

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Dear [REDACTED]

### **DECISION ON YOUR ACCESS APPLICATION**

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by ACT Health Directorate (ACTHD) on **Wednesday 30 November 2022**.

This application requested access to:

*A copy of all documents, notes and actions taken by ACT Health in order to stop Dream Cuisine from operating illegally from 3/96 Gladstone Street Fyshwick ACT 2609 Section 33 Block 17.*

I am an Information Officer appointed by the Director-General of ACT Health Directorate (ACTHD) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. ACTHD was required to provide a decision on your access application by **Monday 23 January 2023**.

I have identified 20 documents holding the information within scope of your access application. These are outlined in the schedule of documents included at [Attachment A](#) to this decision letter.

#### **Decisions**

I have decided to grant partial access to 20 documents.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as [Attachment B](#) to this letter.

In reaching my access decision, I have taken the following into account:

- The FOI Act;
- The contents of the documents that fall within the scope of your request;
- The views of relevant third parties; and
- The *Human Rights Act 2004*.

#### **Partial Access**

I have decided to partially grant access to 20 documents.

#### **Public Interest Factors Favouring Disclosure**

The following factors were considered relevant in favour of the disclosure of the documents:

- Schedule 2, 2.1(a)(i) promote open discussion of public affairs and enhance the government's accountability;
- Schedule 2.1(a)(xi) reveal environmental or health risks or measures relating to public health and safety.

### Public Interest Factors Favouring Non-Disclosure

The following factors were considered relevant in favour of the non-disclosure of the documents:

- Schedule 2, Schedule 2.2 (a)(ii) prejudice the protection of an individual's right to privacy or any other right under the *Human Rights Act 2004*.

Redactions have been made to information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act. The information contained in these documents are partially comprised of email addresses, mobile numbers, signatures, and photos of ACT Government employees and non-ACT government employees.

Following the considerations of the above factors I have decided the factor favouring non-disclosure outweighed the factors favouring disclosure. Therefore, I have determined the information identified is contrary to the public interest and I have decided not to disclose this information.

### Charges

Processing charges are not applicable to this request.

### Disclosure Log

Under section 28 of the FOI Act, ACTHD maintains an online record of access applications called a disclosure log. As your request sought personal information, section 28(6) of the FOI Act states that your access application will not be published on the disclosure log.

<https://www.health.act.gov.au/about-our-health-system/freedom-information/disclosure-log>.

### Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in ACT Health's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601  
Via email: [ACTFOI@ombudsman.gov.au](mailto:ACTFOI@ombudsman.gov.au)  
Website: [ombudsman.act.gov.au](http://ombudsman.act.gov.au)

### ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore St  
GPO Box 370  
Canberra City ACT 2601  
Telephone: (02) 6207 1740  
<http://www.acat.act.gov.au/>

**Further assistance**

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9831 or email [HealthFOI@act.gov.au](mailto:HealthFOI@act.gov.au).

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Victor Martin', with a stylized, cursive script.

Victor Martin  
**Executive Branch Manager**  
Health Protection Services  
ACT Health Directorate

16 January 2023

## FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at: <http://www.health.act.gov.au/public-information/consumers/freedom-information>

APPLICANT NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	FILE NUMBER
[REDACTED]	<i>A copy of all documents, notes and actions taken by ACT Health in order to stop Dream Cuisine from operating illegally from 3/96 Gladstone Street Fyshwick ACT 2609 Section 33 Block 17.</i>	<b>ACTHDFOI22-23.21</b>

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1	Complaint from [REDACTED]	26 September 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
2.	2 – 55	Email with attachments – Dream Cuisine - New food business registration application - 29/09/2022	29 September 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
3.	56	Complaint reference no. 220004121 - 04/10/2022	4 October 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
4.	57 – 119	Email with attachments – Unregistered Food Business - Dream Cuisine - 12/10/2022	12 October 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
5.	120 - 125	Email with attachments – Improvement notice - Unregistered Food business 12/10/2022	12 October 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
6.	126 – 130	Food Premises Inspection Report	17 October 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES



7.	131 – 150	Inspection Photos	17 October 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
8.	151 – 162	Email with attachments – FW: Food Business New Registration Application, KSWK7VHT, Dream Cuisine [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]	18 October 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
9.	163 – 164	RE: Food Business New Registration Application, KSWK7VHT, Dream Cuisine [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]	18 October 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
10.	165 – 190	Food Business New Registration Application	18 October 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
11.	191 – 196	Email with attachments – Improvement notice - Dream Cuisine - 20/10/2022	20 October 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
12.	197 – 198	Re: Food Business registration application - Dream Cuisine - 20/10/2022	20 October 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
13.	199 – 200	Complaint reference no. 220004121 - 04/10/2022: FW: 3/196 Gladstone St Fyshwick	21 November 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
14.	201	Food Business - No grease arrestor and ICON trade waste approval - Dream Cuisine - 24/11/2022	24 November 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
15.	202 – 204	Floor and inspection	28 November 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
16.	205 – 208	RE: Icon Water Liquid Trade Waste Non-Compliance	28 November 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
17.	209	Food Business Registration not approved - Dream Cuisine - 28/11/2022	28 November 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
18.	210 – 218	Inspection Photos	28 November 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
19.	219 – 221	Food Premises Inspection Report	28 November 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES

20.	223 - 226	Fw: Icon Water Liquid Trade Waste Non-Compliance	29 November 2022	Partial Release	Schedule 2, 2.2(a)(ii) Privacy	YES
<b>Total Number of Documents</b>						
<b>20</b>						

**From:** HPSReception  
**Sent:** Monday, 26 September 2022 09:27  
**To:** Environmental Health  
**Subject:** Complaint from [REDACTED]

**Categories:** Back Up CSO

**OFFICIAL**

Hi team,

I had a call from [REDACTED] wishing to follow up on a call from Friday regarding a complaint he wishes to lodge. I do recall that we tried contacting him but the way his contact number is set up it contact wasn't made. So his email is [REDACTED], and his best contact number is still [REDACTED] /

This was in regards to a business named Dream Cuisine (16/000533) which [REDACTED] has noted to me is currently preparing bakery goods out of [REDACTED] and is concerned that by doing so, the business isn't registered to operate from there.

Kind regards,

**Eilish McMahon | Administration Officer**  
**Business Management Services**

*(pronouns she/they)*

Phone: 5124 9265 | Email: [eilish.mcmahon@act.gov.au](mailto:eilish.mcmahon@act.gov.au)

**Health Protection Service | Public Health, Protection and Regulation | ACT Health Directorate**  
25 Mulley Street, HOLDER ACT 2611 [health.act.gov.au](http://health.act.gov.au)



*I acknowledge the traditional custodians of the ACT, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*

 *Please consider the environment before printing this email.*

**From:** Mirza, Arif (Health)  
**Sent:** Thursday, 29 September 2022 17:21  
**To:** [REDACTED]  
**Subject:** Dream Cuisine - New food business registration application - 29/09/2022  
**Attachments:** Food Business Registration Application.pdf; Food - ACT Food Business Fit-out Guide.pdf

**OFFICIAL**

Hi [REDACTED]

Thanks for your time over the phone today. As discussed, you will be required to register the premises where the food is stored and/or prepared at the location [REDACTED].

Please note that it is illegal to store, produce food for business from a premises which is not approved.

