



# Food Safety Assessment System Guide





# Food Safety Assessment System Guide

## TABLE OF CONTENTS

<b>Introduction</b>	<b>4</b>
<b>Benefits of achieving a 5-Star Rating</b>	<b>4</b>
<b>Performance Based Fees</b>	<b>5</b>
<b>Assessment Process</b>	<b>6</b>
<b>Compliance Management</b>	<b>7</b>
<b>Critical Non-compliance</b>	<b>8</b>
<b>Appeals Process</b>	<b>9</b>
<b>Disclaimer</b>	<b>9</b>
<b>Attachment 1 - Assessment criteria</b>	<b>10</b>
<b>Attachment 2 – Suppliers and Service Providers</b>	<b>29</b>
<b>Attachment 3 – Resource List</b>	<b>30</b>
<b>Attachment 4 – Consent to Disclose</b>	<b>31</b>



## Introduction

Whitehorse City Council's 5 Star Food Safe Program was originally introduced in 1996 as its principal means for evaluating food safety standards of high and medium risk (Class 1 and 2) food premises including aged and child care facilities, hospitals, restaurants, cafes, take-away food shops, bakeries, delicatessens and hotels.

The Food Safety Assessment System is designed to:

- Provide meaningful and relevant information to food proprietors, consumers and Council about the standards of food safety being achieved in the municipality
- Encourage best practice through acknowledging and rewarding businesses in achieving excellence in food safety
- Improve the safety of food being manufactured, handled, stored and sold in the municipality

The assessment system is based on risk to food safety and recognised best practice standards. The assessment score is converted to a star rating where 5 stars represent the highest score and 1 star represents the lowest.

## Benefits of achieving a 5-Star Rating

Businesses that achieve and maintain 5 stars are demonstrating excellence in food safety practices that go above and beyond the legal requirements.

Council encourages best practice through acknowledging and rewarding businesses that achieve excellence:

- Food businesses who achieve a 5 star rating will be sent a certificate to display at the premises.
- The eHealth Portal allows the public to go online to view the star ratings for all businesses assessed. Businesses that do not consent to disclose their rating will be given a "no consent" category.

If you have not completed your consent to disclose, a copy can be found at the back of this document – Attachment 4. To access the portal, visit

<https://www.whitehorse.vic.gov.au/iving-working/health-and-wellbeing/food-safety/would-you-see-food-businesses-star-rating/ehealth-portal>



- All 5 Star premises will be promoted in Council publications and on social media, including:
  - Facebook
  - Instagram
  - Business E-Newsletters

Each month a premises of the month will be selected and photographs of this business posted, all premises achieving 5 stars that month will also be listed.

## **Performance Based Fees**

The fees associated with the 5 Star Food Safe Program are changing in 2026.

The change is designed to ensure that the cost of continued non-compliance is borne by those businesses not meeting food safety standards and creating a financial deterrent for poor performance.

Annual registration fees will no longer be based on star ratings and will be the same for all star ratings. Registration fees will include the cost of an annual assessment or inspection, as well as one additional inspection if required to follow up on non-compliance items identified.

If a further inspection is required because non-compliance items have not been completed within the specified timeframes in an inspection report or notice, or other additional non-compliance items have been identified, an inspection fee will then apply for the additional inspection/s.

In this way the cost of non-compliance will be met by those businesses who are not meeting required standards in food safety.

If you are unable to complete any items within the required timeframes, it is important that you notify your area officer as soon as possible to discuss whether an extension may be granted.

Any additional inspection fees will be invoiced separately and must be paid within the current registration period.

## Assessment Process

The Food Safety Assessment is conducted by a Council Environmental Health Officer when the business is in operation. The assessment looks at the business' food safety performance and level of compliance with the Food Act 1984, FSANZ Food Safety Standards and the Food Safety Program where applicable.

The risk assessment considers and scores a number of factors critical to food hygiene and safety. Each factor is weighted to reflect the risk to food safety and is scored during the assessment from 0 (non-compliant) to 5 (fully compliant). Low and very low risk food premises classified as Class 3 and 4 are not assessed under the Food Safety Assessment System. Food safety assessment criteria can be found at the end of this document. The overall assessment score is then converted to a star rating which is valid until the next assessment.

Star Rating	Total Assessment Score	City of Whitehorse Grading
5 STARS	91-100%	Excellent (incorporating best practice)
4 STARS		Very Good
3 STARS	81-90%	Satisfactory
2 STARS	71-80%	Unsatisfactory
1 STAR	70% and below	Poor

To obtain a 4-star or 5-star rating you need to achieve a total assessment score between 91 per cent and 100 per cent that requires a high level of compliance with:

**Food safety practices and procedures in areas of:**

- Receiving
- Storage temperature and conditions
- Processing
- Display
- Packaging
- Transport and distribution
- Recalls/food disposal
- Health, hygiene and knowledge of staff
- Premises maintenance and hygiene

To obtain 5 stars you also need to implement **best practice records** consisting of:

- My Food Suppliers
- 6-Monthly Internal review record
- Allergen Management Policy and Matrix
- Staff training record
- Monthly Record A
- Monthly Record B
- Display a cleaning schedule poster
- Have a copy of FSC Chapter 3 onsite, food safety program or food safety guidance

A copy of these records can be obtained from your Environmental Health Officer or from <https://www.whitehorse.vic.gov.au/5-star-whitehorse-food-safe-program>

## **Compliance Management**

Council's Environmental Health Unit uses various approaches – ranging from education to formal enforcement activities – to manage risks associated with food safety to ensure compliance with the Food Act 1984. The Food Safety Assessment system assists Council with the management of food businesses by rating each business as being compliant or non-compliant with the legislation, as defined by the Department of Health.

The information below describes the level of risk in relation to the compliance of the business.

### **Compliant or Minor Non-Compliance**

Minor deficiencies are identified regarding compliance with the Food Act, Food Safety Program or Food Standards Code.

### **Major Non-compliance**

Non-compliances with the legislation that do not pose an immediate serious threat to public health at the time of assessment, but may pose such a threat if no corrective action is taken.

### **Critical Non-compliance**

Non-compliances identified at the time of the assessment that pose an immediate serious risk to public health.

