



## 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 \***

Waverley Council

**Completed by \***

Healey Holt

Your full name

**Email \***

healey.holt@waverley.nsw.gov

Your email address

**Telephone \***

0414189773

Your daytime contact number



# Business Profile

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## 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? \***

14

'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

546

## Temporary Premises

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

90

'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? \***

0

'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

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## 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

Please explain why these are not being checked \*

Priority is on food safety compliance. Time and resources available are a factor. Unclear on what businesses have been listed as 'standard food outlets' - e.g. no notification on what chains are now SFOs

# Resources

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## 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

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## 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? \***

172

'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? \***

125

'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)? \***

17

'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

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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? \***

15

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

14

**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? \***

15

**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? \***

128

Total

172

# Complaints

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## 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

63

## Enforcement

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### Enforcement

**Q34. Number of warnings issued \***

6

'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? \***

89

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

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

84

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

0

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

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

7

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

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## Comments

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

Our approach previously has been to meet a 100% inspection target. That approach has impacted the quality and thoroughness of our inspection programme over time i.e. quantity over quality has resulted in food safety and hygiene practices that are below standard and hazardous.

On advice from an independent consultant (Lisa Hughes From GTK Consulting), we have shifted from that approach to an approach that focuses on quality with greater emphasis on education and enforcement. I'm pleased to say that the quality of our inspections has improved significantly since Jan 2018. We have had a full time temporary employee dedicated to food for that period of time (in addition to full time staff and other contractors undertaking inspections).

We have undertaken the following as part of making improvements :

- Have had an EHO dedicated to Food inspections since Jan 2018.
- Adopted the NSW Food Authority FPAR as a team standard
- Undertook coaching and training both with EHA, NSW Food Authority and with a consultant (with more to come)
- Focussing on high risk businesses and complaints
- Focus on critical areas in routine inspections such as cleaning and sanitising, raw egg products, temp control of PHFs
- Correspondence with all fixed food businesses advising them of standards, penalties and links to information
- Commenced developing a food focused newsletter to businesses
- Created dedicated email for food recalls and other food related info
- Improved/developed templates for issuing Improvement Notices and Prohibition Orders
- Introduced the use of handheld devices for issuing Penalty Notices
- Commenced review/improvement of food inspection procedures

In addition please note that the stats for FFS indicate 130 businesses have current certificate but this is being followed up consistently to ensure compliance.

## 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

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

Yes

No

Comments

Ongoing information, education and advice is given at length throughout inspections. With the change in our approach to inspections, it has been necessary to spend considerable time with business operators and staff to educate them on various aspects of the food standards code.

As part of providing advice around raw fish and sushi guidelines - council officers provided record templates to assist businesses e.g. rice acidification sheets, receivable logs, sushi product display logs.

All businesses that have been identified as having food out of temperature have been provided with 4 hour / 2 hour monitoring sheets.

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

Yes

No

Comments

Businesses referred to council website and food authority website as appropriate. Handy hints fact sheet and fit out guides provided as appropriate.

Translated fact sheets have been provided to businesses.

All business have been written to, outlining issues identified in the area and requirement for adhering to appropriate standards. Links to advice contained in the letter.

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

Yes

No

Comments

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

Yes

No

Comments

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.