



# Request for Food Business Audit Review & Reassessment Audit

**Privacy Notice:** Mackay Regional Council is collecting this information in order to process your Application. Please be advised that Council under Legislation may be required to provide your details to a relevant State Department/Agency when requested or to a collection agency that has been employed by Council for the recovery of unpaid fees. In all other circumstances, this information will only be disclosed to a third party with your written authorisation or as required by law.

**P:** 1300 622 529 | **E:** [council@mackay.qld.gov.au](mailto:council@mackay.qld.gov.au) | **F:** 07 4944 2400 | PO Box 41 Mackay QLD 4740 | **ABN:** 56 240 712 069  
**CS Centres:** Mon-Fri, 8:30am-4:30pm | Civic Precinct, Gordon St, Mackay | 65 Broad St, Sarina | 20 Victoria St, Mirani

For your application to be assessed you must:

- Complete all relevant sections;
- Provide all supporting information referred to on this form; and
- Submit with the relevant fee.

Use this form if you are requesting the following:

- a) an administrative review within five (5) days of a food safety rating result;
- b) a minor reassessment audit within five (5) days of a food safety rating result; or
- c) a major reassessment audit.

*Please note, time restrictions apply on when the application can be made. Refer to page 3 for further details.*

Contact council if you have any specific enquiries regarding fees or how to complete this form. Please type or print clearly and select boxes where applicable. Enter "n/a" if the question does not apply. Additional information is also available in the *Request for Food Business Audit Review or Reassessment Audit Information Sheet (page 3)*.

**Please note: incomplete applications may be refused or delayed.**

## SECTION A – TYPE OF APPLICATION

*For an explanation of each application type, please see the Request for Food Business Audit Review or Reassessment Audit Information Sheet.*

- ADMINISTRATIVE REVIEW** - Date of food safety rating result to be reviewed: \_\_\_\_/\_\_\_\_/\_\_\_\_
- MINOR REASSESSMENT AUDIT**
- MAJOR REASSESSMENT AUDIT**

## SECTION B – BUSINESS DETAILS

Current Food Business Licence Number: FL-

Licence Holder's Name (individual or organisation):

Business Trading Name:

*The official address or location where the activity is carried out. The address is on the current licence for the activity.*

Premises Trading Address:

Suburb:

Post Code:

Business Phone:

E-mail address:

## SECTION C – APPLICANT DETAILS

Title:  Mr  Mrs  Ms  Miss  Other:

Family Name:

Given Name/s:

Postal Address:

Suburb:

Post Code:

Home Phone:

Mobile:

Email:

## SECTION D – SPECIFIC DETAILS / SUPPORTING INFORMATION

For an administrative review of an audit result:

- Briefly describe the matter to be reviewed and your desired outcome (e.g. I received a 2-star rating and I believe it should be 3 stars).
- Provide specific details to support your position (please attach any information you consider relevant to your position and refer to audit documentation provided to you by council).

For a minor reassessment audit:

- Provide details for a *maximum of three (3)* minor non-compliances that have been changed/improved by the business since the last audit, to be reassessed.

For a major reassessment audit:

- Provide details of any changes/improvements that have been made to the business since the last audit that would affect your food safety practises, to be reassessed.

## SECTION E – LICENCE HOLDER DECLARATION

I authorise an audit review / minor reassessment audit / major reassessment audit to be conducted on the premises and understand that an audit report will be issued to the applicant.

I understand that an audit review / minor reassessment audit / major reassessment audit may result in a lower or higher rating result than previously awarded.

Current license holder's name (*individual/organisation*):

Name of signatory (*if operator is an organisation*):

Position (*e.g. proprietor, director, manager*):

Signature:

Date:

## SECTION F – APPLICANT CHECKLIST & DECLARATION

- Correct fee enclosed or paid;
- I solemnly and sincerely declare that the information provided is true and correct to the best of my knowledge and I have provided all information as requested;
- I understand that information supplied on or with this application form may be disclosed publicly in accordance with the Right to Information Act 2009 and the Evidence Act 1977; and
- I am aware that it is an offence to knowingly provide false or misleading information.

Applicant Name:

Signature:

Date:

## PAYMENT OPTIONS

For a complete list of fees and charges, please refer to council's [Fees and Charges](#).

