

# Eat Safe™

FRASER COAST



## FOOD SAFETY STAR RATING SCHEME



Every licensed food business (excluding Short Term Food Stalls and Domestic Water Carriers) will be audited and will receive either No Star, 2, 3, 4 or 5 Stars based on compliance with the *Food Act 2006*, the Food Standards Code, and good management practices.

The aim of the Eat Safe Fraser Coast Scheme is for Council to work with licensed food businesses to provide both assistance and incentives to achieve and maintain the highest standards in food safety.

## **YOUR ROLE**

As a food business operator you are required to ensure that any food for sale is safe and suitable for human consumption.

Food businesses that demonstrate high levels of food safety will receive three or more stars and can choose to display their food safety star rating onsite and on Council's website. Only food businesses that choose to opt-in will have their trading details (business name, location, phone number and licence category) listed on the website.

## **COUNCIL'S ROLE**

Council will conduct the Eat Safe Audit and provide a star rating.

## **BENEFITS**

Eat Safe Fraser Coast provides the following benefits:

- Recognising and rewarding high-performing businesses;
- Providing consumers with confidence in the Fraser Coast Region's food industry;
- Potential for annual licence fee savings; and
- Potential to reduce frequency of future Eat Safe Audits for businesses that show good, very good and excellent food safety practices.



## HOW DOES THE EAT SAFE FRASER COAST RATING SCHEME WORK?

Eat Safe Fraser Coast star ratings are determined from the findings of the Eat Safe Audit. During the Eat Safe Audit the Food Safety Audit Form will be used to record the food business' practices and procedures. Any non-compliance issues identified are documented and the final results tallied to give a star rating between No Stars and 5 Stars.

Eat Safe Fraser Coast audits are carried out to ensure minimum food safety standards are met. The display of the star rating is voluntary if a business is rated "3 Stars" or more.

## ARE THERE COSTS INVOLVED?

Eat Safe Fraser Coast is designed to reward food operators that demonstrate compliance with the *Food Act 2006*, the Food Standards Code and good management practices and accordingly there is no additional regulatory burden.

## CAN I PREPARE FOR THE EAT SAFE AUDIT?

Yes, you can, by using the Food Safety Self-Assessment Checklist to assess your current food safety processes and determine an approximate star rating. This checklist should be used in conjunction with the Eat Safe Fraser Coast Food Safety Made Easy Guide which will assist you in achieving high levels of food safety.

## WHAT IS THE EAT SAFE AUDIT PROCESS?

All licensed food businesses will be audited in accordance with the *Food Act 2006*, the Food Standards Code, and good management practices and the results documented on the Food Safety Audit Form. Food safety performance details will be collected through the following methods:

- inspections and audits;
- discussions with staff;
- examination of documentation; and
- observation of business activities.



The Eat Safe Audit covers two areas:

**Section A – Compliance Details** contains the legislative food safety requirements. Any non-compliance of these provisions are recorded on the Food Safety Audit Form and subsequently tallied to give an overall representation of compliance against the *Act*.

The three non-compliance selections within Section A represent the various levels of risk.

1. A **minor non-compliance** means there is a small, low risk breach of the *Food Act 2006* or the food safety standards that can be easily rectified during the normal course of the business. These issues are less likely to present a hazard to consumers.

You can still achieve a good star rating if a small number of minor non-compliant breaches ( $\leq 3$ ) are found.

2. A **major non-compliance** is more serious. It suggests a breach of the food safety standards and exposes a high risk to food safety. You may not be able to quickly or easily rectify these issues during normal processes.

If any major non-compliances are found it is likely that a star rating of less than “3 Stars” may be applied and may result in enforcement action being taken.

3. **Critical non-compliances** are associated with matters that pose the highest risk to producing safe food.

If you fail to comply with any of the critical requirements, a “No Star” rating may be applied and enforcement action may be taken.

**Section B – Good Management Practices** is reflected through the completion of Record Templates which will assist in the management and control of food safety hazards in a food business. (*Eat Safe Fraser Coast Record Templates*)

You are required to provide examples of these completed templates during the Eat Safe Audit to demonstrate effective management of food safety risks.

**Scores from both Section A and Section B** will be tallied to determine the overall star rating.



## RESULTS OF THE EAT SAFE AUDIT

Council will discuss the results of the Eat Safe Audit with you to clarify any findings and provide further information as necessary. You should complete any corrective actions and resolve any risks to food safety that has been identified. The amount of time allowed to correct risks to food safety will depend on the severity, scale or immediate risk.

Immediately following the Eat Safe Audit you will receive a copy of the Food Safety Audit Form and the Agreement to Display Food Safety Rating Form if applicable.

Food Businesses who agree with the Eat Safe Audit result and achieve a star rating of 3 or more stars and sign the Agreement to Display Food Safety Rating Form (“Opt-in”) will receive a Star Rating Certificate and the Factsheet – Let Your Stars Shine.

There is an opportunity to request a review of the Eat Safe Audit should you not agree with the star rating given.





# WHAT DO THE STAR RATINGS MEAN?

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## **Excellent Performer**

Fully compliant with the *Food Act 2006* and overall very high standard of food safety management practices.

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## **Very Good Performer**

High level of compliance with the *Food Act 2006* and overall good standard of food safety management practices.

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## **Good Performer**

Good level of compliance with the *Food Act 2006* and overall acceptable standard of food safety management practices.

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## **Poor Performer**

Low level of compliance with the *Food Act 2006* and poor standard of food safety management practices.

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## **NO STAR**

## **Non-Compliant Performer**

A general failure to comply with the *Food Act 2006* with major effort required to rectify issues.

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### **5 STAR RATING – HOW CAN I REACH THIS?**

To achieve a “5 Star” rating, a food business must achieve excellence in all the following criteria when assessed by Council:

- The food business has notified Council that the Food Safety Supervisor has met the required food safety training/food safety competency standard requirements.
- There are no justified complaints within the previous and current licence periods.
- There are no critical, major or minor food safety risks identified in Section A during the food safety audit.
- The food business has achieved 14 points or greater in ‘Good Management Practices’ – Section B; and
- The previous food safety audit has no outstanding requirements.



## HOW OFTEN WILL AUDITS BE CONDUCTED?

Audits will be conducted at a frequency aligned with the star rating. Very good and excellent performers will be subject to fewer audits. Businesses performing poorly will be audited more frequently.

Council may also conduct audits on a more frequent basis if complaints are received or if deemed necessary.

## LET YOUR STARS SHINE – “3 STARS” AND ABOVE

Food businesses that have achieved a star rating of “3 Stars” or above can opt-in to have their star rating displayed at their premises and published on Council’s website. To do so, the agreement document provided at the Eat Safe Audit must be completed.

## WHAT IF I DISAGREE WITH THE STAR RATING?

You can apply to have your star rating reviewed and this must be requested on the Eat Safe Audit/Reassessment Request Application Form (and pay the associated fee) within ten (10) business days of the initial Eat Safe Audit. Council will review the audit results and determine if the star rating should be revised.

## CAN I IMPROVE MY STAR RATING?

Yes, you can. Businesses that have made improvements to their food safety management practices since their initial Eat Safe Audit and want to improve their star rating can lodge an Eat Safe Audit/Reassessment Request Application Form (and pay the associated fee) and request reassessment.

Timeframe to lodge a reassessment application is:

- “3 Stars” or above after six (6) months.

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