



## NEW NON-COMPLIANCE POLICY

### Snapshot of results of implementation



It has been about ten months since the implementation of Yarra's non-compliance policy for food safety inspections. As discussed in previous editions of Food News, this policy was developed to ensure:

1. Premises rectify non-compliances in a timely manner
2. Council takes enforcement action against those premises that continue to be non-compliant
3. The inspection frequency is increased for premises with a history of non-compliance
4. A standard approach of enforcement is taken by all Environmental Health Officers.

The non-compliance policy is based on the Ask, Tell and Enforce principle.

**Ask:** Premises are provided with an inspection report advising them of non-compliances.

**Tell:** Food Act Orders are served on premises that do not rectify these non-compliances (tell).

**Enforce:** Premises that still fail to rectify the non-compliances specified in the Food Act Order are prosecuted (enforce).

In addition to routine inspections, further inspections are carried out at premises

that have had a recent history of non-compliance. This process is designed to increase inspection activity on premises that fail food safety inspections, and to keep inspections of compliant premises to a minimum. By taking this approach, Council is able to focus resources into areas of greatest risk.

Premises that are unsatisfactory after the first inspection but are compliant at the follow up inspection are inspected again within the next 4-6 months.

Premises that are issued with a Food Act Order and comply with that order are then inspected another 2 times within the next 6 months to assess continued compliance.

Food businesses are reminded that failure to maintain ongoing compliance may result in prosecution.

As a result of inspections carried out between 1 April 2008 and 31 January 2009:

- 35 Food Act Orders were issued.
- 129 additional inspections were carried out at premises with a history of non-compliance.
- 5 premises were referred for prosecution due to non-compliance with an additional inspection.

### Welcome

Welcome to Food News - a quarterly bulletin produced by the City of Yarra to keep businesses informed about current food safety news and health requirements.

Information on food safety is also provided in the business section of Yarra News and on the website ([www.yarracity.vic.gov.au](http://www.yarracity.vic.gov.au)).

Would you like to receive a copy of Food News and other business information electronically? If so, please email your details to: [fureya@yarracity.vic.gov.au](mailto:fureya@yarracity.vic.gov.au)

### Contact Details

Public Health Unit  
City of Yarra  
Richmond Town Hall  
333 Bridge Road Richmond 3121

**Tel:** 9205 5166 **Fax:** 8417 6666

**Website:** [www.yarracity.vic.gov.au](http://www.yarracity.vic.gov.au)

### Yarra Supports Bushfire Regions

In February, six of Yarra Council's Environmental Health Officers assisted Whittlesea Council's bushfire emergency management by monitoring food safety at the relief centre. Thousands of meals were served from the centre and it was vital that the food was safe, to ensure community health was protected.

If you have any questions about Council's non-compliance policy, contact your area EHO.

## ARE YOU A TOBACCO RETAILER?

Last month, Council's Public Health Unit conducted a second test-purchase survey to measure Tobacco Retailers' level of compliance with the Tobacco Act 1987, specifically in relation to the sale of cigarettes to minors.

Disappointingly, 31% of premises sold cigarettes to the 16 year old test-purchase assistant. These premises have been issued with fines and further non-compliance may result in legal action and/or restrictions on the permission tobacco products.

It is disconcerting that the test-purchase results indicate cigarettes can be purchased by under-18 year olds in around one in three tobacco retailers in Yarra.

If you are a tobacco retailer, you must ensure each member of your staff is fully aware of their responsibility with respect to the Tobacco Act 1987, in particular:

- Only sell cigarettes to persons aged 18 years and over
- To check a person's age, ask to see photo ID (Australian Drivers License, Victorian Learners Permit, Passport, Keypass or Australian Proof of Age Card) before selling cigarettes
- Sign an acknowledgement form after each six-monthly training session (to be kept by management)

Further information and training acknowledgement forms can be obtained from Council's Public Health Unit on 9205 5166.

## JOINT COUNCIL UNIT ACTIVITIES

Council's EHOs are now working in coordination with other units of Council to help provide relevant information about food businesses to the different units.

The Community Amenity unit has asked to be informed of any food businesses

that are keeping bins in laneways, or on footpaths, as locating bins on public land can impede pedestrian and vehicle traffic.

Building surveyors will assess upstairs living accommodation to ensure the residents are living in fire-safe situations.

