

'Food Business Licensing & Compliance'

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Eat Safe

BRISBANE



Brisbane City Council's role

- Environmental Health Officers (EHOs) ensure the safety of the public from hazards in the environment, such as food safety.
- *Food Act 2006*, Food Standards Code
- EHOs are responsible for licensing food businesses, as well as the ongoing compliance.
- Council licences more than 8000 food businesses
- This includes café/ restaurants, takeaways, food manufacturing, caterers, temporary /mobile food businesses



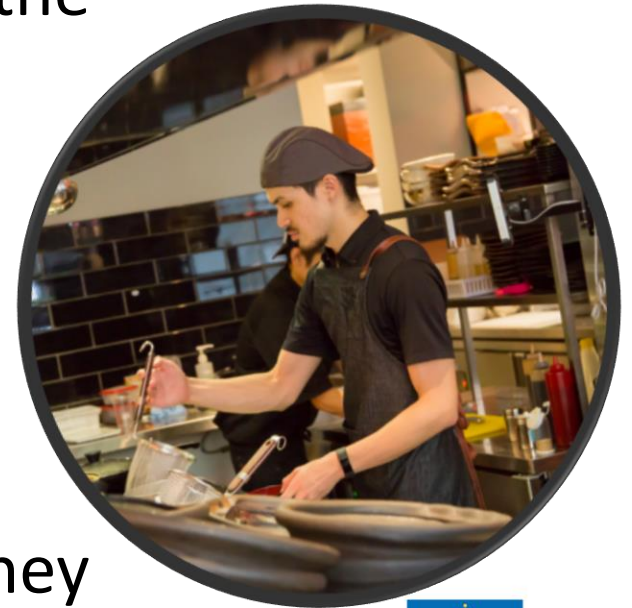
Environmental Health Officers (EHOs)

- EHOs are tertiary qualified authorised officers under the *Food Act 2006*, and as such have powers to enter and investigate any food businesses to ensure compliance.
- We are here to help you! We aren't just regulators
- By assessing your safe food practices, we can both prevent public health problems from occurring.



Eat Safe Brisbane

- Food safety rating scheme launched in 2010
- Benefits of Eat Safe Brisbane:
 - Providing greater consistency in the regulation of food businesses.
 - Free marketing materials and certificate
 - Fewer audits and annual fee savings.
 - Customer confidence in where they are eating.



Other Councils Using Eat Safe



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The Audit and Inspection process



- To calculate a star rating, Council will audit and assess:
 - all food safety risks
 - food safety practices and procedures
- The audit process is a systematic scoring system and is broken into two sections:
 - Section A – Compliance Details (*Food Act 2006* and *Food Standards Code*)
 - Section B – Good Management Practices (Documented evidence of controls)

Health and Hygiene Requirements						
Ref	Control Measure	Comments/Findings	Compliant			
			Yes	No		
				Minor	Major	Critical
A25	Contact with food – Does your business minimise the risk of contamination of food and food contact surfaces? (See page 15 of <i>Food Safety Made Easy Guide</i>)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
A26	Health of food handlers – Do you ensure staff members do not engage in food handling if they are suffering from a food-borne illness or are sick? (See page 15 of <i>Food Safety Made Easy Guide</i>)		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>



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Section A – Compliance Details



If you notice a cracked egg, throw the carton away.







