FOOD SAFETY CULTURE
MORE THAN A CHECKLIST

EHA state conference – Port Macquarie
7 September 2016

Ben Lees
Manager, Local Government Unit
OUTLINE

• What is “culture”?
• What's the problem?
• What can EHOs do to make a difference?
WHAT IS FOOD SAFETY CULTURE

Knowledgeable
Engaged
Actions speak louder than words
WHAT IS THE PROBLEM?

Lack of:

- knowledge about food safety laws and risks
- engagement and understanding
- consistent outcomes and consequences
A BUSINESS HORROR STORY
SO WHAT?

Baby Ava was born after mum Ashley Buchanan underwent an emergency C-section at 35 weeks after falling ill from a dodgy chicken roll at Sylvania’s Box Village Bakery.

Box Village Bakery: Owner apologises after salmonella outbreak, offers free food
WORST. COUNCIL.

EVER.
WHAT CAN YOU DO?

Say what you want
Inspect what you expect
Be consistent and reliable
City of Canada Bay launches Scores on Doors

25 September 2015 | Business

The City of Canada Bay has joined the statewide Scores on Doors program, which aims to improve food safety standards and has already awarded its first five stars, says Mayor Angelo Tsirekas.

“Residents and diners can now see how well local food businesses are complying with food hygiene and safety requirements with a star rating awarded to those achieving high compliance,” Mayor Tsirekas said.

The program, which has been rolled out to over 40 councils across the state, has been developed to promote local businesses achieving high levels of food safety and educate consumers on food hygiene standards within their local area.

“We are excited to announce that the first five star certificate has been awarded to Crust Gourmet Pizza Bar - Drummoyne. This is the highest level of compliance with hygiene and food safety standards,” Mayor Tsirekas said.

George Papadopoulos from Crust Gourmet Pizza Bar said he was proud to have received a five star award rating, and to be the first business in the City of Canada Bay to receive one.

“We pride ourselves on thoroughly following Food Safety Standards and providing a high quality product to our valued customers,” he said.

Since the program began Council has also issued four star certificates to 25 local businesses and three star certificates to 10 local businesses.

“We are lucky to enjoy a fantastic range of quality restaurants in our area so keep a look out for those purple and green certificates and support local businesses taking part in the program,” Mayor Tsirekas said.
A WIN-WIN SCENARIO
GETTING A RESULT

• Regular contact
• Being clear in your expected outcome
• Follow up and be consistent
SUMMARY

• What is “culture”?
• What's the problem?
• What can EHOs do to make a difference?
THANK YOU

Food Safety Culture
7 September 2016

Ben Lees, Manager LGU
Ben.lees@foodauthority.nsw.gov.au
foodauthority.nsw.gov.au  nswfoodauthority  nswfoodauth

QUESTIONS?