

# Eat Safe<sup>TM</sup>

## MACKAY



### FOOD SAFETY RATING GUIDE





Eat Safe Mackay  
encourages safe and  
healthy restaurants and  
cafes for residents and  
visitors to Mackay





## EAT SAFE MACKAY FOOD SAFETY RATING SCHEME – MEASURING FOOD SAFETY STANDARDS

Mackay Regional Council, in partnership with key industry representatives, is introducing a new regulatory rating scheme called **Eat Safe Mackay**.

All licensed food businesses within Mackay will be issued with a food safety star 'rating' based on an assessment conducted by council under the *Food Act 2006*, *Food Safety Standards* and good management practices. The display of **Eat Safe Mackay** star ratings is voluntary for food businesses.

**Eat Safe Mackay** will not introduce any new regulatory or financial burdens on operators who comply with current food safety standards.

### YOUR ROLE

As a food business operator you have a responsibility and duty of care to ensure that any food for sale at your business is safe and suitable for human consumption. This is a legal requirement of the *Food Act 2006*.

### OUR ROLE

Mackay Regional Council has a responsibility to monitor and regulate all food businesses to ensure that you meet your legislative responsibilities under the *Food Act 2006* and the *Food Safety Standards*.

The aim of **Eat Safe Mackay** is to work together and provide both assistance and incentive for food businesses to achieve and maintain the highest standards in food safety. **Eat Safe Mackay** will ensure our food industry continues to be among the world's best in safety standards.



## GOOD NEWS FOR MACKAY'S FOOD INDUSTRY?

**Eat Safe Mackay** provides benefits to businesses, consumers and council.

- Recognise and reward high-performing businesses.
- Provide consumers with confidence in Mackay's food industry.
- Potential for annual fee savings.
- Businesses that show very good food safety practices may require less audits by council.
- Free marketing opportunities for your business and gives Mackay's food industry a competitive edge.
- Allow council to focus resources on poor performers.

Since the beginning of a food safety rating scheme in Singapore in 2004, there has been a 75% reduction in food poisoning cases reported.



## ARE THERE COSTS INVOLVED?

**Eat Safe Mackay** is designed to reward good operators and will mean no additional financial or regulatory burden for businesses that are compliant with the requirements of the *Food Act 2006*.



## WHAT IS COUNCIL'S EAT SAFE MACKAY SCHEME?

**Eat Safe Mackay** is built on the most efficient and effective way of achieving food safety compliance and consists of multiple factors critical to producing safe food for consumers.

The assessment of a food business takes into account all the food handling processes within the operation. Council will undertake a food safety audit of your business to ensure that you comply with the requirements of the *Food Act 2006* and *Food Safety Standards*

to determine if you can effectively manage food safety risks.

It is reasonable to expect that a food business can manage all food safety risks within the normal business function. Food business operators are expected to be able to demonstrate the management of food safety risks to the council officer at any time.

On the day of your food safety rating audit, council will assess food safety practices conducted within your business. When the audit is complete, a food safety star rating will be provided.

To ensure minimum food safety standards, **Eat Safe Mackay** food safety audits are mandatory. Only the display of star ratings, if a business is rated three stars and above, is voluntary.



## THE FOOD SAFETY AUDIT PROCESS

Council will audit and assess all food safety risks associated with a food business. The results of this assessment will be formally documented on a Food Safety Audit Proforma and retained for official records. Evidence of food safety performance is collected through:

- visual inspections
- discussions with staff
- examination of documentation
- observation of business activities.

Food safety risks can be managed and controlled with good food hygiene practices and documented procedures.

Any necessary requirements or recommendations for improvements in food safety practices will be documented and provided to the business in an inspection report following the audit. For more information to help you prepare for the audit process please visit [www.mackay.qld.gov.au/eatsafe](http://www.mackay.qld.gov.au/eatsafe).



## RESULTS OF THE FOOD SAFETY AUDIT

Council will discuss any findings of the food safety audit with the licensee, food safety supervisor, a supervisor (or a nominated senior person representing the business) to clarify any findings and provide further information if necessary.

Council will also ensure that the nominated food business representative acknowledges identified food safety risks or non-compliances. From that point, the food business licensee will need to complete any corrective actions and resolve any risks to food safety. The amount of time allowed to correct risks to food safety will depend on the severity, scale or immediate risk.

Businesses that do not complete these tasks in a timely manner may face further enforcement action.

Don't forget that council is here to help – the Environmental Health Officer can provide expert advice in relation to any corrective actions required.

If you have achieved a rating of **three stars or more**, you can opt-in to having your results publicly displayed on your premises and on a council nominated website

**Eat Safe Mackay** will boost customer confidence and provide a competitive edge for businesses. In addition, high performing food businesses will receive **incentive-based benefits** such as **lower fees** and **less audits** by council.



## HOW THE EAT SAFE MACKAY RATING WORKS

Food safety ratings or stars are determined from the findings of the food audit. The Food Safety Audit Proforma is used by the Environmental Health Officer to record the food business' practices and procedures in handling and preparing food. Any non-compliance issues established are documented and the final results calculated to give the food business a star rating.



The Food Safety Audit Proforma has two sections.

