

# Activity Report

Reference code: 0X2CIZ

26-07-2022

## Food Act enforcement agency activity report



## Food Act enforcement agency activity report 2021-22

The NSW Food Authority (Food Authority) works with all NSW councils and the Secretary Department of Planning and Environment (in respect of Kosciusko National Park) and the Lord Howe Island Board (in respect to Lord Howe Island), as enforcement agencies under the *Food Act 2003*.

All enforcement agencies are required to report annually to the NSW Food Authority on their food surveillance activity, which is then collated into an annual activity report.


The purpose of the annual activity report is for the Food Authority to capture data collected by the agencies across the state into a central report in order to monitor and assess trends in food surveillance work.

In tracking the food safety surveillance activity of enforcement agencies, the Food Authority can identify trends and plan strategies and activities to better improve food safety and protect the health of the NSW community.

Use this form to enter data for the 12 months from 1 July 2021 to 30 June 2022.

Please complete your organisation's report by 28 July 2022

## Enforcement Agency Details

 1.If you wish to save the Activity Report before completing it all, you can click on the 'Save For Later' button at the top right or bottom left of each page. You can then use the link on the 'Save For Later' page to resume or you can request an email be sent to you with instructions on how to resume the Activity Report.

2.Please ensure that the Activity Report is approved by the General Manager or delegate prior to submission.

3.You can print a copy of the Activity Report to give to the GM/delegate for approval prior to submission. Just answer 'No' to Q55 and click on 'Save For Later' button. If there are no errors, this will take you to a page where you can download a pdf of the saved Activity Report. You must also confirm your email address and click 'Send' to be sent a reminder email with a pdf copy and a link to the saved Activity Report. You will then click the link in the email once you have your GM/delegate's approval, to complete the submission.


4.Please be advised some questions have drop-down options which, after selecting the desired answer, scrolling with your mouse WILL ALTER YOUR SELECTION within the field. Please use the 'tab' key to navigate between questions to retain your desired selection


5.Please note that you cannot change any data in the Activity Report after successful submission.

6.All questions are mandatory, except Q46 - 54 'Impact of recent events'

7.Whilst completing the Activity Report the following symbols may appear:

 provides guidance to assist in answering the question

 represents a warning, that your response appears erroneous

 means there is an error; this must be rectified before submission can proceed.

## Enforcement Agency Details

<b>Enforcement Agency Name</b>	Wingecarribee Shire Council
<b>Completed by</b>	Denis Boulavine
<b>Email</b>	denis.boulavine@wsc.nsw.gov.au
<b>Telephone</b>	0248680888
<b>Reference Code</b>	0X2CIZ

## Fixed Premises

**Q1. Number of fixed premises food businesses categorised as high risk?** 26

**i** '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?** 214

**i** '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** 240

**Q3. Number of fixed premises food businesses categorised as low risk?** 86

- i** '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.

**i** **Examples:**

Bars selling packaged crisps only; confectionery stores; liquor shops; newsagents selling packaged low risk foods.

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**Total Number of Fixed Premises** 326

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## Temporary Premises

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**Q4. Number of temporary food premises that operated in the council area?** 32

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- i** '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

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**Q5. Number of mobile food premises that operated in the council area?** 47

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- i** '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.

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**i** **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

### Retail sector requirements

**Q6. Number of food businesses requiring a Food Safety Supervisor (FSS)?** 211

**Q7. Number of these food businesses that have a current FSS?** 190

**Q8. Number of 'standard food outlets' (Fast Choices)?** 16

**Q9. Are you checking whether nutritional information is displayed at 'standard food outlets'?** Yes

**Q10. How many 'standard food outlets' did not display nutritional information?** 0

## Resources

### Resources

**Q11. Number of authorised officers engaged in food regulatory work over the 12 month reporting period?** 1

**i** 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.

**i 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?** 0.7

**i** '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.

**i 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

## Surveillance Activity

### Number of Inspections

**Q13. Number of primary inspections conducted for fixed food premises?** 233

**i** 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.

**i 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?** 0

**i** '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?** 6

**i** 'Primary inspections': inspections of mobile premises which were programmed and completed.

*Exclude* re-inspections for unsatisfactory issues, and inspections of fixed and temporary premises.