## **Non-Compliance inspections**

Premises that only have minor non-compliances will be deemed to be compliant and will not generally require a further non-compliance inspection.

Premises where 3 or more major non-compliances are identified will require a further non-compliance inspection to ensure these items have been addressed, generally within a maximum of 14 days.

Premises where 1 or more critical non-compliances are identified will require a further non-compliance inspection within 2 days.

Note that an additional inspection fee will only be charged if the non-compliances are not addressed at the initial follow up inspection.

## Critical Non-Compliance

Council's Environmental Health Officers deduct points from your assessment if they determine a critical non-compliance at your premises, including any justified complaint, during any inspection within the same registration period. This will apply to each inspection conducted where a critical non-compliance or a justified food poisoning complaint has been established.

Where critical non-compliances have been identified, the business may be asked to remove the star certificate from display. The following table lists examples of poor practices that may result in a critical non-compliance.

Food safety practice and general requirements	Examples of food, food handling practice or situations that may amount to a critical non-compliance
<b>Receiving</b>	<ul style="list-style-type: none"> <li>High risk foods received from unregistered food businesses.</li> <li>Receiving potentially hazardous foods in the temperature danger zone without documentation of 2/4 hour rule.</li> </ul>
<b>Storage</b>	<ul style="list-style-type: none"> <li>High risk, ready to eat foods stored in the temperature danger zone for an uncontrolled period of time and at risk of contamination.</li> <li>Raw food such as raw meats are in contact with ready to eat foods.</li> <li>Food stored in an environment where it has been contaminated or under conditions that have adversely affected the safety and suitability of the food.</li> </ul>
<b>Processing</b>	<ul style="list-style-type: none"> <li>Cross contamination: using the same chopping board to cut up raw food and ready-to-eat food.</li> <li>Cross contamination: using same equipment to process allergen free food with allergens where a claim has been made.</li> <li>Incorrect cooling of potentially hazardous food such as chicken stock stored in large storage containers resulting in the core temperature of the stock remaining within the temperature danger zone for a long period of time.</li> <li>High risk ready to eat foods outside temperature danger zone for uncontrolled period of time.</li> <li>Inappropriate/inadequate cooking of potentially hazardous foods.</li> <li>Inappropriate/inadequate reheating of potentially hazardous foods.</li> </ul>
<b>Display</b>	<ul style="list-style-type: none"> <li>High risk, ready to eat foods stored in the temperature danger zone for an uncontrolled period of time and at risk of contamination</li> <li>Displaying food making allergen free claims amongst food that contain the same allergen.</li> </ul>
<b>Packaging/labelling</b>	<ul style="list-style-type: none"> <li>Incorrect ingredient labelling of packaged food, including not declaring allergens</li> <li>Packaging material that could contaminate the food, for example unpackaged foods stored in used cardboard boxes.</li> </ul>
<b>Transportation and distribution</b>	<ul style="list-style-type: none"> <li>Potentially hazardous foods not transported under temperature control and at risk of contamination.</li> </ul>
<b>Recall/food disposal</b>	<ul style="list-style-type: none"> <li>Recalled food not being withdrawn from sale.</li> </ul>
<b>Health/hygiene and knowledge</b>	<ul style="list-style-type: none"> <li>Inappropriate/inadequate hand washing facilities.</li> <li>Food handlers observed working while suffering from food poisoning like symptoms.</li> <li>Food handlers observed not washing their hands when necessary.</li> <li>Food handlers observed handling food that may make it unsafe.</li> </ul>
<b>Premises and Hygiene</b>	<ul style="list-style-type: none"> <li>Critical breakdown in cleaning, sanitising and maintenance procedures.</li> <li>Premises with a high infestation of pests including mice, cockroaches and birds.</li> </ul>



## **Appeals Process**

If you have any queries regarding your assessment rating, please do not hesitate to contact your area Environmental Health Officer on phone 9262 6197. Council has put an appeal process in place for proprietors aggrieved by their assessment rating.

Proprietors that wish to appeal their rating must write to Council's Coordinator Environmental Health stating the key reasons why they disagree with their assessment and to specify the compliance items in question. The request must be received within 14 days after the date the certificate was received. A review process will then commence and will conclude with a written response forwarded to you containing the result of the review. Please send your request to [health@whitehorse.vic.gov.au](mailto:health@whitehorse.vic.gov.au) or send to:

Coordinator Environmental Health  
Locked Bag 2  
Nunawading Delivery Centre VIC 3131

## **Disclaimer**

The star rating of premises is based on the assessment conducted on the date indicated on the certificate. Rating, unless reviewed during the year, lasts for one year. Whitehorse City Council gives no warranty as to the condition of the premises or condition or quality of food or standard of operation at any time other than the date of inspection. Whilst the program may be useful as a guide, the public is urged to use its own judgement in making consumer choice.

Whitehorse City Council expressly disclaims all and any liability (including liability in negligence) to any person or body in respect of the consequences of that person's actions in consequence of reliance upon the Whitehorse City Council's Food Safety Assessment.

## Attachment 1 - Assessment Criteria

The following information lists the factors critical to food safety that each business is assessed against. Each factor details the food handling requirements stated in the Food Standards Code, that each business must comply with, and the weighting of each factor.

1	RECEIVING	Weighting
	<p><b>Protection From contamination (5 (1) of 3.2.2)</b></p> <p><b>‘All food is protected from contamination when delivered.’</b></p> <ul style="list-style-type: none"> <li>• Wherever possible is food only delivered when someone is at the business to assess and accept the items?</li> <li>• Are food deliveries checked randomly for signs of contamination?</li> <li>• Is packaging of food sound and undamaged?</li> <li>• Are all foods protected from animals, dust, etc?</li> <li>• Is food protected from cross-contamination, ie: raw and ready to eat foods stored separately?</li> <li>• Is food delivered in ‘food grade’ containers?</li> </ul> <p><b>Allergens</b></p> <ul style="list-style-type: none"> <li>• Does the food business have a procedure/policy for assessing the allergen status of foods/ingredients received from suppliers?</li> </ul>	0.6
	<p><b>Identification/Traceability Of Food (5 (2) of 3.2.2)</b></p> <p><b>‘All foods are labelled, or if unlabelled the source and content of the food is able to be identified.’</b></p> <p>Can the following be produced upon request:</p> <ul style="list-style-type: none"> <li>• Name and business address in Australia of vendor, manufacturer or packer (in the case of imported food, the name and business address in Australia of importer)?</li> <li>• Prescribed name of the food (if no prescribed name, an appropriate designation of the food)?</li> </ul> <p><b>Allergens</b></p> <ul style="list-style-type: none"> <li>• Does the food business only accept foods with adequate labelling and/or provided with appropriate documentation and/or provided with appropriate documentation (unpackaged foods for catering purposes) to determine the allergen status of the food?</li> </ul>	0.2