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Section B – Good Management Practices

Documented and Maintained Records (all records relevant to the business must be kept on site)	Points	Acceptable	
		Yes	No
B1 Accredited HACCP Plan or ISO 22000:2005 (See page 24 of Food Safety Made Easy Guide) (If YES, do not continue to check for other documentation)	14	<input type="checkbox"/>	<input type="checkbox"/>
B2 Accredited Food Safety Program (See page 25 of Food Safety Made Easy Guide) (If YES, do not continue to check for other documentation)	14	<input type="checkbox"/>	<input type="checkbox"/>
B3 Cleaning Program and Schedule (See page 27 of Food Safety Made Easy Guide)	3	<input type="checkbox"/>	<input type="checkbox"/>
B4 Temperature Record – Food Display/Storage (See page 29 of Food Safety Made Easy Guide)	3	<input type="checkbox"/>	<input type="checkbox"/>
B5 Transportation Temperature Control (See page 31 of Food Safety Made Easy Guide)	1	<input type="checkbox"/>	<input type="checkbox"/>
B6 Products Received Temperature Record (See page 30 of Food Safety Made Easy Guide)	1	<input type="checkbox"/>	<input type="checkbox"/>
B7 Greater than 50% of food handlers trained in a recognised Training Course (See page 31 of Food Safety Made Easy Guide)	2	<input type="checkbox"/>	<input type="checkbox"/>
B8 Staff Training Records (internal and external training) (See page 32 of Food Safety Made Easy Guide)	1	<input type="checkbox"/>	<input type="checkbox"/>
B9 Maintenance Records (Structural and Equipment) (See page 33 of Food Safety Made Easy Guide)	1	<input type="checkbox"/>	<input type="checkbox"/>
B10 Pest Control Schedule (by a licensed contractor) (See page 35 of Food Safety Made Easy Guide)	1	<input type="checkbox"/>	<input type="checkbox"/>

Eat Safe Star Ratings

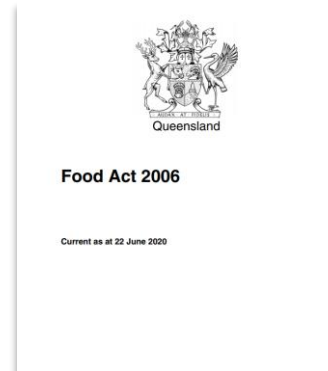


Stars	Level of compliance with the Food Act 2006	Inspection Frequency
	5 stars - excellent performer, fully compliant with the <i>Food Act 2006</i> and overall very high standard of food safety management practices	36 Months
	4 stars - very good performer, high standard of compliance with the <i>Food Act 2006</i> and overall good standard of food safety management practices	24 Months
	3 stars - good performer, good level of compliance with the <i>Food Act 2006</i> and overall acceptable standard of food safety management practices	12 Months
	2 stars - poor performer, low level of compliance with the <i>Food Act 2006</i> with more effort required	As Required



Food Licensing

- Food businesses that manufacture or sell unpackaged food by retail are required to have a food business licence
- There are some exceptions to this rule
 - Coffee / tea
 - Drinks (other than fruit/ veg)
 - Snack food
 - Only selling food under Safe Food Production Qld accreditation
 - Some non-profit activities



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Food Licensing (continued)

Food Business Licence Process Roadmap for Fixed and Mobile Food Businesses

Use this map to navigate the **approval process** for obtaining your food business licence. For more comprehensive information visit www.brisbane.qld.gov.au/foodbusiness or call 133 BNE (133 263).

It is strongly recommended that you submit a design application however it is **not mandatory**. A design assessment will help ensure your kitchen design complies with the food standards code prior to construction.



If you are **taking over an existing food business** and are not making changes to the fit-out of the premises or vehicle you do not need to submit a design application. Go to Stage 2 Food Business Licence Application.



Limit application delays by supplying Council with requested information quickly. The assessment timeframe will recommence when Council receives all the information needed.

Stage 1 OPTIONAL Food Business Design Application

Prepare

Step 1. Complete the **Food Business Design Application form**.

Step 2.

Prepare your plans. You will need to supply:

- site plan
- floor plan
- sectional elevations
- mechanical exhaust
- ventilation plan (if required).

Apply

Step 3.

Submit your application to Council. Forms, plans and the relevant fee can be submitted:

- online at www.brisbane.qld.gov.au/foodbusiness
- in person at any Brisbane City Council Regional Business Centre
- by mail to GPO Box 1434 Brisbane Qld 4001.

