



Enforcement Agency 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.
5. All questions are mandatory.

Enforcement Agency Details

Enforcement agency name *

Penrith City Council

Completed by *

Michael Middleton

Your full name

Email *

mmiddleton@penrithcity.nsw.

Your email address

Telephone *

0247327531

Your daytime contact number

Business Profile

Fixed Premises

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

157

'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? *

722

'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

879

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

9

'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

888

Temporary Premises

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

285

'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? *

19

'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)? *

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

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

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? *

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? *

870

'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? *

301

'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)? *

75

'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, REGARDLESS OF WHETHER IN 'SCORES ON DOORS' PROGRAM. For premises where there were two or more 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? *

357

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

261

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? *

122

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? *

130

Total

870

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

140

Enforcement

Enforcement

Q34. Number of warnings issued *

1211

'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? *

79

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

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

28

Q37. Number of seizure notices issued? *

0

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

Q38. Number of Prohibition Orders served? *

2

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

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

0

Comments, Value-added Services and GM Approval

Comments

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

Questions 1 & 2 are the number of food businesses registered with Council throughout the year including those now closed. Whilst Officers make every effort to ensure all food premises are registered with Council, there may be food businesses operating without Council's knowledge or consent. There were also a small number of food businesses that registered late in the financial year that did not receive an inspection and will be prioritised for inspection in the next financial year.

Questions 4 & 5 are the number of mobile food van and temporary food stall applicants that sought approval from Council. Council is not able to confirm if all operators who sought approval actually operated.

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

No

Comments

Council's Environmental Health Team gained support from Council to implement the 'Scores on Doors' Program into Council's existing Food Safety Program from 1 July 2016.

Q42. Technical advice provided to food businesses *

Yes

No

Comments

Council's Environmental Health Officers provide technical advice to food business proprietors as a matter of course during their food businesses inspections. Council's Environmental Health Officers also field a number of enquiries from food business proprietors regarding temporary food stalls and mobile food vending vehicles requirements. Advice is often given at events or through contact at Council. Additional to the above, Council's Environmental Health Officers also provide technical advice to food business proprietors and applicants during the development application process for new food businesses or where existing food businesses are looking to renovate and upgrade.

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

Yes

No

Comments

Council's Environmental Health Officers provide a number of factsheets and educational material to our food business proprietors. During the reporting period Council improved our website to allow for easier access to information and ensured all information relating to food was up to date and accurate. Educational material was also sent out to all registered food business proprietors including initiatives such as the Food Safety and Compliance for Retail Food Businesses Calendar 2018 as well as several editions of Council's Food Safety Newsletter (September 2017, January 2018 and May 2018). Council's Environmental Health Officers also distributed a number of NSW Food Authority Factsheets where required on a range of issues.

Q44. Food handler training organised or facilitated *

Yes

No

Comments

Council ran 4 separate Food Handler Education Seminars for fixed premises during 2017/2018 including 1 primarily aimed at Council's Child Care Centres.

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

Yes

No

Comments

Whilst there was no opportunity for Penrith Council to participate in any NSW Food Authority Surveys this financial year, we are always willing to consider our participation.

GM Approval

Q46. Has this report submission been approved by the General Manager? *

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.