	<b>Temperature Control Of Potentially Hazardous Food (5 (3) &amp; (4) of 3.2.2)</b>  <b>‘Potentially hazardous foods are delivered under temperature control.’</b> <ul style="list-style-type: none"> <li>Are potentially hazardous foods only accepted at a temperature of 5°C or below or 60°C or above, or at another temperature if the delivery has been for a controlled period of time that has not affected the safety of the food (must be documented)?</li> <li>Are foods that are intended to be received frozen, frozen when accepted?</li> </ul>	0.8
<b>2</b>	<b>STORAGE</b>	
	<b>Protection From Contamination (6 (1) (a) of 3.2.2)</b>  <b>‘Food is stored so that it is protected from contamination.’</b> <ul style="list-style-type: none"> <li>Is food stored to protect from cross-contamination i.e. raw foods stored separately or kept away from ready to eat foods</li> <li>Is food covered to protect it from contamination?</li> <li>Are foods stored in food grade containers?</li> <li>Is food stored in damaged containers?</li> <li>Are foods stored off the floor?</li> <li>Is unlabelled food date marked to assist with stock rotation?</li> </ul> <b>Allergens</b> <ul style="list-style-type: none"> <li>Are general/allergen free ingredients/foods stored separately and/or adequately contained to prevent cross-contamination? Eg use of clean, enclosed storage containers.</li> </ul>	0.6
	<b>Appropriate Environmental Conditions (6 (1) (b) of 3.2.2)</b>  <b>‘Food is stored under proper environmental conditions.’</b> <ul style="list-style-type: none"> <li>Is food stored in such a way that the environmental conditions e.g. heat, humidity, light, will not adversely affect the safety and suitability of the food?</li> </ul>	0.4
	<b>Temperature Control Of Potentially Hazardous Food And Frozen Food (6 (2) of 3.2.2)</b>  <b>‘Potentially hazardous foods are stored under temperature control.’</b> <ul style="list-style-type: none"> <li>Are potentially hazardous foods stored at or below 5°C or at or above 60°C?</li> </ul> Do potentially hazardous foods that are intended to be stored frozen remain frozen during storage?	0.8

3	PROCESSING	
	<p><b>Safe And Suitable Food (7 (1) (a) of 3.2.2)</b></p> <p><b>‘All practical steps are taken to produce safe and suitable food.’</b></p> <ul style="list-style-type: none"> <li>• Is food checked prior and during processing for signs of contamination and deterioration?</li> <li>• Are ingredients sourced from reputable suppliers?</li> </ul>	1.0
	<ul style="list-style-type: none"> <li>• Is stock rotated adequately so foods with expired ‘best-before’ dates are not used?</li> <li>• Ensure there is no flaking paint from equipment, no dripping grease, no temporary repairs, no loose pieces, no cracked plastic etc.</li> </ul> <p><b>Allergens</b></p> <ul style="list-style-type: none"> <li>• Is dedicated cooking media such as oil or water used for general/allergen free foods to prevent cross contamination?</li> </ul>	
	<p><b>Protection From Contamination (7 (1) (b) (i) of 3.2.2)</b></p> <p><b>‘Adequate procedures are in place to prevent contamination.’</b></p> <ul style="list-style-type: none"> <li>• Is preparation equipment and food effectively protected from contamination during preparation (e.g. People, dust, animals, adequately washing fruit and vegetables)?</li> <li>• Are food handlers taking all reasonable measures to minimise risk i.e. minimise bare hand contact through use of tongs, gloves etc?</li> <li>• Are separate cutting boards, utensils and work surfaces used, or washed and sanitised between uses to prevent transfer of bacteria from raw to cooked food during preparation?</li> <li>• Are chemicals kept separate from food processing areas?</li> <li>• Preparation equipment in good condition and cleaned prior to use?</li> </ul> <p><b>Allergens</b></p> <ul style="list-style-type: none"> <li>• Are dedicated equipment and utensils used for the handling/preparation of allergen free food?</li> </ul>	0.6

	<p><b>Potentially Hazardous Food Out Of Temperature Control For Minimum Time (7 (2) of 3.2.2)</b></p> <p><b>‘The time that potentially hazardous foods are kept outside temperature control is minimised during preparation/processing, including thawing.’</b></p> <ul style="list-style-type: none"> <li>Is the time food is stored outside of temperature control kept to a minimum e.g. foods returned to coolroom as soon as processed.</li> </ul>	0.8
	<p><b>Adequate Cooking (7 (1) (b) (ii) of 3.2.2)</b></p> <p><b>‘Potentially hazardous foods requiring cooking or processing are adequately cooked or processed.’</b></p> <ul style="list-style-type: none"> <li>Is a process step used that is reasonably known to achieve the microbiological safety of the food (e.g. cooking, pickling, and fermenting)?</li> <li>Is this process step used adequately (e.g. cooking time long enough)?</li> </ul>	1.0
	<p><b>Thawing (7 (2) of 3.2.2)</b></p> <p><b>‘Thawing of potentially hazardous foods is done safely.’</b></p> <ul style="list-style-type: none"> <li>Can the business demonstrate that the food is not between 5°C and 60°C during the thawing process?</li> </ul> <p>Can the business demonstrate that frozen ready to eat potentially hazardous food is thawed in the refrigerator operating at 5°C or below or alternatively in the microwave?</p>	0.6
	<p><b>Cooling Of Potentially Hazardous (7 (3) of 3.2.2)</b></p> <p><b>‘Cooling of potentially hazardous foods is done safely.’</b></p> <ul style="list-style-type: none"> <li>Can the business demonstrate that it can achieve the cooling temperature/time requirements for foods cooked i.e. from 60°C to 21°C within two hours, and from 21°C to 5°C within a further four hours?</li> </ul> <p>Are large volumes of food divided into smaller portions to aid cooling?</p>	0.8
	<p><b>Reheating Of Potentially Hazardous Food (7 (4) of 3.2.2)</b></p> <p><b>‘Potentially hazardous food is reheated safely.’</b></p> <p>Is potentially hazardous food being reheated rapidly to a temperature of at least 60°C or above?</p>	1.0