IF YOU WOULD LIKE TO KNOW MORE ABOUT THE INFORMATION IN THIS DOCUMENT AND YOUR LANGUAGE IS NOT LISTED BELOW, YOU CAN CONTACT AN INTERPRETER ON **9280 1940**

### VIETNAMESE

NEU MUON BIÉT THÈM CHI TIẾT VỀ NỘI DUNG VĂN KIẾN NÀY, QUÍ VỊ CÓ THỂ LIÊN LẠC VỚI MỘT THÔNG DỊCH VIÊN QUA ĐIỆN THOẠI SỐ **9280 1939**

### GREEK

ΑΝ ΘΕΛΕΤΕ ΠΕΡΙΣΣΟΤΕΡΕΣ ΠΛΗΡΟΦΟΡΙΕΣ ΣΕ ΣΧΕΣΗ ΜΕ ΤΑ ΣΤΟΙΧΕΙΑ ΠΟΥ ΠΕΡΙΕΧΟΝΤΑΙ ΣΤΟ ΕΝΤΥΠΟ ΑΥΤΟ, ΜΠΟΡΕΙΤΕ ΝΑ ΕΠΙΚΟΙΝΩΝΗΣΕΤΕ ΜΕ ΕΝΑ ΔΙΕΡΜΗΝΕΑ ΣΤΟΝ ΑΡΙΘΜΟ **9280 1934**

### MANDARIN

如果您要進一步了解這份文件中的內容，您可以致電 **9280 1937**，和翻譯員取得聯繫

### CANTONESE

如果您要更多地瞭解關於這篇文件的內容，您可以與傳譯員聯絡，電話號碼**9280 1932**

### ITALIAN

SE DESIDERATE SAPERNE DI PIÙ CIRCA LE INFORMAZIONI CONTENUTE IN QUESTO DOCUMENTO, POTETE CONTATTARE UN INTERPRETE AL **9280 1931**

### TURKISH

BU BELGEDE YERELAN BİLGİLERE İLİŞKİN DAHA FAZLA BİLGİ EDİNMEK İSTİYORSANIZ, **9280 1938** NUMARADAN BİR TERCÜMANLA GÖRÜŞEBİLİRSİNİZ

### ARABIC

لمعرفة المزيد عن المعلومات الواردة في هذه الوثيقة بإمكانكم الاتصال بمترجم على الرقم **9280 1930**

### SPANISH

SI QUIERE MÁS DETALLES SOBRE LA INFORMACIÓN CONTENIDA EN ESTE DOCUMENTO, PONGASE EN CONTACTO CON UN INTERPRETE LLAMANDO AL TELÉFONO Nº **9280 1935**

### MACEDONIAN

АКО САКАТЕ ДА ДОЗНАЕТЕ ПОВЕЌЕ ЗА ИНФОРМАЦИЈИТЕ ВО ОВОЈ ДОКУМЕНТ ЈАВЕТЕ СЕ ЗА ПРЕВЕДУВАЧ НА **9280 1936**

## FOOD SAFETY KNOWLEDGE AND PRACTICES

In 2007, Council was involved in a national food handling survey, which was a follow up to a similar survey carried out in 2001. Our EHOs conducted surveys at nearly 30 local food businesses by observing their food handling practices. Across Australia, 916 food premises were involved.

The overall purpose of this research was to evaluate the effectiveness of the Food Safety Standards (the national legislation) in protecting public health and safety. It sought to assess whether or not there has been an improvement in the safe food handling knowledge and practices of food businesses since the introduction of the Food Safety Standards in 2001 and full implementation in 2003. It is important to note that Food Safety Programs were also being implemented in Victoria and other parts of Australia in this period.

The comparison of survey results from 2001 and 2007 demonstrated an increase in safe food-handling knowledge and improved levels of safe food-handling practices within food businesses since the implementation of the Food Safety Standards.

There were significant increases in several safe food-handling practices by food businesses, specifically:

- More businesses had a probe thermometer (41% in 2001, 81% in 2007)
- More businesses checked that potentially hazardous food was received at a safe temperature (35% in 2001, 71% in 2007)
- More businesses ensured food was cooked to the correct time and temperature (54% in 2001, 87% in 2007)

- More businesses had a policy for staff who were unwell in 2007 (89%) compared to 2001 (79%)

There had also been a significant increase in the use of commercial dishwashers (30% in 2001, 65% in 2007) and hot glass washers (16% in 2001, 24% in 2007).

Food Standards Australia New Zealand is currently assessing the differences in the safe food-handling knowledge and practices under each key food safety area. It will also identify any areas where action could be undertaken to further improve safe food-handling knowledge and practices among Australian food businesses.