Please see the attached food business registration application in this email. You can complete the application and submit via email at [HPS@act.gov.au](mailto:HPS@act.gov.au), or post at Health Protection Service, Locked bag 5005, Weston Creek 2611 or in person at our office 25 Mulley street Holder.

**Alternatively, you can also submit the application online via**

<https://form.act.gov.au/smartforms/servlet/SmartForm.html?formCode=1146>

Please ensure to submit the required documentation along with the application as discussed, for e.g. floor plans, finish details, equipment details etc, if refurbishment is taking place of the premises.

I have also attached the ACT food business fit-out guide for reference and requirements of the premises for food production.

Please do not hesitate to contact me if you have any questions.

Kind regards,

**Arif Mirza | Public Health Officer**

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

**Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate**  
25 Mulley Street, Holder, ACT 2611 | [health.act.gov.au](http://health.act.gov.au)



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**From:** [REDACTED]  
**Sent:** Monday, 19 September 2022 3:58 PM  
**To:** Mirza, Arif (Health) <[Arif.Mirza@act.gov.au](mailto:Arif.Mirza@act.gov.au)>  
**Subject:** Re: [REDACTED] - Food business variation application - 16/09/2022

**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Dear Atif,

Thanks for your email.

I tried to call you today to discuss about our food licence registration.

Last Friday I give you the wrong information about where our chocolate is actually produced because our commercial kitchen is [REDACTED] is not yet registered.

This place is actually located at [REDACTED] ( This is at the back of [REDACTED] [REDACTED] ).

At the moment I decided to stop all the production until we got a new food licence for this premise , you are welcome to come to visit us onsite at any time convenient for you and I will be happy to receive your advice.

Kind Regards,

[REDACTED]  
Get [BlueMail for Android](#)

On 16 Sep 2022, at 16:32, "Mirza, Arif (Health)" <[arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)> wrote:

**OFFICIAL**

Hi [REDACTED]

Thanks for your time over the phone to discuss your food business variation application.

As discussed, can you please contact me once you have organised for the inspection at the new location in [REDACTED]

I will also inspect the location where the chocolates are actually made as you will be required to have a separate registration for the premises where the chocolates are manufactured.

I will provide you with the further information during our meeting onsite.

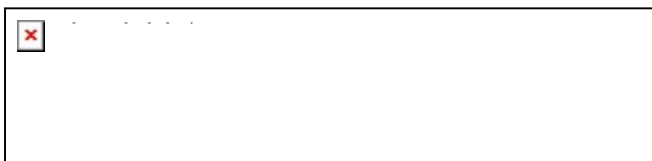
Please feel free to contact me if you have any questions.

Kind regards,

**Arif Mirza | Public Health Officer**

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

**Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate**  
25 Mulley Street, Holder, ACT 2611 | [health.act.gov.au](http://health.act.gov.au)



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This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
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**ACT**  
Government

**ACT Health**

**Access  
Canberra.**

## Health Protection Service

# Food Business New Registration

Use this form to apply for a Food business Registration under the *Food Act 2001*.  
View the Act and its regulations at [legislation.act.gov.au/a/2001-66/](http://legislation.act.gov.au/a/2001-66/)

## How to complete this form

Please read the Food Business Registration Information Sheet at [health.act.gov.au/businesses/food-safety-regulation/starting-food-business](http://health.act.gov.au/businesses/food-safety-regulation/starting-food-business) or call the Health Protection Service on 02 5124 9700 before applying.

Complete this form using a black or blue pen and return to the Health Protection Service with the appropriate fee (see Section I).

This form may also be completed online and the fee paid via a secure payment portal at [form.act.gov.au/smartforms/hps/food-business-new-registration-application](http://form.act.gov.au/smartforms/hps/food-business-new-registration-application)

## Attachments

This form requires you to submit attachments as part of the lodgement process:

- One form of photographic identification for each owner (or for the registered agent if applying as a company), sighted and certified by an authorised witness.
- If applying as a company - a current company extract (issued within the previous 30 days) from the Australian Securities and Investment Commission ASIC).
- Plans and details of your fit-out (see Section H).
- If applying for a fee exempt application, evidence of fee exempt status is required.

## Contact us

### Health Protection Service

Email: [hps@act.gov.au](mailto:hps@act.gov.au)  
Phone: 02 5124 9700  
Fax: 02 5124 5554

By post: Locked Bag 5005  
WESTON CREEK ACT 2611  
In person: 25 Mulley Street  
HOLDER ACT 2611

## Privacy

The collection of personal information is required for the purposes of issuing a registration under the *Food Act 2001*.

The Health Protection Service prevents any unreasonable intrusion into a person's privacy in accordance with the *Privacy Act 1988 (Commonwealth)*.

If you have questions about how your information will be handled please see the ACT Health Privacy Notice at [health.act.gov.au/privacy](http://health.act.gov.au/privacy) or contact us.

## Need an interpreter?

To speak to someone in a language other than English please telephone the Telephone Interpreter Service (TIS) on **131 450**.



Arabic: اللوق بمبصل نخرج مال وىبح اج ةلقت إذا : 13 14 50

Chinese: 如果您需要翻譯, 請致電 : 13 14 50

Croatian: Ako trebate tumača, nazovite: 13 14 50

English: If you need a translator, call 13 14 50

Greek: Αν χρειάζεστε διερμηνέα, τηλεφωνήστε: 13 14 50

Italian: Se hai bisogno di un interprete, chiamate: 13 14 50

Maltese: Jekk għandek bżonn ta 'interpretu, sejha: 13 14 50

Persian: براخوان است الزمشم اگر : 131 450

Polish: Jeśli potrzebujesz tłumacza, zadzwoń: 13 14 50

Portuguese: Se você precisar de um intérprete, ligue para: 13 14 50

Serbian: Ако треба тумача, назовите: 13 14 50

Spanish: Si usted necesita un intérprete, llame al: 13 14 50

Turkish: Eğer bir tercümana ihtiyacınız Arama: 13 14 50

Vietnamese: Nếu bạn cần một thông dịch viên, xin gọi: 13 14 50



## Section A: Trading details

### Trading name

What will your business be trading as? This is the name that your customers will know the business as and is usually displayed on your storefront and signage.

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### Food business type

What type of food business are you planning to operate? (Select only 1 option)

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Aged care                         | <input type="checkbox"/> Home business (1)        | <input type="checkbox"/> Night club         |
| <input type="checkbox"/> Bakery                            | <input type="checkbox"/> Hospital kitchen         | <input type="checkbox"/> Poultry            |
| <input type="checkbox"/> Butcher                           | <input type="checkbox"/> Hotel or motel           | <input type="checkbox"/> Pub or tavern      |
| <input type="checkbox"/> Canteen                           | <input type="checkbox"/> Ice-cream                | <input type="checkbox"/> Restaurant or café |
| <input type="checkbox"/> Caterer                           | <input type="checkbox"/> Licensed club            | <input type="checkbox"/> Retailer           |
| <input type="checkbox"/> Charity or community organisation | <input type="checkbox"/> Liquor outlet            | <input type="checkbox"/> Seafood            |
| <input type="checkbox"/> Childcare                         | <input type="checkbox"/> Manufacturer             | <input type="checkbox"/> Supermarket        |
| <input type="checkbox"/> Confectionary                     | <input type="checkbox"/> Market stall (2)         | <input type="checkbox"/> Take away          |
| <input type="checkbox"/> Delicatessen                      | <input type="checkbox"/> Milk vendor              | <input type="checkbox"/> Wholesaler         |
| <input type="checkbox"/> Fruit and vegetables              | <input type="checkbox"/> Mobile food premises (3) |   |

(1) A **home business** uses their home (or someone else's) to handle food for sale. This includes preparing food for local markets or school canteens, catering for events, and online food sales from home. Only shelf stable low-risk food can be prepared for sale in a home business unless there is a separate approved commercial kitchen.

