

# Eat Safe

LOGAN



## FOOD SAFETY RATING GUIDE



**LOGAN CITY COUNCIL**

**CITY OF OPPORTUNITIES**  
FOR FAMILIES, LIFESTYLE AND BUSINESS

**Eat Safe Logan** encourages a healthy Logan City as part of Council's shared vision for the future  
- Logan 2026 City Directions





## **EAT SAFE LOGAN FOOD SAFETY RATING SCHEME - MEASURING FOOD SAFETY STANDARDS**

Logan City Council, in partnership with key industry representatives, has a regulatory food safety inspection scheme called Eat Safe Logan.

All licensed food businesses within Logan will be issued with a food safety star 'rating' based on an assessment conducted by Council under the *Food Act 2006*, Food Safety Standards and good management practices. The display of Eat Safe Logan star ratings is voluntary for food businesses.

Eat Safe Logan does not introduce any new regulatory or financial burdens on operators who comply with current food safety standards.

### **YOUR ROLE**

As a food business operator you have a responsibility and duty of care to ensure that any food for sale at your business is safe and suitable for human consumption. This is a legal requirement of the *Food Act 2006*.

### **OUR ROLE**

Logan City Council has a responsibility to monitor and regulate all food businesses to ensure that you meet your legislative responsibilities under the *Food Act 2006* and the Food Safety Standards.

The aim of Eat Safe Logan is to work together and provide both assistance and incentive for food businesses to achieve and maintain the highest standards in food safety. Eat Safe Logan ensures our food industry continues to be among the world's best in safety standards.





## GOOD NEWS FOR LOGAN'S FOOD INDUSTRY

Eat Safe Logan provides benefits to businesses, consumers and Council by:

- recognising and rewarding high-performing businesses
- providing consumers with confidence in Logan's food industry
- providing a potential for annual fee savings through licence fee incentive discounts
- allowing businesses that show very good food safety practices to require less inspections by Council
- providing free marketing opportunities for your business and give Logan's food industry a competitive edge
- allowing Council to focus resources on poor performers.

SINCE THE BEGINNING OF A FOOD SAFETY RATING SCHEME IN SINGAPORE IN 2004, THERE HAS BEEN A 75% REDUCTION IN FOOD POISONING CASES REPORTED.



## ARE THERE COSTS INVOLVED?

Eat Safe Logan is designed to reward good operators and means no additional financial or regulatory burden for businesses that are compliant with the requirements of the *Food Act 2006*.



## WHAT IS COUNCIL'S EAT SAFE LOGAN SCHEME?

Eat Safe Logan is built on the most efficient and effective way of achieving food safety compliance and consists of multiple factors critical to producing safe food for consumers.

The assessment of a food business takes into account all the food handling processes within the operation. Council will undertake a food safety inspection of your business to ensure that you comply with the requirements of the *Food Act 2006* and Food Safety Standards to determine if you can effectively manage food safety risks.

It is reasonable to expect that a food business can manage all food safety risks within the normal business function. Food business operators are expected to be able to demonstrate the management of food safety risks to the Council Officer at any time.

On the day of your food safety rating inspection, Council will assess food safety practices conducted within your business. When the inspection is complete, a food safety star rating will be provided.

To ensure minimum food safety standards, Eat Safe Logan food safety inspections are mandatory. Only the display of star ratings, if a business is rated three stars and above, is voluntary.



## THE FOOD SAFETY INSPECTION PROCESS

Council will inspect and assess all food safety risks associated with a food business. The results of this assessment will be formally documented on a Food Safety Inspection Proforma and retained for official records. Evidence of food safety performance is collected through:

- visual inspections
- discussions with staff
- examination of documentation
- observation of business activities.

Any necessary requirements or recommendations for improvements in food safety practices will be documented and provided to the business in an inspection report following the inspection. For more information to help you prepare for the inspection process and to access management document templates please visit [www.logan.qld.gov.au/eatsafelogan](http://www.logan.qld.gov.au/eatsafelogan)

FOOD SAFETY RISKS CAN BE MANAGED AND CONTROLLED WITH GOOD FOOD HYGIENE PRACTICES AND DOCUMENTED PROCEDURES.





## RESULTS OF THE FOOD SAFETY INSPECTION

Council will discuss any findings of the food safety inspection with the licensee, food safety supervisor, a supervisor (or a nominated senior person representing the business) to clarify any findings and provide further information if necessary.