**i 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?** 231

**i** '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.

**i 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?** 13

**i** '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.

**i 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)?** 2

**i** 'Additional re-inspection': Fixed premises requiring further follow-up after a first re-inspection.

**i 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

**Q20. Are all these childcare facilities inspected at least once per year?**

Yes

## Business Inspection Outcomes

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
- Mobile premises

**Q24. Number of premises with 0-3 points (5 star Scores on Doors rating) determined at the most recent primary inspection?**

158

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

30

**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?**

31

**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?** 15

**Total** 234

## Complaints

### Complaints

**i** 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** 7

**i** Number of complaint investigations which related to cleaning, sanitation, pest control, temperature control, storage, potential for cross contamination, etc.

**Q29. Foreign matter** 3

**i** Number of complaint investigations which related to food contaminated with foreign matter.

**Q30. Food quality including deterioration** 1

**i** Number of complaint investigations which related to poor food quality because of mould, damaged packaging, staleness etc.

**Q31. Labelling & advertising** 1

**i** 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.** 4

**i** 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** 3

**i** Number of complaint investigations which related to other issues under the *Food Act 2003*.

**Total Number of complaints investigated** 19

## Enforcement

### Enforcement

**Q34. Number of warnings issued** 16

**i** '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?** 3

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

**Q36. Number of Penalty Notices issued relating to Food Act breaches?** 3

**Q37. Number of seizure notices issued?** 0

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

**Q38. Number of Prohibition Orders served?** 0

**i** 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 notices

## Enforcement Comments, Value-added Services and GM notices

### Comments

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

Q3-Q5 The reported figures are based on the active notifications from the respective types of food businesses. Q13 Some of these food businesses weren't operational for a part of the reporting period due to the COVID-19 & storms. Q14. & Q15. In determining if temporary/mobile food businesses require a routine inspection Council follows a risk-based approach outlined in the Regulation of Mobile & Temporary Food Businesses Advisory Guideline - v.3, October 2017. Also, as per NSWFA/OLG recommendation Council doesn't inspect mobile food business that hold a satisfactory inspection report from another LGA which is no older than 12 months.

### 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

**Comments** 'Scores on Doors' certificates and stickers were issued to all eligible food businesses.

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

**Comments** Education & food safety and hygiene advice provided to businesses during inspections; all enquiries from food businesses are answered promptly.

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


**Comments** Information and factsheets are available through Council website.

**Q44. Food handler training organised or facilitated** No

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

**Comments** All applicable food safety & hygiene surveys sent to Council were timely completed and submitted to the NSWFA; Food Safety Calendar distribution; Educational awareness on 'Scores on Doors' program with food business operators.

## Impact of recent events

 The following questions are optional only, and are being sought to estimate the impact of recent events.

**Q46. For the reporting period has your local government area been affected by any of the following**

- Flooding
- COVID-19 restrictions

**Q47. As a result, has Council implemented changes to its normal program of food surveillance activities?** Yes

**Q48. How did Council adapt its food surveillance service delivery?**

- Restricted officer field visits
- Re-prioritised all inspections

**Q49. Did Council explore any of the following service delivery methodologies?**

- Re-structure activities
- Review scope and scale of service delivery

**Q50. Has Council noted any new trends emerging in the retail food sector for the reporting period?**

- Less food businesses
- Retailers adapting their operations
- Other

**Comments**

Increase in mobile food premises.

**Q51. Did Council revise any food business charges or fees?**

Yes

**Q52. Which charge(s) was revised?**

Charge no fees at all

**Q53. Once conditions had improved, or COVID-19 restrictions began to ease, what changes (if any) were implemented towards food surveillance activities?**

Resumption of pre-restriction/event regular routine inspection programs

**Q54. Where Council has implemented changes to how it delivers its food surveillance activities, does it foresee any benefit to making those changes permanent?**

No

## GM Approval



### NOTE:

This report can only be submitted once approved by the General Manager or delegate, and you select 'Yes'.

If you do not have approval please select "No" then "Save for later" – you will be emailed a pdf copy of your saved report for your GM/delegate to approve. The email will also have details of how to log back in, once you have your GM/delegate's approval, so you can complete the submission.

**Q55. Has this report submission been approved by the General Manager or delegate?**

Yes



You may be contacted by NSW Food Authority staff to verify responses.

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