	<b>High Risk Processes/s</b> <ul style="list-style-type: none"> <li>Are businesses protecting food from contamination during a high risk process such as fermenting, acidification, dehydration etc</li> <li>Can the business demonstrate that the high risk processes are meeting specifications, ie the right pH, temperature or salt levels?</li> </ul>	1.0
<b>4</b>	<b>DISPLAY</b>	
	<b>Protection From Contamination (8 (1), (2), (3) and (4) of 3.2.2)</b>  <b>‘Food on display is protected from contamination.’</b> <ul style="list-style-type: none"> <li>Is packaging of foods on display intact?</li> <li>Is the display of unpackaged ready-to-eat food for self-service: <ul style="list-style-type: none"> <li>effectively supervised?</li> <li>provided with separate utensils for each food?</li> <li>provided with protective barriers?</li> <li>separate from allergens (if marketed as allergen free)</li> </ul> </li> </ul> <p>Is ready-to-eat food on display that is not intended for self-service enclosed, contained or wrapped e.g. cakes, slices, biscuits on a counter?</p> <b>Allergens</b> <ul style="list-style-type: none"> <li>Are foods free from specific allergens adequately protected from contamination during display?</li> <li>Is allergen/ingredient information provided on or in connection with the displayed food or is it able to be provided upon request by the purchaser?</li> <li>Are designated serving utensils provided during display for foods free from specific allergens?</li> </ul>	0.6
	<b>Temperature Control Of Potentially Hazardous Food, Incl. Frozen (8 (5) of 3.2.2)</b>  <b>‘Potentially hazardous food on display is under temperature control.’</b> <ul style="list-style-type: none"> <li>Are potentially hazardous foods maintained at or below 5°C or at or above 60°C or at another temperature for a controlled period of time that will not affect the safety of the food (must be documented)?</li> <li>Are potentially hazardous foods displayed between 5°C and 60°C in accordance with the 2hr/4hr rule?</li> </ul> <p>Does food intended to be displayed frozen remain frozen during display?</p>	0.8

5	PACKAGING & AVAILABLE INFORMATION	
	<p><b>Appropriate Materials And Processes (9 of 3.2.2)</b></p> <p><b>‘Appropriate packaging material is used.’</b></p> <ul style="list-style-type: none"> <li>• Is packaging material appropriate for food contact use?</li> <li>• Is packaging material clean and free from foreign matter?</li> </ul> <p>Is packaging equipment maintained so as not to potentially contaminate the food e.g. free from grease, dust or metal?</p>	0.2
	<p><b>‘Appropriate labelling of packaged foods.’</b></p> <p>Pre-packed food for retail sale and food for catering purposes, unless otherwise exempt, is required to bear a label setting out all the information prescribed in the FSANZ Food Standards Code. This means that food products must be labelled and these include the following prescribed information:</p> <ul style="list-style-type: none"> <li>• Name of the food</li> <li>• Lot identification</li> <li>• Supplier details</li> <li>• Mandatory warning and advisory statements and declarations in accordance with Standard 1.2.3 <ul style="list-style-type: none"> <li>◦ Packaged food sold in a hamper has a label that contains accurate allergen declarations</li> </ul> </li> <li>• A list of ingredients <ul style="list-style-type: none"> <li>◦ Packaged retail food has a label accurately identifying the allergen(s) present as ingredients in the ingredient list</li> </ul> </li> <li>• Date marking information in accordance with Standard 1.2.5</li> <li>• Directions for use and storage (where required for health and safety reasons)</li> <li>• Nutrition labeling (unless specifically exempt)</li> <li>• Percentage labeling</li> <li>• Country of origin</li> </ul>	0.4
	<p><b>Allergy information available on request? (1.2.3)</b></p> <ul style="list-style-type: none"> <li>• Where food is not required to bear a label, the information must be: <ul style="list-style-type: none"> <li>• Declared on or in connection with the display of the food; or</li> <li>• Declared to the purchaser verbally or in writing upon request of the customer</li> </ul> </li> </ul> <p>Food for catering purposes that are exempt from labelling must provide the information in documentation accompanying the food</p>	0.4

6	TRANSPORTATION AND DISTRIBUTION	
	<p><b>Protection From Contamination</b> (10 (a) of 3.2.2)</p> <p><b>‘All foods are protected from contamination during transportation.’</b></p> <ul style="list-style-type: none"> <li>• Is care taken to ensure packaging does not become damaged e.g. through poor handling, exposure to rain etc?</li> <li>• Is care taken to ensure packaging does not become contaminated e.g. through exposure to chemicals?</li> <li>• Is food transported so as to protect it from cross-contamination i.e. ready to eat foods protected from raw foods?</li> </ul> <p><b>Allergens</b></p> <ul style="list-style-type: none"> <li>• If business distributes food, does the food business only distribute foods that have compliant labelling and/or provided with appropriate documentation to determine allergen status of the food?</li> <li>• Are all foods for distribution adequately contained or packaged against contamination?</li> </ul>	0.6

	<p><b>Temperature Control Of Potentially Hazardous Food</b> (10 (b) and (c) of 3.2.2)</p> <p><b>‘Potentially hazardous foods are transported and distributed under temperature control.’</b></p> <ul style="list-style-type: none"> <li>• Are potentially hazardous foods maintained at or below 5°C or at or above 60°C?</li> <li>• Are potentially hazardous foods intended to be transported frozen, kept frozen?</li> </ul>	0.8
--	---	-----