(2) A **market stall** is a structure that is set up to handle or sell food for occasional events such as festival, shows or fetes usually lasting a day or a weekend.

(3) A **mobile food premises** includes any vehicle (mobile or stationary) that is used for preparing and handling food for sale. Examples include vans used for making and selling hamburgers, hot dogs, hot chips, coffee, popcorn, ice-cream, etc.

**Risk foods**

Will you provide or manufacture any of the following foods?

(Select all options that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Bread, pastries or cakes             | <input type="checkbox"/> Prepared, ready-to-eat, table meals                 |
| <input type="checkbox"/> Confectionary                        | <input type="checkbox"/> Prepared salads                                     |
| <input type="checkbox"/> Cooked rice or noodles               | <input type="checkbox"/> Processed fruit and vegetables                      |
| <input type="checkbox"/> Dairy products                       | <input type="checkbox"/> Processed meat, poultry or seafood                  |
| <input type="checkbox"/> Egg or egg products                  | <input type="checkbox"/> Raw fruit and vegetables                            |
| <input type="checkbox"/> Fermented meat products              | <input type="checkbox"/> Raw meat, poultry or seafood                        |
| <input type="checkbox"/> Frozen meals                         | <input type="checkbox"/> Sandwiches or rolls                                 |
| <input type="checkbox"/> Honey                                | <input type="checkbox"/> Soft drinks or alcohol                              |
| <input type="checkbox"/> Infant or baby foods                 | <input type="checkbox"/> Sous vide foods                                     |
| <input type="checkbox"/> Juices or fermented drinks           | <input type="checkbox"/> Sprouting seeds                                     |
| <input type="checkbox"/> Meat pies, sausage rolls or hot dogs | <input type="checkbox"/> Vacuum- and modified atmosphere-packed chilled food |

Provide a brief description of the items you will process, manufacture or sell or attach a sample menu.

I have attached a sample menu.

.....

.....

.....

.....

.....

For further information on high / medium risk foods, refer to

**Appendix 1 - Potentially hazardous foods** at

<https://www.foodstandards.gov.au/publications/Pages/safefoodaustralia3rd16.aspx>

## Section B: Risk classification

If you are not sure how to answer the questions below, please contact the Health Protection Service on 02 5124 9700 or [hps@act.gov.au](mailto:hps@act.gov.au).

### Food type and intended use by customer

(Select only 1 option. If more than one option applies, select the one with the higher score.)

	<u>SCORE</u>
<input type="checkbox"/> You provide <b>high-risk foods</b> that are ready-to-eat (eg: oysters, salami, cooked rice, tofu, cooked chicken/meats, cooked pasta, pies, sushi type products, quiches, cream/custard filled cakes (including imitation cream).	35
<input type="checkbox"/> You provide <b>medium-risk foods</b> that are ready-to-eat (eg: orange juice, ice cream, peanut butter, pasteurised milk, canned meat, cut fruit, dairy products).	25
<input type="checkbox"/> You provide <b>high-risk foods</b> that are <b>not</b> ready-to-eat (eg: raw meats and raw seafood).	15
<input type="checkbox"/> You provide <b>medium-risk foods</b> that are <b>not</b> ready-to-eat (eg: unprocessed fruit and vegetables).	5
<input type="checkbox"/> You provide <b>low-risk foods</b> that may or may not be ready-to-eat (eg: carbonated beverages, grains, cereals, sugar-based confectionery, alcohol, fats and oils).	0

Food type score:

**Activity of food business** (Select only 1 option. If more than one option applies, select the one with the higher score.)

	<u>SCORE</u>
<input type="checkbox"/> You handle high and medium-risk ready-to-eat foods during the processing or manufacturing of food.	25
<input type="checkbox"/> You portion high and medium-risk ready-to-eat foods before receipt by the customer.	20
<input type="checkbox"/> You handle low-risk or non-ready-to-eat foods during the processing or manufacturing of food.	15
<input type="checkbox"/> You only store, distribute or sell pre-packaged foods.	5

Activity score:

**Off-site catering** (Select only 1 option. If more than one option applies, select the one with the higher score.)

- |  | <u>SCORE</u> |
|--|--------------|
| <input type="checkbox"/> You are a catering business that serves food at a different location to where it is prepared.<br>Serving includes slicing, plating or further processing at a different location to where the food is prepared. Serving does <b>not</b> include delivery services or transport to another registered food business. | 15           |
| <input type="checkbox"/> You are a food business that serves food at the same location at which it is prepared (includes takeaway/delivery services and manufacturers).  | 0            |

Off-site catering score:

**Method of processing** (Select only 1 option. If more than one option applies, select the one with the higher score.)

- |   | <u>SCORE</u> |
|---|--------------|
| <input type="checkbox"/> You cook the food you serve or otherwise provide a pathogen reduction step such as canning, fermentation, pasteurisation or any other step that is capable of significantly reducing the level of pathogens present. | -10          |
| <input type="checkbox"/> You sell uncooked high risk foods, such as sushi, and do not use a pathogen reduction step during processing prior to sale.  | 0            |

Method of processing score:

**Customer base** (Select only 1 option. If more than one option applies, select the one with the higher score.)

- |   | <u>SCORE</u> |
|---|--------------|
| <input type="checkbox"/> You are a small business (fewer than 10 employees in service sector and less than 50 in manufacturing sector). | 5            |
| <input type="checkbox"/> You are not a small business.  | 10           |

Off-site catering score:

**Supply of food to at-risk groups** (Select only 1 option. If more than one option applies, select the one with the higher score.)

	<u>SCORE</u>
<input type="checkbox"/> You supply food directly to at risk groups. For example, you supply foods directly and specifically to organisations that cater to the sick, elderly, children under 5 years of age or pregnant women (such as hospitals, nursing homes or child care centres).	20
<input type="checkbox"/> You do not supply food to at risk groups For example, you supply to general public.	0

Supply of food to at-risk groups score:

Add together all your risk scores:

Food type score	
Activity score	
Off-site catering score	
Method of processing score	
Customer base score	
Supply of food to at-risk groups score	
<b>TOTAL</b>	

**Your risk rating**

Compare the total score above to determine your risk rating.

- Total score 39 or less: **Low**
- Total score 40 to 64: **Medium**
- Total score 65+: **High**

## Section C: Ownership type

Registration is issued to the owner of the business, who is the person(s) who will have the overall responsibility for the business, including responsibility for any contraventions of the **Food Act 2001**.

**Trusts will not be registered**, companies operating as trustees for a trust will be registered in the company name only.

**Applications listing a partnership as the owner will not be accepted.** If your business is operated by a partnership, one or more of the individuals of the partnership will need to be listed.

You are applying for a registration as (select 1):

- A corporation → **Complete section D**
- An individual (or individuals) → **Complete section E for each owner**

## Section D: Owner details – Corporation

Complete this section **only** if you selected **'a corporation'** in Section C.