Assess

Step 4.

An Environmental Health Officer will **conduct an initial review** to confirm your application is properly made.

Step 5.

Provide more information if requested. You will receive notice by email detailing the requirements.

Step 6.

Properly made applications are assessed for compliance with the Food Safety Standards.

You may need **other approvals and licences** to operate your food business e.g. plumbing, building, development approval, trade waste. Learn more at www.brisbane.qld.gov.au/foodbusiness



Lodge your Food Business Licence Application **no more than 30 days before the desired start date of operation.**

Email acknowledgement confirming receipt of your application will be sent within five business days.

Email progress update will be sent within 10 business days.

Properly made applications are assessed within 20 business days.



Approve

Step 7.

Council will send you correspondence to advise if your **design is approved or refused.**

Step 8.

After your **design is approved, begin construction** in accordance with the approved plans and conditions of approval.

Your design approval letter may contain **conditions of approval**. Make sure these requested changes are included in the fit-out to ensure you pass your final inspection.



Apply

Step 11.

Submit your application to Council. Forms, supporting information and the relevant fee can be submitted:

- online at www.brisbane.qld.gov.au/foodbusiness
- in person at any Brisbane City Council Regional Business Centre
- mail to GPO Box 1434 Brisbane Qld 4001.

Assess

Step 12.

An Environmental Health Officer will **conduct an initial review** to confirm your application is properly made.



Email acknowledgement confirming receipt of your application will be sent within five business days.

Properly made low risk applications for small businesses are assessed within 5 business days. All other applications are assessed within 10 business days.

Inspect and Approve

Step 15.

Arrange your final inspection. Call Council one week prior to finishing construction to book a mutually suitable date and time.

Step 16.

On-site final inspection and Eat Safe Brisbane audit of your food business. Verbal approval will be given on-site and your licence posted in the mail.

Step 17.

If approved, you can **commence operation of your food business.** Congratulations!

Renew and Audit

Step 18.

Renew your Food Business Licence. Council will send you an annual renewal invoice. Pay on time to make sure you can continue to operate.

Step 19.

Be ready for inspections. Council will conduct food safety audits based on your Eat Safe Brisbane star rating.

Remember to advise Council of **changes to your contact details** to ensure you continue to receive your renewals and licence certificates.



Limit application delays by supplying Council with requested information quickly. The assessment timeframe will recommence when Council receives all the information needed.



Use the relevant **Food Business Final Inspection Checklist** available at www.brisbane.qld.gov.au/foodbusiness to determine if you are ready for your final inspection.



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Food Licensing (continued)

- When applicants apply for a food business licence, there are a few areas that can help to speed up the process
- Lodge your food business licence application form no more than 30 days before the desired start date of the operation.
- Ensuring prompt response to council requests for information will help to limit application delays.



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Council Initiatives

- Small Business fee discounts
- Faster licence approval processes
- Free pre-lodgement advice



Food Safety Programs

- Some food businesses require a food safety program to ensure compliance with the Food Act 2006.
- Food businesses that require a food safety program include;
 - Off-site caterers
 - On site caterer's at part or all of the premises stated in the licence (e.g; child care centre)
 - Private hospitals



Food Safety Supervisors

- Licensees must ensure they have at least one nominated food safety supervisor for the business.
- The main role of food safety supervisors is to ensure the business is complying with all relevant food safety practices under the food standards code.
- The food safety supervisor must be reasonably available to be contacted by the BCC while the food business is open.