<b>7</b>	<b>RECALLS / FOOD DISPOSAL</b>	
	<p><b>Food For Disposal (11 of 3.2.2)</b></p> <p><b>‘There is an adequate system in place to ensure that unsafe or unsuitable food is not sold or used.’</b></p> <ul style="list-style-type: none"> <li>• <u>Food Disposal (all food businesses)</u> Is food that has been recalled, returned or is suspected of being unsafe and/or unsuitable, separated and identified from other food so it is not accidentally sold or used?</li> </ul> <p><b>Food Recall Process (12 of 3.2.2)</b></p> <p><b>‘There is an adequate system in place to remove unsafe food from distribution, sale and consumption’</b></p> <ul style="list-style-type: none"> <li>• <u>Food Recall (food businesses that manufacture and distribute, wholesale and import)</u> <ul style="list-style-type: none"> <li>• Does the business have a system that stops further distribution and sale of unsafe product as soon as possible</li> <li>• Inform the public and relevant authorities</li> <li>• Retrieve the unsafe food</li> </ul> </li> </ul>	0.4
<b>8</b>	<b>HEALTH, HYGIENE AND KNOWLEDGE</b>	
	<p><b>Health of Food Handlers – Responsibilities (14 of 3.2.2)</b></p> <p><b>‘Food handlers meet their responsibilities regarding their health.’</b></p> <ul style="list-style-type: none"> <li>• Are food handlers aware that if they have a symptom that indicates they may be suffering from food poisoning (e.g. vomiting and/or diarrhoea), are diagnosed as suffering from food poisoning, or know that they are a carrier of a food poisoning disease, they: <ul style="list-style-type: none"> <li>• must report this to their supervisor?</li> <li>• should not be handling food until at least 48 hours after symptoms have ceased?</li> </ul> </li> </ul>	0.6

	<ul style="list-style-type: none"> <li>• Are food handlers aware that if they continue to engage in other work on the food premises (e.g. administrative duties, general cleaning duties), they must take all practicable measures to prevent food from being contaminated i.e. ensure these duties do not include contact with eating and drinking utensils or food contact surfaces?</li> <li>• Are food handlers aware that if they are suffering from a condition, such as an infected skin lesion (for e.g. skin sore, acne or cut), discharges from the ear, nose or eye (e.g. from colds, flu and other eye infections) or an allergy, they must: <ul style="list-style-type: none"> <li>• report this to their supervisor?</li> <li>• take all practicable measures to prevent food being contaminated as a result of the condition e.g. completely cover infected skin lesions with bandages or dressings, use medication to dry up discharges?</li> </ul> </li> <li>• Are food handlers aware that they must notify the supervisor if they know or suspect that they may have contaminated food while handling food e.g. bandaid has fallen into food, glass has been broken into or near food etc?</li> </ul>	
	<p><b>Hygiene Of Food Handlers – Responsibilities</b> (13 and 15 of 3.2.2)</p> <p><b>‘Food handlers use safe food handling procedures.’</b> (13 of 3.2.2)</p> <ul style="list-style-type: none"> <li>• Do food handlers take all reasonable measures to minimise the likelihood of compromising food safety and suitability by:</li> <li>• ensuring food is processed and cooked properly</li> <li>• checking that food is kept at the correct temperature or out at room temperature for the minimum amount of time</li> <li>• food is protected from contamination</li> <li>• eating and drinking utensils and food contact surfaces are cleaned and sanitised</li> <li>• food contact surfaces are adequately protected from contamination</li> <li>• food handlers report to a supervisor when a problem is observed</li> </ul> <p><b>Clean person</b> (15 of 3.2.2)</p> <ul style="list-style-type: none"> <li>• Are food handlers clean in appearance and wearing clothing appropriate for the handling of food being conducted e.g. wear aprons and suitable footwear?</li> </ul>	0.8

- Do food handlers wear dedicated protective clothing when preparing foods free of specific allergens to prevent cross contamination?
- Do food handlers tie back long hair or wear appropriate hair covering e.g. hats or hair nets?
- Are bandages and dressings covered with a waterproof covering?
- Are waterproof and brightly coloured band-aids used?
- Are fingernails clean and short and false nails and fingernail polish avoided?
- Is the wearing of jewellery avoided or minimised (plain wedding bands may be acceptable depending upon workplace policy)?

#### **Habits**

- Are all practicable measures taken to prevent unnecessary contact with ready-to-eat food e.g. using tongs, gloves, paper barrier?
- Do food handlers ensure they do not eat over unprotected food or food surfaces?
- Do food handlers ensure they do not sneeze, blow or cough over unprotected food or food surfaces?
- Do food handlers ensure they do not spit, smoke or use tobacco or similar substances in food handling areas?
- Do food handlers ensure they do not urinate or defecate except in a toilet?

#### **Hand washing**

- Do food handlers wash their hands:
  - before commencing or recommencing handling food?
  - whenever they are likely to be a source of contamination of food, eg: after handling garbage or performing cleaning duties?
  - before handling ready to eat food and after handling raw food?
  - after using the toilet?
  - after smoking, coughing, sneezing, using a handkerchief/tissue, eating, drinking or using tobacco or similar substances?
  - after touching their hair, scalp or a body opening?
- Do food handlers use the hand washing facilities provided i.e. use only the designated hand washing facilities, warm water, soap and single use towels?

	<p><b>Food Business – Responsibilities (16 and 18 of 3.2.2)</b></p> <p><b>‘Management ensures that food handlers are aware of and meet their health and hygiene responsibilities.’</b></p> <p><b>Health of persons who handle food</b></p> <ul style="list-style-type: none"> <li>• Does management ensure that food handlers do not engage in handling food if they are known to be suffering from food poisoning, is a carrier of a food poisoning disease or showing symptoms that may indicate they may be suffering from food poisoning (e.g. vomiting and/or diarrhoea)?</li> <li>• Does management only permit a food handler diagnosed as suffering from food poisoning, or as a carrier of a food poisoning disease, to resume handling food only after receiving advice from a medical practitioner that the person is no longer suffering from, or is a carrier of, a food poisoning disease?</li> <li>• Does management ensure that food handlers suffering from a condition such as infected skin sores or discharges from the ear nose or eye (e.g. from colds, flu and other eye infections) take all practicable measures to prevent food being contaminated as a result of the condition? Measures include completely covering infected skin lesions with bandages or dressings and using medication to dry up discharges.</li> </ul> <p><b>Hygiene of all persons</b></p> <ul style="list-style-type: none"> <li>• Does management take measures to ensure that all people on the food premises (including food handlers, trades people, visitors etc.) do not contaminate food? Measures include ensuring people do not sneeze, blow cough or eat over food, providing protective clothing and hair covering, ensuring people wash their hands before entering food-processing areas.</li> <li>• Does management take measures to ensure people do not spit, smoke or use tobacco in food handling areas? Measures include placing signs alerting that smoking is not permitted.</li> </ul>	0.6
--	--	-----