### Company name

As shown on your company extract

.....

### Corporation type

- Company
- Incorporated association
- Government agency
- Registered charitable organisation

**Australian Company Number (ACN):** .....

### Registered company address

Address .....

.....

Suburb ..... State ..... Postcode .....

### Owner postal address

Address .....

.....

Suburb ..... State ..... Postcode .....

### Owner phone numbers

Phone (BH) ..... Phone (AH) .....

Mobile .....

**Email** ..... (required)

## Proof of identification

To protect public health, the Health Protection Service needs to be able to confirm the identity of applicants.

You must provide one piece of certified photographic identification for the authorised agent who is making the application.

The preferred types of identification are:

- Driver licence
- Passport
- Proof of Identity card or Proof of Age card

If you are sending a copy of your identification by post, fax, email or online form, each copy must be certified by a witness as a true and accurate copy.

For more information, visit [health.act.gov.au/businesses/licensing-and-registration](http://health.act.gov.au/businesses/licensing-and-registration)

If you bring your identification to the Health Protection Service in person, we will make a copy and certify it for you.

I have attached certified photographic identification for the authorised agent.

## Company extract

You must also provide a copy of a current company extract issued by the Australian Securities and Investment Commission (ASIC) **issued within the last 30 days**. The Company Extract includes details of the corporate, business names and trading names, present directorships and proprietorships of the company.

You can obtain a current company extract from ASIC at [asic.gov.au](http://asic.gov.au)

I have attached a current company extract issued within the last 30 days.

## Declaration

This declaration must be made by the authorised agent of the corporation.

I, ....., confirm that the information supplied in this section is true and accurate, and understand that the provision of false or misleading information is an offence.

Position title .....

Signature of agent .....

Date .....



## Section E: Owner details – Individual

Complete this section **only** if you selected **'an individual (or individuals)'** in Section C.

If there are multiple owners, make additional copies of this section for **each owner**.

### Your full name

As shown on your photographic identification

Title (Mr, Ms) ..... Given name(s) .....

Surname .....

### Residential address

Address .....

.....

Suburb ..... State ..... Postcode .....

### Owner postal address

Address .....

.....

Suburb ..... State ..... Postcode .....

### Owner phone numbers

Phone (BH) ..... Phone (AH) .....

Mobile .....

**Email** ..... (required)

**Proof of identification**

To protect public health, the Health Protection Service needs to be able to confirm the identity of applicants.

You must provide one piece of certified photographic identification for each owner.

The preferred types of identification are:

- Driver licence
- Passport
- Proof of Identity card or Proof of Age card

If you are sending a copy of your identification by post, fax, email or online form, each copy must be certified by a witness as a true and accurate copy.

For more information, visit [health.act.gov.au/businesses/licensing-and-registration](http://health.act.gov.au/businesses/licensing-and-registration)

If you bring your identification to the Health Protection Service in person, we will make a copy and certify it for you.

I have attached certified photographic identification for this owner.

**Declaration**

This declaration must be made by each owner.

I, ....., confirm that the information supplied in this section is true and accurate, and understand that the provision of false or misleading information is an offence.

Signature .....

Date .....

## Section F: Business details

### Proposed opening date

..... / ..... / .....

### Likely days of operation and hours of trade

What days and hours do you plan to trade (for example, "Monday to Friday, 9am - 5pm")

.....

.....

.....

### Business on-site or primary contact person

Who can we contact about the day-to-day operation of the business?

Title (Mr, Ms) ..... Given name(s) .....

Surname .....

### On-site or primary contact person phone numbers

Phone (BH) ..... Phone (AH) .....

Mobile .....

Email .....(required)

### Business correspondence postal address

Address .....

.....

Suburb ..... State ..... Postcode .....

**Physical address of business**

If you selected **mobile food premises** in Section A, enter the **address where your vehicle is usually garaged**.

If you selected **market stall** in Section A, **skip to the following question**.

Address .....

.....

Suburb ..... State ..... Postcode .....

**Where you usually trade (market stalls only)**

.....

.....

.....

**Vehicle registration (mobile food premises only)**

Registration number ..... State of registration .....

## Section G: Food safety supervisors

All registered food businesses in the ACT must appoint a food safety supervisor.

You have 30 days after registration to notify Health Protection Service of your food safety supervisors. If you have these details now you can include them in your application here.

For more information, visit [health.act.gov.au/businesses/food-safety-regulation](http://health.act.gov.au/businesses/food-safety-regulation)

If you know your food safety supervisor details, you can notify them now: You can notify up to 4 food safety supervisors.

### Food safety supervisor 1

Name .....

Phone .....

Date training certificate issued ..... / ..... / .....

### Food safety supervisor 2

Name .....

Phone .....

Date training certificate issued ..... / ..... / .....

### Food safety supervisor 3

Name .....

Phone .....

Date training certificate issued ..... / ..... / .....

### Food safety supervisor 4

Name .....

Phone .....

Date training certificate issued ..... / ..... / .....

I have attached copies of my nominated food safety supervisor certificates (optional).

## Section H: Fit-out plan assessment

The construction and layout of a food business are important to food safety. Suitably detailed plans and specifications must be submitted to the Health Protection Service and an inspection carried out before a new registration can be granted.

The **Food Business Fit-out Guide** assists in the designing of new food businesses. The **Mobile Food Business Fit-out Guide** assists in the design and construction of mobile food businesses in the ACT. We recommend all food business owners, designers and builders use these guides as a reference when working with food premises. Both these guides are available at <https://health.act.gov.au/businesses/food-safety-regulation/starting-food-business> or by contacting the Health Protection Service.

Have you already submitted a Fit-out Plan Assessment Application to the Health Protection Service?

Yes → **Skip to section I: Fees and payment**

No

Did you select **home business** or **market stall** as your food business type in Section A **AND** did your risk classification calculate as **low** in Section B?

Yes → **Complete section H-1: Low risk plan assessment below**

No → **Complete section H-2: Standard fit-out plan assessment (next page)**

### Section H-1: Low risk plan assessment

#### Low-risk home businesses and market stalls only

You do not have to complete a standard fit-out plan assessment application, but you do need to provide us some information about your business so that we can make an assessment.

I have attached a floor plan that shows the layout of my home food business or market stall.

*You can draw the floor plan yourself. Please see the Food Stall Guidelines at <https://www.health.act.gov.au/businesses/food-safety-regulation/food-safety-training-and-resources> for an example.*

I have attached photos of my home food business or market stall, including preparation areas and handwashing facilities.

## Section H-2: Standard fit-out plan assessment

- I have attached plans , with elevations, specifications and details of all fixtures, fittings, equipment and surface finishes.

Was the premises previously used as a food business?

- Yes → Previous registration number (if known) .....
- Previous trading name .....

- No

Are you relocating your food business from another site?

- Yes → Registration number .....
- Trading name .....

- No

To assist the processing of your application, we may want to contact your builder or building certifier to confirm details of your fit out. Which details will you provide?

- The builder who is completing your fit out → **Complete below**
- The building certifier who will certify your fit out → **Complete below**
- You do not know these details or you do not give your consent for us to contact.

**Builder/building certifier**

Name .....

Company .....

Phone ..... Mobile .....

Email .....