**CREDIT CARD** | We accept Visa or MasterCard. We do not accept American Express.

**CHEQUE** | Make your cheques payable to Mackay Regional Council.

**CASH OR EFTPOS** | You can pay at any of council's Customer Service Centres.

## OFFICE USE ONLY

Reference number: LC/H&RS/PP	Date:	Amount:
File number:	Receipt number:	Cashier:



# Request for Food Business Audit Review & Reassessment Audit

**Privacy Notice:** Mackay Regional Council is collecting this information in order to process your Application. Please be advised that Council under Legislation may be required to provide your details to a relevant State Department/Agency when requested or to a collection agency that has been employed by Council for the recovery of unpaid fees. In all other circumstances, this information will only be disclosed to a third party with your written authorisation or as required by law.

**P:** 1300 622 529 | **E:** [council@mackay.qld.gov.au](mailto:council@mackay.qld.gov.au) | **F:** 07 4944 2400 | PO Box 41 Mackay QLD 4740 | **ABN:** 56 240 712 069  
**CS Centres:** Mon-Fri, 8:30am-4:30pm | Civic Precinct, Gordon St, Mackay | 65 Broad St, Sarina | 20 Victoria St, Mirani

## Contents

About this Guide  
Audit rating process for all licenced food businesses  
Section A – Audit Review  
Section B – Minor Reassessment Audit  
Section C – Major Reassessment Audit

### About this Guide

The purpose of this information sheet is to assist applicants in completing the Request for a Food Business Audit Review or Reassessment Audit form. To avoid any delays, ensure that all sections of the application form have been completed as per the guidance provided below.

### The Review or Reassessment Audit process for all licenced food businesses

When applying for a review or reassessment of an audit result, please complete the application in full and provide any relevant supporting information before submitting to council with the applicable fee.

If, after reading this information sheet, you are still unsure about what steps to take, please phone council on 1300 622 529 to make an appointment with an Environmental Health Officer.

You may also like to consider when your next scheduled routine inspection would be prior to requesting a review or reassessment:

Routine inspection star rating	Next scheduled routine inspection
0	3 monthly
2	3 monthly
3	6 to 12 monthly
4	12 monthly
5	12 monthly

### Section A – Audit Review

If you disagree with the star rating issued to your food business following a routine food safety audit, you can make a formal request to council to have the rating 'administratively reviewed'.

*The application must be made within five (5) business days from the date the audit result was given. Supporting documentation and/or statements are required to justify the request.*

The administrative (i.e. desktop) review will be conducted by a senior Environmental Health Officer, either the Environmental Health Team Leader or the Coordinator Environmental Health. If council is found to be in error the application fee will be refunded to the applicant.

Please note, this type of request made to council will not involve an onsite inspection. The desktop review will consider whether non-compliance marks on the Eat Safe Audit report are fair and appropriate.

## Section B – Minor Reassessment Audit

A minor reassessment audit is for a food business which has rectified a maximum of three (3) minor non-compliances that were identified during a routine food safety audit, and the food business does not want to wait for the next scheduled routine inspection for their rating to be re-assessed.

*The application must be made within five (5) business days from the date the audit result was given. Supporting documentation and/or statements are required to justify the request.*

A minor non-compliance may include a combination of the following:

- Administrative e.g. you believe a non-compliance that was marked as a major non-compliance should be a minor non-compliance
- Good management practice record or policy that was not sighted at the time of the inspection
- Non-compliance that was marked as minor on the audit report (refer to the summary section of your audit report for the type of non-compliances)

Please note, if the audit identified a major non-compliance (detailed on the summary page of the audit report), a minor reassessment audit will not be adequate to improve your star rating – a major reassessment audit will be required.

## Section C – Major Reassessment Audit

A major reassessment audit is for a food business requesting a 'full re-grade' of their premises; this is a full *Eat Safe Mackay* food safety audit.

This request can be made if the food business believes they have significantly improved their overall food hygiene and safety practices (e.g. rectified major non-compliances) and, wants to be reassessed prior to their next routine inspection to achieve a higher *Eat Safe Mackay* star rating.

Please note, that this reassessment can result in both an increase or *decrease* in star rating.

Waiting periods apply, and rating increases are capped to ensure food business can prove long term compliance:

- **For 0 and 2** star rated businesses, a major reassessment audit will not be carried out until at least *1 month* has passed since the previous audit was conducted.
- **For 3 and 4** star rated businesses, a major reassessment audit will not be carried out until at least *3 months* has passed since the previous audit was conducted.

**Note:** *if the food business has previously received a 0 or 2 star rating following a routine inspection, the business must remain at a 3 star rating for 12 months to demonstrate sustainable improvements in the food safety standards.*

Please also consider when your next scheduled routine inspection would be prior to requesting a reassessment:

Routine inspection star rating	Next scheduled routine inspection
0	3 monthly
2	3 monthly
3	6 to 12 monthly
4	12 monthly
5	12 monthly