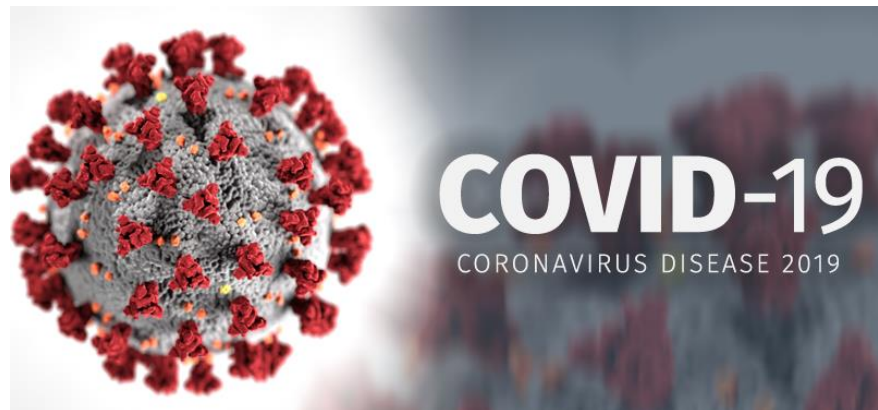
Food Borne Illness Investigations

- The ultimate goal of Council is to ensure food businesses produce safe food
- When outbreaks of foodborne illness do occur, it's our role to investigate.
- The role of Council is to:
 - Stop the continuation of the outbreak;
 - determine what went wrong.



COVID and food safety

- COVID has changed the way many food businesses have had to operate to ensure they survive,
- Many food businesses diversified a takeaway only menu
- EHOs also investigate for COVID compliance,



Case Study

FBI Outbreak



Investigation and Court Result

Salmonella Typhimurium



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Facts and Figures

- 40 functions catered for on ‘incident date’
- Food borne illness notifications commenced 2 days later
- 25 out of 40 functions reported FBI
- 350+ cases
- 12 hospitalisations
- 1 associated fatality
- 88 lab confirmed cases of Salmonella Typhimurium (100% positive of those tested)



To complicate matters....

- Caterer operated three licensed food businesses
- Site #1 – major source and final point of contact of all food provided to functions.
- Ceased operations immediately after the functions.
- Site #2 – assisted with preparation of some implicated food items and transfer point for the eggs
- Site #3 – new venue, some of the old equipment from Site #1, same staff
- Egg supplier – Wholesaler