- I give my consent for the Health Protection Service to contact the builder/certifier above to confirm details of my fit out.

**Note:** The plan assessment process, in terms of conducting a food business under the *Food Act 2007*, does not constitute any authority to:

- Carry out any building works or occupy the building or part of the building unless all relevant building permits are obtained from all responsible authorities;
- Use the land or buildings thereon for any purpose which requires a planning permit unless all relevant planning permits are obtained from all responsible authorities; and
- Commence the operation of the food business, unless approval has been sought from the Health Protection Service and the business is registered under the *Food Act 2007*.

If the fit out changes the operation of the business in a way that may have an effect on the safety of the food intended for sale, the proprietor must give notice of the change to the Health Protection Service within 7 days of the changes happening. If these changes include a structural change or changes in the fixtures and fittings of the premises, we advise that you notify us of these proposed changes at least 14 days before works are to commence so that they can be assessed by a Public Health Officer.



## Section I: Fees and payment

Do you want to apply for a fee-exempt application?

- Yes → Complete **fee exemption details** below
- No → Skip to **payment details**

### Fee exemption details (fee exempt applications only)

Which fee-exempt category/categories apply to this business?

The food business supplies food in the course of providing services to people:  
(select all that apply)

- in a correctional centre under the *Corrections Management Act 2007*.
- in a detention place or therapeutic protection place under the *Children and Young People Act 2008*.
- for a hospice, hospital, nursing home or other health facility operated by or on behalf of the territory.
- in a health care facility licenced under the *Public Health Act 1997* who are contracted to supply food to patients under care of the facility.
- at a pre-school, primary school, high school or secondary college (educational place) from a canteen operated either by the educational place or by the parents and citizens association of the educational place.
- in a childcare centre licenced as a childcare service under the *Children and Young People Act 2008*.
- in a childcare centre that holds a current service approval under the *Education and Care Services National Law (ACT) Act 2011*.
- by a charitable organisation that is a charity endorsed under subdivision 50-B of the *Income Tax Assessment Act 1997 (Cwlth)*.
- by a crisis accommodation provider declared under the *Residential Tenancies Act 1997*.
- by a community organisation (see note below) that is not a charity under subdivision 50-B of the *Income Tax Assessment Act 1997 (Cwlth)*.
- The food business is a registered training organisation whose purpose in the provision or offering of courses that involve the handling of food intended for sale or the sale of food (e.g. a hospitality school).

**Note:** A community organisation as referred to above means a society, association or other body, whether incorporated or not under the *Associations Incorporations Act 1991*, that is not carried on for the pecuniary profit or gain of its members and that is engaged in the ACT in any of the following activities:

- a religious, educational, charitable or benevolent purpose;
- promoting or encouraging literature, science or the arts;
- looking after, or giving attention to, people who need care because of a physical or mental disability or condition;
- sport, recreation or amusement;
- conserving resources or protecting the natural environment from harm;
- preserving historical or cultural heritage;
- a political purpose; or
- protecting or promoting the common interests of the community generally or a particular section of the community.

#### **Evidence of fee exemption (fee exempt applications only)**

To claim exemption from payment of a fee you need to provide evidence of your exemption status. The evidence needed to establish exemption from payment of fees will vary depending on the type of organisation.

- For charities, evidence of registration as a charity with the Australian Charities and Not-for-Profits Commission (the ACNC) is preferred.
- For organisations such as health care facilities and child care services, a licence under ACT legislation will need to be produced to claim fee exempt status.
- For other organisations, such as sporting clubs and community groups, evidence of incorporation under the Associations Incorporation Act 1991 is preferred.

I have attached evidence of my fee exempt status.

**Registration duration (all applications)**

You can choose to register your business for 1, 2 or 3 years. The Health Protection Service will send you a reminder notice 3-4 weeks prior to the registration renewal date.

How many years would you like to register for?

(Refer to your risk classification in section B):

Low risk

- 1 year \$0  
 2 years \$142  
 3 years \$284

Medium risk

- 1 year \$0  
 2 years \$209  
 3 years \$418

High risk

- 1 year \$0  
 2 years \$281  
 3 years \$562

**Food business registration fees are waived for the first 12 months as part of the COVID-19 Economic Survival Package**

**GST is not applicable** under section 81-5 of the *A New Tax System (Goods and Services Tax) Act 1999*.

**Payment details**

Do not complete these details if you are applying for a fee-exempt application.

Payment method

- EFTPOS (in person at the Health Protection Service)  
 Cheque  
 Credit card (complete details below)

**Credit card details (if paying by credit card)**

- I agree to this credit card being debited the required fee and the credit card details being destroyed after the transaction is processed.

Cardholder name .....

Signature .....

Date .....

Daytime phone .....

Credit card type

- Visa  Mastercard

Credit card number

--	--	--	--	--	--	--	--	--	--	--	--

Expiry (MM/YY)

--	--	--	--	--	--	--	--

## Section J: Declaration

I declare that:

- I am authorised to supply all the information in this form;
- that all the information supplied on this form is true and correct; and
- that there are necessary records and/or documentation to support this registration application.

I understand that failure to submit all required information and documentation may delay my application and that the provision of false or misleading information may be a criminal offence.

Name .....

Position title ..... (If applying as a company)

Signature of agent ..... Date .....

## Section K: Checklist

It is recommended that you use the checklist below to ensure that your application is complete.

- I have read the Food Business Registration Information Sheet at **[health.act.gov.au/businesses/food-safety-regulation/starting-food-business](http://health.act.gov.au/businesses/food-safety-regulation/starting-food-business)**
- I have completed Section A: Trading details.
- I have completed Section B: Risk classification.
- I have completed Section C: Ownership type.
- I have completed Section D: Owner details – Corporation **or** Section E: Owner details – Individual **for each listed owner**.
- I have attached certified identification for the authorised agent (corporation owner) or **for each listed owner** (individual owner/s).
- I have completed Section F: Business details.
- I have completed Section G: Food safety supervisors (optional).
- I have completed Section H: Fit-out plan assessment.
- I have attached a set of plans and/or photos (or I have already submitted these to the Health Protection Service).
- I have completed Section I: Fees and payment.
- I have attached payment **or** I have attached evidence of fee exemption.
- I have signed the declaration in Section J: Declaration.



# ACT FOOD BUSINESS FIT-OUT GUIDE

A GUIDE TO THE DESIGN AND  
CONSTRUCTION OF FOOD BUSINESSES  
IN THE ACT

**Acknowledgments**

This guide was developed with the assistance of the *Food premises Design, construction and fit-out guide* produced by the Southeast Queensland Food Safety and Public Health Working Group.

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## DISCLAIMER

The *ACT Food Business Fit-out Guide* is intended to provide guidance (e.g. to builders and designers) on the construction and design of food business premises.

Food businesses must comply with all relevant requirements of ACT law. This guide does not cover all requirements of the *Food Act 2001*, the Food Regulation 2002 or the Australia New Zealand Food Standards Code.

Users must use their own judgement, as the information provided is not legal advice. Any legal advice should be obtained from a qualified solicitor.

The ACT Government accepts no responsibility for any action taken based on the information in this guide. The ACT Government is not liable for any damages resulting from the use of this guide. The ACT Government does not assure the accuracy of the information on websites referenced in this guide, nor any information on websites that the ACT Government does not manage.