Council will also ensure that the nominated food business representative acknowledges identified food safety risks or non-compliances. From that point, the food business licensee will need to complete any corrective actions and resolve any risks to food safety. The amount of time allowed to correct risks to food safety will depend on the severity, scale or immediate risk.

Businesses that do not complete these tasks in a timely manner may face further enforcement action.

Don't forget that Council is here to help – the Environmental Health Officer can provide expert advice in relation to any corrective actions required.

Eat Safe Logan boosts customer confidence and provides a competitive edge for businesses. In addition, high performing food businesses will receive incentive-based benefits such as lower fees and less inspections by Council.

IF YOU HAVE ACHIEVED A RATING OF 3 STARS OR MORE, YOU CAN OPT-IN TO HAVING YOUR RESULTS PUBLICLY DISPLAYED ON YOUR PREMISES AND ON A COUNCIL NOMINATED WEBSITE.



## HOW THE EAT SAFE LOGAN RATING WORKS

Food safety ratings or stars are determined from the findings of the food inspection. The Food Safety Inspection Proforma is used by the Environmental Health Officer to record the food business' practices and procedures in handling and preparing food. Any non-compliance issues established are documented and the final results calculated to give the food business a star rating.



The Food Safety Inspection Proforma has two sections.

Section A – Compliance Details contains the food safety requirements outlined in the *Food Act 2006* and the Food Safety Standards. It is the food business' legal responsibility to comply with these. Any infringements of these provisions are noted and subsequently tallied to give an overall representation of the compliance against the *Food Act 2006*.

The three non-compliance selections within Section A represent the various levels of risk.

Minor non-compliant means there is a small, low risk breach that can be easily rectified during the normal course of the business. These issues are less likely to present a hazard to consumers.

Examples include:

- slightly defective fixtures, fittings or equipment
- cracked tiles
- very minor cleaning issues.

Businesses can still achieve very good star ratings if a small number of minor non-compliant breaches are found.

Major non-compliant is more serious. It suggests a breach of the standard and exposes a high risk to food safety. The food business may not be able to quickly or easily rectify these issues during normal processes.

Examples include:

- very unclean premises
- no hand washing facilities
- poor personal hygiene.

If any major non-compliances are found, enforcement action may be taken in the form of food improvement notices, on-the-spot fines, suspension of licence or prosecution.



Critical non-compliances are associated with matters that pose the highest risk to producing safe food. These areas are determined to be fundamental in providing safe food to consumers. If a food business fails to comply with any of the critical requirements, serious enforcement action may be taken in the form of food improvement notices, on-the-spot fines, immediate suspension of licence or prosecution.

Examples include:

- incorrect temperature control
- contamination of food
- pest and vermin harbourage.

Section B – Good Management Practices contains a list of management documents that identify and control food safety hazards in the handling of food in a food business. These documents are seen as effective tools in managing food safety risks associated with any food operation.

If a business can provide examples of these documents which have been continually maintained, Council will maintain confidence that the food business can operate at a higher level of compliance and reward the business through higher overall ratings.

The points associated with each management document kept are totalled to give the Section B rating. These documents must be maintained on a frequent basis and kept on site at all times.

Scores from both Section A and Section B are added together to calculate the overall star rating. Free marketing material from Council will be provided to businesses who achieve 3 stars or more and decide to opt-in to publicly display their rating.

If you would like copies of good management practices record templates, please visit the Eat Safe Logan website or contact Council on 3412 4609 to have these posted to you.





## WHAT DO THE STAR RATINGS MEAN?

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### **EXCELLENT PERFORMER**

Fully compliant with the *Food Act 2006* and overall very high standard of food safety management practices.

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### **VERY GOOD PERFORMER**

High standard of compliance with the *Food Act 2006* and overall very good standard of food safety management practices.

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### **GOOD PERFORMER**

Good level of compliance with the *Food Act 2006* and overall acceptable standard of food safety management practices.

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### **POOR PERFORMER**

Low level of compliance with the *Food Act 2006* with more effort required.

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NO STAR

### **NON-COMPLIANT PERFORMER**

A general failure to comply with the *Food Act 2006* with major effort required to rectify issues.

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## 5 STAR RATING - HOW CAN I REACH THIS?