	<b>Adequate Hand Washing Facilities (17 of 3.2.2)</b>  <b>‘Hand washing facilities are adequate.’</b> <ul style="list-style-type: none"> <li>• Are hand–washing facilities specifically designated as being for hand–washing purposes only?</li> <li>• Are hand–washing facilities easily accessible at all times?</li> <li>• Are hand–washing facilities supplied with warm running water, soap and single use towels?</li> </ul>	0.8
	<ul style="list-style-type: none"> <li>• Is a container supplied near the hand washing facility for used towels?</li> <li>• Are hand–washing facilities adequate in size?</li> </ul>	
	<b>Food Handling – Skills and Knowledge (3 of 3.2.2)</b>  <b>‘Food handlers and their supervisors have appropriate skills and knowledge in food safety and food hygiene commensurate with their work activities.’</b> <ul style="list-style-type: none"> <li>• Do food handlers and their supervisors understand the principles of food safety and hygiene e.g. know the correct storage temperatures for potentially hazardous food, know that raw foods (e.g. chicken) can cross–contaminate ready–to–eat foods, able to disclose accurate allergen information etc?</li> <li>• Do food handlers and their supervisors have the ability to perform those tasks necessary to ensure the safety of the food e.g. able to determine if equipment is set at the right temperature, able to examine food to ensure it is cooked thoroughly etc?</li> <li>• Is there evidence of ongoing education of food handlers and their supervisors in food safety and hygiene e.g. in–house training, distribution of relevant documents, attendance at food safety courses, watching of relevant videos etc?</li> </ul>	0.6

9	PREMISES AND HYGIENE	
	<p><b>Cleanliness Of Premises, Fittings And Equipment (19 of 3.2.2)</b></p> <p><b>‘The premises is maintained to an acceptable standard of cleanliness.’</b></p> <ul style="list-style-type: none"> <li>• Is the premises maintained so there is no accumulation of garbage, recycled matter, food waste, dirt, grease or other visible matter?</li> <li>• Are all fixtures, fittings and equipment maintained so there is no accumulation of food waste, dirt, grease or other visible matter?</li> <li>• Is there adequate space between and under fittings and appliances for cleaning?</li> <li>• Are appliances on castors where possible to assist in cleaning?</li> <li>• Are appropriate cleaning chemicals used for different surfaces?</li> <li>• Are chemicals clearly labelled and used in accordance with the manufacturer’s instructions?</li> <li>• Is cleaning equipment in good repair?</li> </ul>	0.8
	<p><b>Cleaning and Sanitising of Food Contact Items</b></p> <p><b>‘All food contact surfaces and equipment are effectively cleaned and sanitised.’</b></p> <ul style="list-style-type: none"> <li>• Are eating and drinking utensils cleaned and <u>sanitised</u> immediately before each use?</li> <li>• Are food contact surfaces of equipment cleaned and <u>sanitised</u> between uses e.g. chopping boards, slicers, and display units?</li> <li>• Are sanitiser products adequately used?</li> </ul> <p><b>Allergens</b></p> <ul style="list-style-type: none"> <li>• Is the business cleaning and sanitising equipment (including thermometers), utensils and surfaces prior to preparing or handling any foods free from specific allergens to prevent re-contamination with specific allergens?</li> </ul>	1.0

	<p><b>Suitability And Maintenance Of Premises, Fittings And Equipment (21 of 3.2.2 and 3, 10, 11 and 12 of 3.2.3)</b></p> <p><b>‘The premises is designed and constructed in a way that is appropriate for the activities conducted.’</b></p> <ul style="list-style-type: none"> <li>• Are floors, walls and ceiling constructed of materials which are unable to absorb grease, food particles or water and which can be easily and effectively cleaned?</li> <li>• Are fixtures, fittings and equipment made of materials that enable easy and effective cleaning and that will not contaminate food?</li> <li>• Are fixtures, fittings and equipment easily accessible so they can be effectively cleaned and if necessary sanitised?</li> <li>• Are there adequate facilities such as refrigerators, food preparation equipment, sinks, benches etc to cope with demand?</li> <li>• Does the flow of product ensure that cross contamination is minimised (delivery – storage – preparation etc.)?</li> </ul> <p><b>‘Fixtures, fittings and equipment are maintained in a good state of repair and working order.’</b></p> <ul style="list-style-type: none"> <li>• Are floors, walls and ceilings in maintained in good condition e.g. no flaking paint, broken glass, holes in walls, cracked tiling etc?</li> <li>• Are fixtures and fittings (e.g. benches, sinks, cupboards, pipes) in good condition?</li> <li>• Are chipped, broken or cracked eating or drinking utensils discarded so they cannot be used for handling food?</li> </ul>	0.8
--	--	-----