This guide is subject to updates based on emerging issues, such as legislative changes and industry innovation. Users should check they have the most recent version. Visit [www.health.act.gov.au/foodsafety](http://www.health.act.gov.au/foodsafety) for the most recent version of the guide and other food business resources.

# 1. ABOUT THIS GUIDE

The ACT Food Business Fit-out Guide (the guide) has been developed to provide guidance to food businesses, builders and designers on the construction and design of [food premises](#). The guide outlines minimum construction requirements and best practice recommendations to ensure the fit-out of a [food business](#) complies with the *Food Act 2001* and supports the production of safe food.

This guide is based on:

- the Australia New Zealand Food Standards Code - [Standard 3.2.3 \(Food Premises and Equipment\)](#), and
- Australian Standard 4674-2004 (Construction and fit-out of food premises).

The Australia New Zealand Food Standards Code prescribes nationally consistent food safety standards that enable a risk-based, preventative approach to providing safe and suitable food. Standard 3.2.3 sets out the requirements for food premises and equipment used by a food business.

Australian Standard 4674-2004 (Construction and fit-out of food premises) provides design, construction and fit-out criteria for new food premises and for the renovation or alteration of existing food premises. The standard's scope is limited to permanent buildings used by the food service industry, by food retailers and by small-scale food manufacturers.

We strongly recommend you review the Australia New Zealand Food Standards Code – Standard 3.2.3 and the Australian Standard 4674-2004 to ensure you appropriately design and construct your food premises.

NB: Words and terms defined in the [Glossary](#) are shown in [green](#) at their first mention in the text.

## WHY THIS GUIDE IS IMPORTANT?

Thorough planning and design will assist you to build a food premises that will facilitate the production of safe food.

This guide aims to ensure that all food premises:

- are able to be easily cleaned and maintained,
- have sufficient space, [facilities](#) and [equipment](#) to produce safe food,
- are provided with services such as [potable water](#), effective [sewage](#) disposal, and sufficient light and ventilation for safe food handling,
- provide facilities for staff to maintain personal hygiene, and
- prevent the entry and [harbourage](#) of pests.

This guide provides information relating to fixed premises. It does not cover:

- market stalls,
- mobile food vans,
- home food businesses, or
- general food safety information.

Please see the [Food stall guidelines – Food safety requirements for temporary food stalls](#) for information on the setup and operation of market stalls. For information on mobile food vans and home food businesses, please contact the Health Protection Service.

## THE FIT-OUT PROCESS

Applicants are strongly advised to contact the Health Protection Service at the earliest stages of planning and design to discuss their fit-out requirements. Please call 6205 1700 during business hours.

Fit-outs are assessed on a case-by-case basis, taking into account the proposed operation of the food business.

Fit-out assessments are built into the process for registering a food business and the process for making changes to a registered food business. To undertake the fit-out process, applicants must complete the relevant online application form outlined in the table below.

New Food Business	Changes To An Existing Food Business
To undertake a fit-out and register a new food business, complete a <a href="#">Food Business New Registration Application</a> form.	To undertake a fit-out to change an existing registered food business (including food handling or storage areas), complete a <a href="#">Food Business Variation or Transfer Form</a> .

### Documents required for fit-out assessment

The **proprietor** must submit premises plans as part of the online fit-out process. Plans must be of a suitable scale. Your architect, draftsman, builder or shopfitter can assist you to provide the following:

- site plan (including refuse storage area, adjacent land uses and toilet facilities),
- floor plan,
- sectional elevation drawings showing all **fixtures, fittings and equipment**, and designated areas,
- hydraulic plans (plumbing details),
- mechanical exhaust ventilation drawings, including plans and schematic diagrams, and
- reflected ceiling plans.

The proprietor must ensure the following information is included on the above plans:

- finishes of floors, walls, and ceilings,
- layout of all equipment, benches, fittings and fixtures,
- schedule of equipment specifications, including maximum power/gas outputs,
- door and window openings,
- customer and staff toilet information,
- mechanical exhaust ventilation (see [Section 9](#)), and
- process flow (from product received through to end-product delivered).

If you need more information, please contact the Health Protection Service.

### Other relevant approvals

When building or changing your premises, proprietors must consider other approvals that may be needed. By engaging early with other regulators, you reduce the possibility of expensive mistakes and breaches of legislation. Proprietors should contact Access Canberra on 13 22 81 to discuss other relevant approvals.

## 2. HOW TO USE THIS GUIDE

The guide is based on two concepts:

### 1. Requirements

This section outlines the requirements from Standard 3.2.3 of the Food Standards Code. A number of acceptable solutions are listed for each outcome. A combination of options may be needed depending on the operation of the food business.

Alternatively, you may be able to achieve compliance using a solution or method not listed in this guide. It is the responsibility of the proprietor to demonstrate that any alternative methods or materials comply with Standard 3.2.3. Before implementing alternatives, please seek advice from the Health Protection Service.

### 2. Best practice

Best practice is where the suggested solution exceeds the required outcomes. It is highly recommended that food businesses aim for best practice solutions. Not all best practice options are listed in this guide. For more information, or to discuss alternative methods of compliance, contact the Health Protection Service.

## 3. GENERAL DESIGN AND LAYOUT REQUIREMENTS

### REQUIREMENTS

To meet Standard 3.2.3 – Division 2, Clause 3, premises must meet the requirements detailed below.

#### **Adequate space**

Food premises must have designated spaces for food handling activities and equipment storage. Storage areas must be constructed from materials that are durable and able to be easily and effectively cleaned.

Adequate space must be provided for:

- food delivery areas,
- storage of dry goods (e.g. shelving space, pantry area and food grade containers for anticipated stock levels),
- hot and cold food storage and display (e.g. refrigerators, cool rooms, freezers and bain-maries),
- equipment storage (e.g. sufficient floor, cupboard or shelving space for storage of food preparation equipment),
- storage of food packaging materials and utensils,
- storage of cleaning chemicals,
- waste management,
- storage of personal items, and
- office and business equipment storage.

#### **Entry of pests and harbourage**

Pests such as rats, mice, flies and cockroaches can carry bacteria and viruses that may contaminate food and food contact surfaces. All food premises must be constructed to prevent the entry of pests. Prevention measures include:

- ensuring internal structures are designed and finished to prevent pest harbourage,
- fitting windows within food preparation areas with pest-proof mesh screens,
- sealing holes and spaces around pipes and cables in walls or ceilings to prevent entry of pests, and
- ensuring spaces between equipment and walls are either sealed to prevent pest harbourage, or are accessible for cleaning.

Pest control chemical sprays (automatic and manual) must not be used in food preparation areas or near exposed food, cleaning equipment, unwrapped packaging, or servery areas.

To further prevent pests, it is recommended that businesses install:

- self-closing doors and mesh screens to ensure that doors into the premises remain closed,
- weather strips to prevent pests from entering the premises under doors, and
- air curtains or plastic curtains to minimise pest entry.



