



# Food safety reaches new star quality

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Eat Safe

GOLD COAST



**A new way to measure and  
promote food safety standards  
on the Gold Coast**

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CITY OF  
**GOLDCOAST.**

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**Under a new City of Gold Coast (City) scheme – Eat Safe Gold Coast – all licensed food businesses will now be provided with a ‘star rating’ based on an assessment of their food management practices.**

The City’s Environmental Health Officers will conduct an assessment against the *Food Act 2006* and *Food Safety Standards* and good management practices and issue you with a ‘star rating’, which you can use to market your business to customers and boost confidence in the safety and quality of your food.

The new scheme will ensure Gold Coast’s food industry continues to be among the world’s best in safety standards as well as introduce incentives for operators to continue to improve their food safety management practices.

Food safety rating schemes have been effective in reducing food related illnesses in cities across the world such as New York, Los Angeles, Auckland, Toronto and London and closer to home Logan City Council and Brisbane City Councils have implemented the Eat Safe program.



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## Good news for the Gold Coast food industry

### Eat Safe Gold Coast benefits

- Recognise and reward high performing businesses.
- Provide customers with confidence in Gold Coast's food industry.
- Provide free marketing opportunities for your business and give Gold Coast's food industry a competitive edge.
- Allow the City to focus resources on poor performers.

### Rewarding good practice – how Eat Safe Gold Coast will work

**Eat Safe Gold Coast** star ratings are determined from the findings of the City's existing food safety assessment. Any non-compliance issues identified are documented and the final results are calculated to give your business a star rating.

Food businesses are already assessed by the City's Environmental Health Officers to monitor food safety and structural standards under the *Food Act 2006* and the *Food Safety Standards*.

Your star rating will give you an indication of just how well you've done in areas like maintaining and recording temperatures, cleanliness and safe food handling. You will also be able to voluntarily display your results\* to your customers, boosting confidence in the safety of your food.



This new way of measuring food safety standards will give Gold Coast's entire food industry a boost. It has been developed in response to resident requests for more information on food safety standards.

For further information and advice about food safety practices please visit [cityofgoldcoast.com.au/eatsafe](http://cityofgoldcoast.com.au/eatsafe).



## The Eat Safe Gold Coast star ratings

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### Excellent performer

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

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### Very good performer

High standard of compliance with the *Food Safety Standards* and overall good standard of food safety management practices.

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### Good performer

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

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### Poor performer

Low level of compliance with the *Food Safety Standards* with more effort required.

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**0 STARS**

### Non-compliant performer

A general failure to comply with the *Food Safety Standards* with major effort required to rectify issues.

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## **When will Eat Safe Gold Coast start?**

The City will commence food safety rating assessments in November 2016. Star ratings can be voluntarily displayed\* on your premises in addition to a website from November 2017.

## **What if a business disagrees with a star rating?**

A business can make a formal application for an assessment review where a star rating can be reviewed. A senior City officer will then review the assessment results and determine if the star rating should be revised. An application for an assessment review must be made within five working days from the date the licensee becomes aware of the assessment result. Supporting documentation will be required to justify the review request. Conditions apply.

## **How can a business improve their star rating?**

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

**\* Food businesses rated three stars and above can opt-in to having their rating publicly displayed from November 2017.**



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Eat Safe Gold Coast was developed in partnership with and is supported by:



Restaurant  
& Catering



National Baking  
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## For information

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