	<p><b>Temperature Measuring Device (22 of 3.2.2)</b></p> <p><b>‘Have a temperature measuring device that is readily accessible and accurate to <math>\pm 1^{\circ}\text{C}</math>.’</b></p> <ul style="list-style-type: none"> <li>• Is a thermometer readily available?</li> <li>• Is the thermometer a digital probe thermometer?</li> <li>• Can the thermometer accurately measure to <math>\pm 1^{\circ}\text{C}</math>?</li> <li>• Is the thermometer a probe thermometer?</li> <li>• Can the business demonstrate the correct use of the thermometer?</li> <li>• Is the thermometer maintained in a good state of repair and working order e.g. flat batteries replaced, calibrated regularly etc?</li> <li>• Sushi products – pH measuring device available – can pH meter be calibrated?</li> </ul>	0.4
	<p><b>Use Of ‘Single Use’ Items (23 of 3.2.2)</b></p> <p><b>‘Single use items are used and disposed of safely.’</b></p> <ul style="list-style-type: none"> <li>• Are utensils (including eating and drinking utensils) equipment and packaging effectively protected from contamination e.g. dirt, chemicals, food waste, insects and rodents?</li> <li>• Are single use items immediately discarded so that they cannot be reused?</li> </ul>	0.4
	<p><b>Control Of Animals And Pests (24 of 3.2.2)</b></p> <p><b>‘Effective procedures are in place to keep the premises free of animals and pests.’</b></p> <ul style="list-style-type: none"> <li>• Are doors, windows and other areas adequately sealed against entry of pests?</li> <li>• Are adequate measures taken to eradicate and prevent the harbourage of pests on the food premises e.g. professional pest controller or using sprays, baits or traps?</li> <li>• Are animals restricted from food preparation and storage areas?</li> </ul>	0.8



	<b>Water Supply Adequate and Potable (4 of 3.2.3)</b>  <b>‘There is an adequate supply of water’</b> <ul style="list-style-type: none"> <li>• Does the food premises have an adequate supply of potable water i.e. acceptable for drinking?</li> <li>• Is water pressure and/or volume adequate to carry out food operations and cleaning and sanitising?</li> </ul>	0.6
--	--	-----

	<ul style="list-style-type: none"> <li>• Can the food business demonstrate that the use of non-potable water will not adversely affect the safety of the food handled, where used for a specific purpose?</li> <li>• Is there adequate hot running water?</li> </ul>	
	<p><b>Disposal Of Sewerage and Liquid Waste (5 of 3.2.3)</b></p> <p><b>‘Sewerage and wastewater is properly disposed of.’</b></p> <ul style="list-style-type: none"> <li>• Does the food premises have a sewerage and wastewater disposal system that effectively disposes of all sewerage and wastewater? eg: does not jeopardise food safety through leaks, blockages, overflow etc?</li> <li>• Is dirty cleaning water properly disposed of into a sewer outlet e.g. outside gully trap, not to stormwater system or food/utensil sink?</li> <li>• Is the grease arrestor frequently cleaned out?</li> <li>• Is waste cooking oil collected by a contractor or otherwise disposed of appropriately?</li> </ul>	0.4
	<p><b>Storage Of Refuse and Recyclable Matter (6 of 3.2.3)</b></p> <p><b>‘Garbage and recyclable matter is properly and safely stored.’</b></p> <ul style="list-style-type: none"> <li>• Are the facilities for the storage of garbage and recyclable matter adequate for the volume produced?</li> <li>• Are the facilities designed and constructed so they can be easily cleaned?</li> <li>• Are the bins designed to keep pests and animals away from the refuse?</li> <li>• Is the refuse removed at sufficiently frequent intervals?</li> <li>• Is refuse stored in sealed containers within the bin?</li> <li>• Is refuse bin located in a suitable location (e.g. proximity to stormwater drains)?</li> <li>• Is rear yard maintained in a clean and tidy state?</li> </ul>	0.2
	<p><b>Adequate Ventilation And Lighting (7 of 3.2.3)</b></p> <p><b>‘The premises has adequate ventilation.’</b></p> <ul style="list-style-type: none"> <li>• Does the food premises have sufficient natural or mechanical ventilation to effectively remove fumes, smoke, steam and vapours from the food premises?</li> <li>• Are exhaust canopies provided over hot equipment and installed in accordance with Australian Standard 1668 Part 2?</li> </ul>	0.4

	<p><b>‘The premises has adequate light.’</b></p> <ul style="list-style-type: none"> <li>• Is sufficient natural or artificial light provided for the activities conducted on the food premises e.g. able to see whether areas and equipment are clean, inspect food etc?</li> <li>• Does artificial lighting comply with the requirements of Australian Standard 1680?</li> <li>• Are shatterproof fluorescent tubes or covers installed to ensure that lighting is not a potential source of contamination i.e. broken glass does not contaminate food?</li> </ul>	
	<p><b>Storage Of Personal Effects/Chemicals (15 of 3.2.3)</b></p> <p><b>‘There is adequate and safe storage for chemicals, clothing and personal belongings that may contaminate food.’</b></p> <ul style="list-style-type: none"> <li>• Are cleaning equipment, chemicals and other hazardous materials properly stored in an area separate (e.g. room or cupboard) to food preparation and storage?</li> <li>• Is a designated storage area provided for storing clothing and personal items, which is separate from food preparation and storage areas?</li> <li>• Is adequate storage provided for dirty linen e.g. tea towels, aprons etc?</li> </ul>	0.2
	<p><b>Adequate Toilet Facilities (16 of 3.2.3)</b></p> <p><b>‘There are adequate toilet facilities for food handlers.’</b></p> <ul style="list-style-type: none"> <li>• Are there adequate toilets available for the use of food handlers?</li> <li>• Are toilets opening into food preparation areas constructed in accordance with Part F4 of the Building Code of Australia?</li> <li>• Are the hand-washing facilities supplied with warm running water, soap and single use towels?</li> </ul>	0.2
<b>10</b>	<b>FSP / FSS Compliance</b>	
	<p><b>FSP Record Compliance</b></p> <p>Where a Food Safety Program is required, the business has completed and maintained all records.</p>	1.0

## Attachment 2 - Suppliers and Service Providers

This guide provides a list of food safety suppliers for businesses in the hospitality service.

This information is not intended to provide a complete list of all organisations or individuals who undertake such work, nor is Council recommending any organisation or individual in this document. The lists are simply a guide. You should seek independent confirmation of the work provided by such organisations or individuals.

Whitehorse City Council does not accept any liability for any statements or any opinions, or for any errors or omissions contained in this list or in the work provided by such organisations/individuals.