## Appropriate for use

Correct design and layout of a premises can streamline work practices, reduce **cleaning** and maintenance, and prevent cross-contamination. To minimise contamination, the layout must accommodate safe flow/movement of food and waste through the premises. Certain equipment, designated areas and facilities must be separated within the business to avoid cross-contamination. Examples of such things that must be separated from each other include:

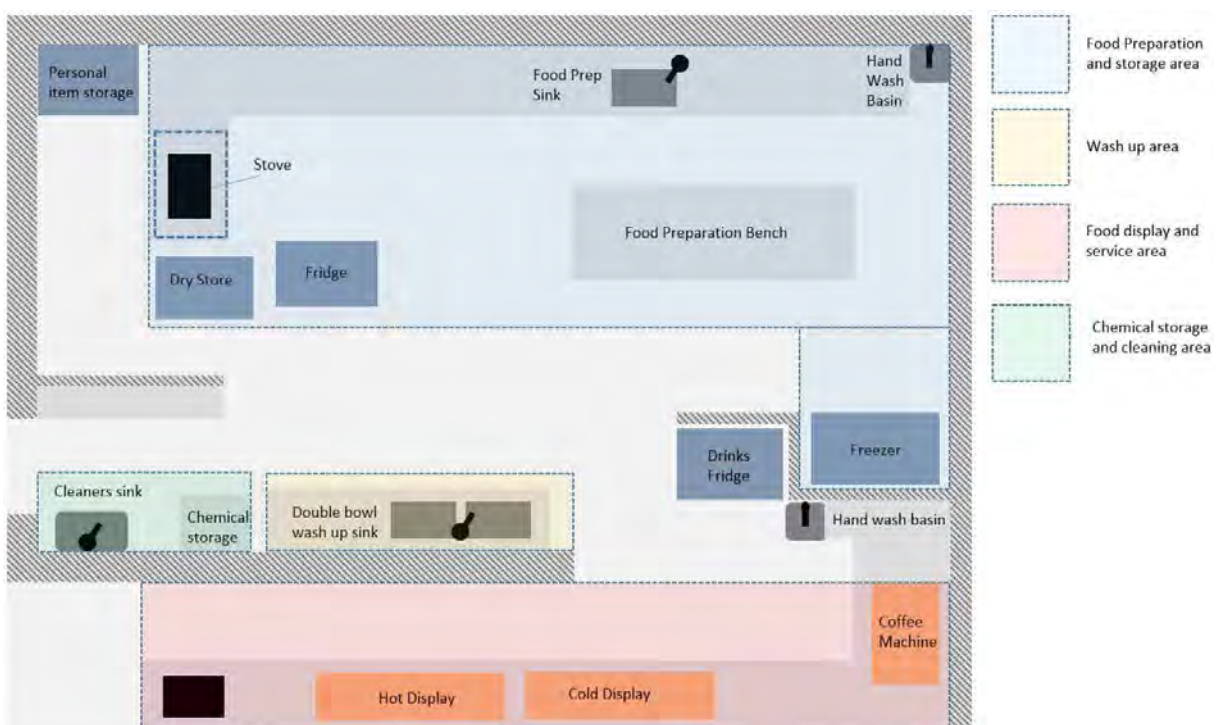
- food preparation surfaces (i.e. for handling raw food),
- cooking equipment,
- **hand washing facilities**,
- wash up facilities,
- storage facilities,
- **waste disposal areas**, and
- toilet facilities.

To prevent food contamination, premises should be designed so food flows in one direction (e.g. from receipt to storage, preparation, packaging, serving and then to disposal). This means food ingredients enter the premises and are stored separately from cooked produce; and personal items and chemicals are stored separately from ingredients.

Figure 1 (below) shows how a food premises can be designed to ensure that processes are physically separated. It can be observed that the food preparation sink is located close to the food preparation bench so that food can be sanitised, processed and then cooked.

The food preparation sink should be a suitable distance from the wash up sink to ensure that food being sanitised cannot be contaminated by equipment being washed. Chemical storage and the cleaner's sink are to be located away from all other areas to ensure that chemicals are kept away from food preparation and storage areas. The servery area should have a handwashing basin if staff prepare coffee and portion food.

Figure 1: Example of a Food Premises Layout



## 4. FLOORS

### REQUIRED OUTCOME

To meet Standard 3.2.3 – Division 3, Clause 10, premises must meet the requirements detailed below.

#### FLOOR FINISHES FOR FOOD PREPARATION AND STORAGE AREAS

Choosing an appropriate floor finish ensures a business is able to keep the floor clean and reduces the frequency of repairs. If floors are not properly installed and maintained, they can become a breeding ground for bacteria and provide harbourage for pests.

Floors in food preparation areas, storage areas, cool rooms, and freezer rooms (including drainage for floor wastes and grading) may be finished with the following materials:

- sealed quarry or ceramic tiles,
- stainless steel,
- laminated thermosetting plastic sheeting,
- epoxy resin,
- sealed concrete or similar impervious material, or
- floor tiles grouted with epoxy grout and finished flush with the surface of the tiles.

Proprietors should consider which finish will be the most suitable for their premises.

Slip resistance is an important aspect of work health and safety practices, but is not a requirement of food safety. When choosing non-slip flooring, you must ensure the flooring can be easily and effectively cleaned. Generally, the higher the non-slip rating, the more difficult the floor may be to clean.

There may be alternative floor finishes available and proprietors are encouraged to discuss floor finish options with the Health Protection Service.

#### Coving

Coving is a smooth and seamless junction between the floor and wall that facilitates effective cleaning and prevents the accumulation of waste. This is usually achieved by continuing the flooring material up the wall. However depending on the type of flooring material, it can be achieved in a number of other ways.

All new premises and those undergoing significant refurbishment must have coving installed in food preparation and storage areas at the intersections of floors-to-walls, and floors-to-plinths. This includes in cool rooms and freezer rooms.

Depending on the floor finish, coving may be installed in accordance with other methods to achieve the same outcome.

## 5. WALLS AND CEILINGS

### REQUIREMENTS

To meet Standard 3.2.3 – Division 3, Clause 11, premises must meet the requirements detailed below.

#### Wall finishes for food preparation, storage and servery areas

Selecting an appropriate wall finish will depend on the operation of the food business. Walls should be finished with a high gloss, washable and easy-to-clean surface. Timber or wooden wall surfaces are not permitted in food preparation areas and should only be used in [dining areas](#).

Walls in food preparation and storage areas are to be finished with an approved material such as:

- glazed tiles,
- stainless steel or aluminium sheeting,
- acrylic or laminated plastic sheeting,
- polyvinyl sheeting with welded seams, or
- pre-formed panels.

Walls at the rear of cooking appliances must be covered with a hardwearing material (such as stainless steel) that extends from the [mechanical ventilation](#) or ceiling, to the floor (for details on mechanical ventilation, see [Section 9](#)).

#### Ceilings

All food preparation and storage areas must have an enclosed ceiling to prevent food contamination. Exposed ductwork, pipes and joints increase the risk of contamination from dust and debris and provide sites for pest harbourage. Ceilings must be of a continuous construction, free from joints and appropriately sealed. When designing and constructing the ceiling, consider:

- the food handling activities taking place in the area (e.g. whether the surfaces are subject to splashes or [soiling](#)),
- the likelihood of material (such as paint flakes) contaminating food,
- the need to withstand heat from cooking processes,
- the likelihood of pest infestation and the types of pests, and
- ease of cleaning, maintenance and replacement of worn or damaged areas.

For most premises, a painted plasterboard ceiling is appropriate. Ceilings in food preparation areas must not be constructed from drop-in panels or timber as they are unable to be effectively cleaned and do not withstand heat and moisture.