To achieve a 5-star food safety rating, a food business must achieve excellence in all the following criteria when assessed by Council.

- The food business has notified Council that the food safety supervisor has met the required food safety training/food safety competency standard requirements.
- There are no justified complaints within the previous and current licence periods.
- There are no critical, major or minor food safety risks identified in Section A during the food safety audit.
- The food business has achieved 14 points or greater in 'Good Management Practices' – Section B.
- The previous food safety inspection has no outstanding requirements.

## KEEPING YOUR STAR RATING

Businesses that achieve a three star rating or above must maintain this standard or higher to receive free marketing display material for star ratings from Council. If, at a later inspection, acceptable food safety standards are not maintained by the business, Council may withdraw the food safety star rating.

## HOW OFTEN WILL BUSINESSES BE INSPECTED?

A scheduled inspection will be conducted on a food business at a frequency aligned with the star rating. Very good and excellent performers will be subject to fewer inspections. Businesses performing poorly will be inspected more frequently. Council may also conduct inspections on a more frequent basis if complaints are received or if deemed necessary.

## LET YOUR STARS SHINE - 3 STARS AND ABOVE

Food businesses that have achieved an overall rating of three stars or above can opt-in to having their results displayed publicly on their premises and published on a website that the public can access: <http://www.logan.qld.gov.au/laws-and-permits/business-licensing/eat-safe-logan/search>



## WHAT IF A BUSINESS DISAGREES WITH A STAR RATING?

A business can make a formal application for an inspection review ("Administration Review") where a business' star rating can be reviewed. A fee will apply for an administrative review. A senior Council officer will then review the inspection results and determine if the star rating should be revised.

An application for an administrative review must be made within five days from the date of the audit. Supporting documentation will be required to justify the review request. Conditions apply.

The administrative review form is located on the Eat Safe Logan website [www.logan.qld.gov.au/laws-and-permits/business-licensing/eat-safe-logan/tools-and-resources-to-assist-food-businesses](http://www.logan.qld.gov.au/laws-and-permits/business-licensing/eat-safe-logan/tools-and-resources-to-assist-food-businesses)

## CAN I IMPROVE MY STAR RATING?

Businesses who have made improvements to their food safety management practices since their initial inspection and want to improve their star rating can request a reassessment for a fee.

### MAJOR RE-GRADE

A major re-grade can be used when a licensee has made improvements at their food business and they would like to have a full inspection of their premises prior to their next routine food safety inspection.

For businesses who rated two stars or below a waiting period of 90 days will apply. Any food business with a three star rating or above must wait six months. Conditions and fees apply.

### MINOR RE-GRADE

A minor re-grade assessment occurs after a maximum of 3 easily rectified minor non-compliances and/or administrative requirements and/or good management practices have been rectified and the food business does not want to wait for the next routine inspection for their star rating to be assessed. The application for a minor re-grade must be submitted to Council within 10 business days of the date Council conducted the inspection.

**For review applications and additional terms and conditions of the review process, please visit [www.logan.qld.gov.au](http://www.logan.qld.gov.au)**



## RESOURCES/REFERENCES

### LOGAN CITY COUNCIL

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[www.logan.qld.gov.au/eatsafelogan](http://www.logan.qld.gov.au/eatsafelogan)

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[foodsafety@logan.qld.gov.au](mailto:foodsafety@logan.qld.gov.au)

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Phone 3412 3412

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#### National Standards

- FSANZ Food Safety Standards
  - 3.1.1 Interpretation and Application
  - 3.2.2 Food Safety Practices and General Requirements
  - 3.2.3 Food Premises and Equipment
- Australian Standard 4674–2004, Design, construction and fit-out of food premises.
- Australian Standard 1668.2–2002, The use of mechanical ventilation and air-conditioning in buildings, Part 2: Mechanical ventilation for acceptable indoor air-quality.

#### Queensland Health Guides/Fact Sheets

- Food Safety Supervisor Fact Sheet
- Food Safety Programs
- Food Safety Program Guidelines

#### Food Industry Associations

- Restaurant & Catering Queensland
- Baking Industry Association Queensland
- Queensland Hotels Association
- Clubs Queensland
- Child Care Queensland

#### Food Act 2006 – Queensland Legislation

- [www.legislation.qld.gov.au](http://www.legislation.qld.gov.au)

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