food safety calenders

**Q44. Food handler training organised or facilitated**

Yes

Comments

Food handler seminar presented by Council Environmental Health Officers

**Q45. Any other services provided e.g. participation in surveys**

Yes

Comments

## GM Approval

**Q46.** Has this submission been approved by the General Manager of the council? \*

This report can only be submitted once approved by the General Manager or delegate

**Note:** If you do not have approval and wish to receive a copy of your report for your GM/delegate to approve, then click the 'Save' button. You will be provided with a link to download a pdf of the saved form. You will also be prompted for your email address to which can be sent a reminder email with a link to the saved form. You will then need to log back in once you have your GM's approval to complete the submission.

Yes

No

You may be contacted by NSW Food Authority staff to verify responses.