**Section A – Compliance Details** contains the food safety requirements outlined in the *Food Act 2006* and the *Food Safety Standards*. It is the food business' legal responsibility to comply with these. Any infringements of these provisions are noted and subsequently tallied to give an overall representation of the compliance against the *Food Act 2006*.

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

**Minor non-compliant** means there is a small, low risk breach that can be easily rectified during the normal course of the business. These issues are less likely to present a hazard to consumers. Examples include:

- slightly defective fixtures, fittings or equipment
- cracked tiles
- very minor cleaning issues.

Businesses can still achieve very good star ratings if a small number of minor non-compliant breaches are found.

**Major non-compliant** is more serious. It suggests a breach of the standard and exposes a high risk to food safety. The food business may not be able to quickly or easily rectify these issues during normal processes. Examples include:

- very unclean premises
- no hand washing facilities
- poor personal hygiene.

If **any** major non-compliances are found, enforcement action may be taken in the form of food improvement notices, on-the-spot fines, suspension or prosecution.

**Critical non-compliances** are associated with matters that **pose the highest risk** to producing safe food. These areas are determined to be fundamental in providing safe food to consumers. If a food business fails to comply with **any** of the critical requirements, serious enforcement action may be taken in the

form of food improvement notices, on-the-spot fines, immediate suspension of licence or prosecution. Examples include:

- incorrect temperature control
- contamination of food
- pest and vermin harbourage.

**Section B – Good Management Practices** contains a list of management documents that identify and control food safety hazards in the handling of food in a food business. These documents are seen as effective tools in managing food safety risks associated with any food operation.

If a business can provide examples of these documents, council will maintain confidence that the food business can operate at a higher level of compliance and reward the business through higher overall ratings.

The points associated with each management document kept are totalled to give the Section B rating. These documents must be maintained on a frequent basis and kept on site at all times.

Scores from both **Section A** and **Section B** are added together to calculate the overall star rating. Free marketing material from council will be provided to businesses who achieve 3 stars or more and decide to opt-in to publicly display their rating.

Please visit  
[www.mackay.qld.gov.au/eatsafe](http://www.mackay.qld.gov.au/eatsafe)  
for information on how to achieve compliance  
and best practice.





## WHAT DO THE STAR RATINGS MEAN?



### **Excellent Performer**

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



### **Very Good Performer**

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



### **Good Performer**

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



### **Poor Performer**

Low level of compliance with the *Food Act 2006* with more effort required.

### **NO STAR**

### **Non-Compliant Performer**

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





## FIVE STAR RATING – HOW CAN I REACH THIS?

To achieve a five-star food safety 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.
- The previous food safety audit has no outstanding requirements.



## KEEPING YOUR STAR RATING

Businesses that achieve a three star rating or above must maintain this standard or higher to receive free marketing display material for star ratings from council. If, at a later audit, acceptable food safety standards are not maintained by the business, council may withdraw the food safety star rating.



## HOW OFTEN WILL BUSINESSES BE AUDITED?

A scheduled audit will be conducted on a food business 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 – THREE STARS AND ABOVE

Food businesses that have achieved an overall rating of three stars or above can opt-in to having their results displayed publicly on their premises and published on a website that the public can also access.



## WHAT IF A BUSINESS DISAGREES WITH A STAR RATING?

A business can make a formal application for an audit review where a star rating can be reviewed. A fee will apply for audit reviews. A senior council officer will then review the audit results and determine if the star rating should be revised. An application for an audit review must be made **within five days** from the date of the audit. Supporting documentation will be required to justify the review request. Conditions apply.



## CAN I IMPROVE MY STAR RATING?

Businesses who have made improvements to their food safety management practices since their initial audit and want to improve their star rating can request a reassessment for a fee.

For businesses who rated two stars or below a waiting period of 90 days will apply. Any food business with a three star rating or above must wait six months. Conditions apply.

For review applications and additional terms and conditions of the review process, please visit [www.mackay.qld.gov.au/eatsafe](http://www.mackay.qld.gov.au/eatsafe).

Please visit [www.mackay.qld.gov.au/eatsafe](http://www.mackay.qld.gov.au/eatsafe)  
for further details of Mackay Regional Council's  
Food Safety Rating Scheme, Eat Safe Mackay



## RESOURCES/REFERENCES

### NATIONAL STANDARDS

- FSANZ Food Safety Standards
  - 3.1.1 Interpretation and Application
  - 3.2.2 Food Safety Practices and General Requirements
  - 3.2.3 Food Premises and Equipment
- Australian Standard 4674–2004, Design, construction and fit-out of food premises.
- Australian Standard 1668.2–2002, The use of mechanical ventilation and air-conditioning in buildings, Part 2: Mechanical ventilation for acceptable indoor air-quality.

### QUEENSLAND HEALTH GUIDES/FACT SHEETS

- Food Safety Supervisor Fact Sheet
- Food Safety Programs

### FOOD INDUSTRY ASSOCIATIONS

- Restaurant & Catering Queensland
- Baking Industry Association Queensland
- Queensland Hotels Association
- Clubs Queensland

### FOOD ACT 2006 – QUEENSLAND LEGISLATION

- [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

**For further information on Eat Safe Mackay:**

 [www.mackay.qld.gov.au/eatsafe](http://www.mackay.qld.gov.au/eatsafe)

 **1300 MACKAY** (1300 622 529)

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