Company	Address	Contact	Service Provided
Superior Cleaning Supplies	1/535 Whitehorse Rd Mitcham VIC 3132	Phone: 9894 0657 Website: <a href="http://www.superiorcleaningsupplies.com.au">www.superiorcleaningsupplies.com.au</a> Email: <a href="mailto:superiorcleaningsupplies@gmail.com">superiorcleaningsupplies@gmail.com</a>	Commercial Industrial Domestic
Lotus Packaging	26-28 King St Blackburn VIC	Phone: 9877 7822 Website: <a href="http://www.lotuspackaging.com.au">www.lotuspackaging.com.au</a> Email: <a href="mailto:sales@lotuspackaging.net">sales@lotuspackaging.net</a>	Cleaning chemicals accessories Packaging
Re-Dip	3/10 Clarice Road, Box Hill VIC 3128	Mobile: 0419 770 012 Email: <a href="mailto:p.forster@optusnet.com.au">p.forster@optusnet.com.au</a>	Dip / Coat Refrigeration Shelving
Middendorp Electric Co.	167 Whitehorse Rd Blackburn VIC 3130	Phone: 9878 5566 Website: <a href="http://www.middys.com.au">www.middys.com.au</a> Email: <a href="mailto:blackburn.vic@middys.com.au">blackburn.vic@middys.com.au</a>	Fluorescent Light Diffusers
NAV Labs Pty Ltd	4/100-14 Pipe Rd Laverton North VIC 3026	Phone: 9369 3313 Website: <a href="http://www.navlabs.com.au">www.navlabs.com.au</a> Email: <a href="mailto:harjinder@navlabs.com.au">harjinder@navlabs.com.au</a>	Shelf life determination Microbiological and chemical analysis Validation Nutritional information
BVAQ	Unit 3 and 8/63-71 Boundary Rd North Melbourne VIC 3051	Phone: 8371 7600 Website: <a href="https://www.bvaq.com/">https://www.bvaq.com/</a> Email: <a href="mailto:customerservice@bvaq.com">customerservice@bvaq.com</a>	Shelf life determination Microbiological and chemical analysis Validation Nutritional information
Whitehorse Recycling & Waste Centre	Corner of Burwood Highway & Morack Road, Vermont South VIC 3133	Phone: 9262 6236 Website: <a href="http://www.whitehorse.vic.gov.au/waste-environment/rubbish-recycling">www.whitehorse.vic.gov.au/waste-environment/rubbish-recycling</a>	Paper / Cardboard Cooking Oil (Domestic Only) Glass Bottles / Jars / Cans / Pots / Pan Other Metals (Copper, Brass, Stainless Steel)

### **Attachment 3 – Resource List**

Whitehorse Council's website - 5 Star Food Safe Program



Do food safely –Free online training for food handlers



FSANZ labelling guide



Department of Health - FoodSmart Food Safety Program



Foodtrader – mobile and temporary food premises



## Attachment 4 – Consent to Disclose

Dear Proprietor

### Consent to Disclose – Food Safety Assessment 2026


As part of Council's 5 Star Food Safe Program to reward and recognise high standards of food safety achieved by food premises, Council intends to publish star ratings of food premises via social media, which may also include promotion through other Council departments.

In order for Council to disclose details of your premises star rating in any such promotion, Section 54 of the *Food Act 1984* requires Council to obtain your written consent.

If you have not provided consent, or are not sure if you have provided consent in the past, and you would like your business to be promoted, please complete the consent form on the next page and return to this office either by

- email to [health@whitehorse.vic.gov.au](mailto:health@whitehorse.vic.gov.au) or alternatively by
- post to Whitehorse City Council Locked Bag 2 Nunawading VIC 3131

Yours sincerely



**LOUIS PAPAGEORGIU**  
**Coordinator Environmental Health**  
**Health and Family Services**

## Consent for Publication of Business Details

Council promotes and recognises Class 1 and 2 food premises that achieve excellence in food safety. Businesses that achieve a 5 Star grading are acknowledged for their achievement through publications and promotional activities.

In order for Council to disclose details of your premises, Section 54 of the Food Act 1984 requires Council to obtain your written consent. If you wish your business details to be included in promotional publications please sign the declaration below.

Failure to provide consent will result in your business details being omitted from future publications.

Trading name of premises: \_\_\_\_\_

Address of premises: \_\_\_\_\_

I, \_\_\_\_\_ (Name of proprietor) hereby

☐ Give consent

☐ Do not give consent

to the Whitehorse City Council to publish information relating to my business, resulting from my 5 Star rating achieved under the Whitehorse FoodSafe Assessment System.

If during a subsequent inspection a critical non-compliance is identified, or I am not complying with my food safety program or other 5 star criteria, I acknowledge my details may not be published and my performance (star) rating may change.

Name:		Signature:	
Position:		Date:	

*The personal information requested above is for the purpose of administering the Food Act 1984 and will be used solely by Council for that primary purpose or directly related purposes. The intended recipients of the information are Council officers. Council may disclose the information to law enforcement agencies, courts and other organisations authorised to collect it. Individuals have a right to seek access to their personal information and make corrections by contacting Council's Environmental Health Unit on 9262 6197. You may view Council's Privacy Policy on our website [www.whitehorse.vic.gov.au](http://www.whitehorse.vic.gov.au) or obtain a copy from any of the Council offices.*






## ACKNOWLEDGEMENT OF COUNTRY

---

Whitehorse City Council acknowledges the Wurundjeri Woi-wurrung people of the Kulin Nation as the traditional owners of the land. We pay our respects to their Elders past, present and emerging.

## CONTACTING COUNCIL

---

- Postal Address:** Whitehorse City Council  
Locked Bag 2  
Nunawading 3131
- ABN:** 39 549 568 822
- Telephone:** 9262 6333 (including language support)
- NRS:** 133 677 then quote 9262 6333  
(Service for deaf or hearing impaired people)
- Service Centre:** Whitehorse Civic Centre  
379-399 Whitehorse Road,  
Nunawading 3131
- Website:** [www.whitehorse.vic.gov.au/contact-us](http://www.whitehorse.vic.gov.au/contact-us)
- Email:** [customer.service@whitehorse.vic.gov.au](mailto:customer.service@whitehorse.vic.gov.au)
- Social Media:** Connect with Whitehorse City Council
-   
- Subscribe:** [www.whitehorse.vic.gov.au/subscribe](http://www.whitehorse.vic.gov.au/subscribe)  
(Stay up to date with Council news on topics you are interested in)