Implicated Foods

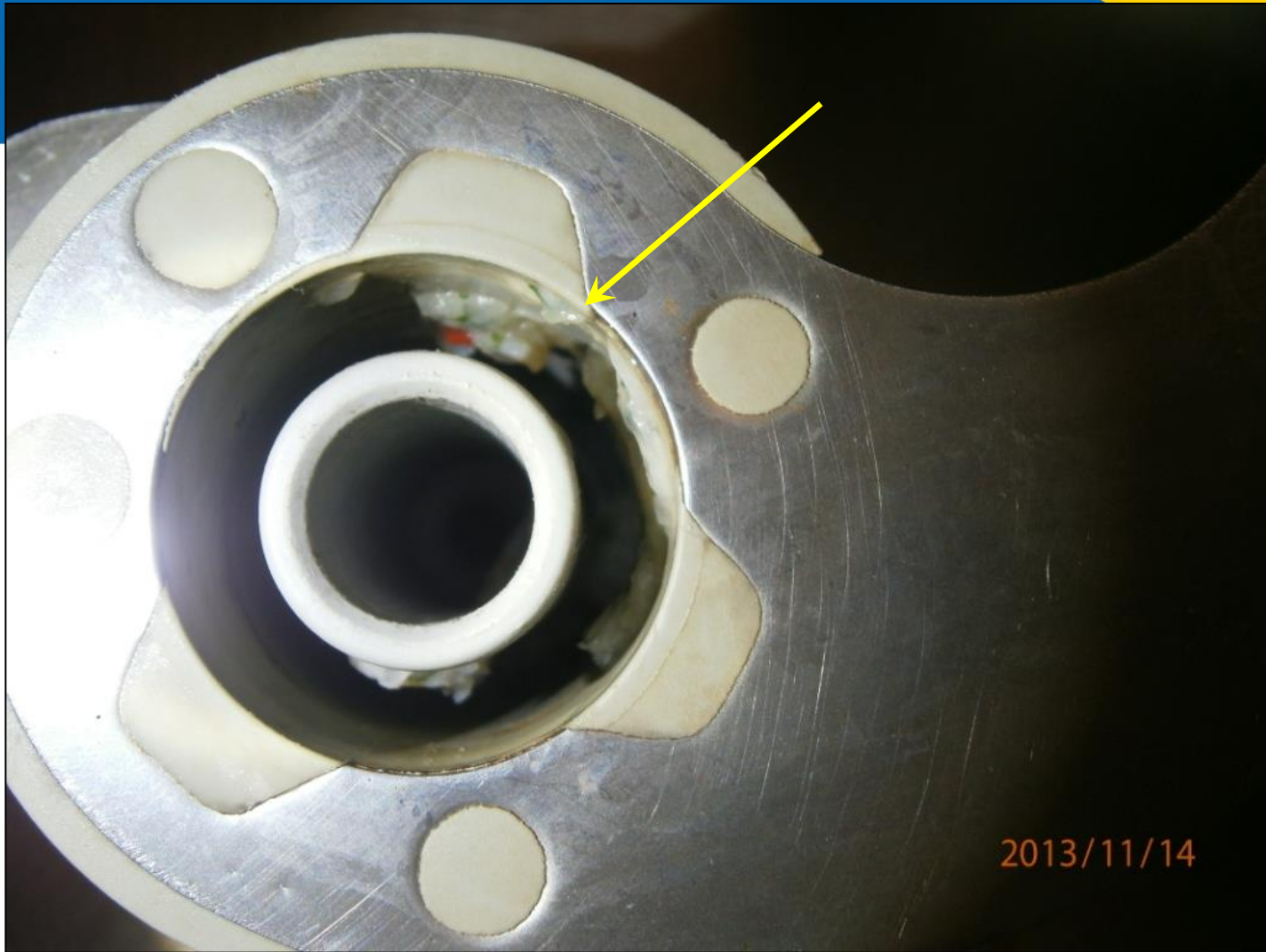
- Raw egg mayonnaise
- Ham
- Perri perri chicken
- Potato salad
- Tomato and mozzarella salad
 - Positive for Salmonella
- Tomato and mozzarella salad also had high levels of E-coli suggesting poor food handling
- Epi - Potato salad (included mayo in dressing)
odds Ratio 5.54 (1.3 – 23.44)



Key points

- Key Moments and Findings:
 - 'J' – the delivery driver...
 - Admitting to noticing bad smell in truck that had delivered the eggs
 - Packaged food processing equipment used to produce the Raw Egg mayonnaise. Untouched since leaving Site #1.





Pureed Prawn Cake Residues – results negative



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Court – the actual trial

- Expert witness.
- Dr Julian Cox. Associate Dean (International) in the Faculty of Engineering, and an Associate Professor in food microbiology in the Food Science and Technology group of the School of Chemical Engineering, at UNSW Australia
- Specialization in *Salmonella*, particularly *Salmonella* associated with poultry.



Court – outcomes...



- Magistrate formed the belief that actions of the defendant's lead to the food borne illness outbreak
- At least three occasions where the 'eggs issue' was raised with the directors by staff. Yet the suspect eggs were still used.
- After the court heard the maximum penalty was \$3.5 million, Magistrate fined the parent company, \$50,000.
- BUT conviction **recorded**
- High likelihood that civil actions would follow from customers that were made ill



Questions?

- Our Contact Centre is open 24 hours a day, seven days a week on 07 3403 8888.
- Council has a dedicated 24 hour a day, seven day-a-week hotline to support business in Brisbane. Businesses can access information on a range of Council topics including licensing, development applications, business opportunities and procurement. Phone 133 BNE (133 263).