Light fittings should be installed flush with the ceiling or have a protective cover to prevent the accumulation of dust or harbourage of pests. Lights above food preparation areas must either have a cover that encloses the glass bulb (in case the bulb shatters), or have a plastic light fitting. Pendant lights (and other decorative light fittings) above food preparation areas must be able to be effectively cleaned.



## 6. EQUIPMENT FOR CLEANING AND SANITISING

### REQUIREMENTS

To meet Standard 3.2.3 – Division 4, Clause 12, premises must meet the requirements detailed below.

#### Cleaning and Sanitising

Cleaning is a process that removes visible contamination such as food waste, dirt and grease from a surface, usually using hot water and detergent. During the cleaning process, some microorganisms will be removed from the surface but the cleaning process is not designed to destroy microorganisms.

**Sanitising** is a process that destroys microorganisms, reducing the numbers present on a surface to a safe level. This is usually achieved by the use of both heat and water, or by specific sanitising chemicals.

Cleaning and sanitising should usually be done as two separate processes. A surface needs to be thoroughly cleaned before it is sanitised, as sanitisers generally do not work well in the presence of food residues and detergents.

To effectively clean and sanitise fixtures, fittings and equipment, businesses that handle and prepare food must have either a double bowl sink or a single bowl sink and a dishwasher. Table 1 below shows the different equipment needed when undertaking food preparation, cleaning and sanitising activities.

Table 1- Requirements for preparation, cleaning and sanitising facilities required for food premises

Business Operation	Minimum Facilities
All premises	Designated hand washing facilities that are large enough for food handlers to easily move their hands and arms about under the running water to effectively wash them.
All premises which handle and prepare unpackaged food	<ul style="list-style-type: none"> <li>▪ Double bowl sink (capable of immersing the largest equipment), or</li> <li>▪ Dishwasher and single bowl sink (where all food contact equipment will fit in the dishwasher), or</li> <li>▪ Double bowl sink and a dishwasher (where some equipment has to be washed/sanitised in the sink).</li> </ul>
Premises where food preparation directly uses a sink (e.g. food prepared by immersion/rinsing in water or draining into a sink)	Designated food preparation sink(s) separate from wash up and hand washing sinks.
Premises where floors are to be wet washed	Cleaner's sink or floor waste.

#### Food preparation sinks

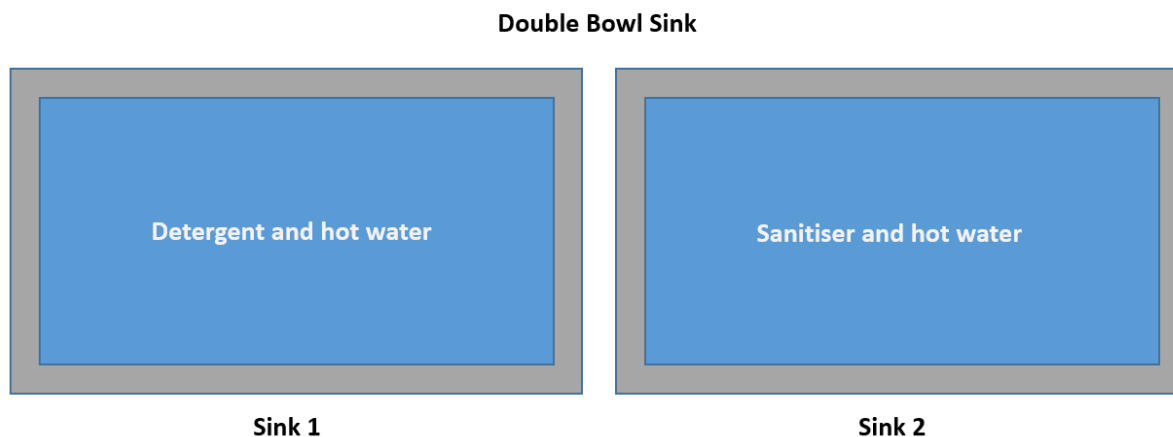
A food preparation sink is required if foods (e.g. salad and vegetables) are immersed in water to be cleaned prior to use or otherwise prepared in a sink. To prevent cross-contamination, food preparation sinks must be separate from all other sinks (e.g. wash up sinks and hand wash basins).

## Double bowl sink

Double bowl sinks must be constructed of stainless steel and have a minimum bowl size that allows the premises largest pieces of equipment to be cleaned and sanitised.

When using a double bowl sink (see Figure 2) to clean and sanitise equipment, one compartment is filled with detergent and hot water, and the other is filled with chemical sanitiser and hot water. The chemical sanitiser must be suitable for use in a food business and not require rinsing.

Figure 2 - Set up of double bowl sink



## Single Bowl Sink and Dishwasher

Where a dishwasher is provided, a food premises only needs a single bowl wash-up sink. The single bowl wash up sink can be used to remove excess food waste.

## Dishwashers and glass washers

Dishwashers and glass washers should be:

- designed so that all utensils, after rinsing, are dry by the end of the operating cycle,
- fitted with control devices to ensure the machine will not operate until the rinsing water is at the required temperature,
- fitted with a thermometer clearly visible to the operator indicating temperature for the washing and rinsing operation. Alternatively, they must be fitted with an automatic indicator light visible to the operator which shows that the water in the heating device has reached the correct temperature,
- provided with an approved mechanical ventilation system, and
- designed to use chemical sanitisers.

## Hot water supply

The following criteria apply to the supply of hot water:

- all equipment used for cleaning and sanitising must be connected to a continuous supply of hot and cold potable water and to an approved drainage system,
- the ideal temperature for washing utensils in the food service industry is between 54°C and 60°C (higher temperatures may bake on food residue), and
- sinks should be supplied with water at a temperature of at least 54°C for washing.

# 7. EQUIPMENT FOR FOOD PREPARATION AND STORAGE

## REQUIREMENTS

To meet Standard 3.2.3 – Division 4, Clause 12, premises must meet the requirements detailed below.

### **Benches, tables and preparation counters**

Benches and tables must be constructed so they can be easily cleaned and sanitised. Suitable materials include:

- melamine laminate,
- plastic, or
- stainless steel with sealed joints.

Benches located next to walls must be sealed to the wall with an appropriate material. Benches subjected to heat should be constructed from stainless steel.

Benches used to prepare food in front of customers (such as sandwich counters), must be fitted with a protective barrier between the customer and the food.

To allow cleaning and prevent the accumulation of food waste, equipment located on bench tops should be:

- easily moveable,
- raised above the bench, or
- sealed to the bench top.

### **Cooking equipment**

Stoves and cooking appliances adjacent to walls must be moveable to enable access for cleaning, or built into walls and completely pest proofed.

Appliances must be either:

- placed apart to allow access to clean in between appliances,
- placed close together with the gap between the appliances sealed to prevent food waste accumulating, or
- placed on wheels to allow the appliance to be moved for cleaning.

### **Equipment supports**

The following can be used to support equipment:

- metal legs – these are to be smooth and sealed to prevent the access of pests. Legs must be at a height that enables easy and effective cleaning (a leg height of approximately 150mm is considered best practice),
- castors wheels – these must be capable of supporting and moving fully-loaded equipment, or
- brackets i.e. sinks, tubs, wash basins, tables, benches, shelving and similar fittings must be fitted on solid steel brackets that are fixed to the wall (e.g. stainless steel or galvanised tubing with sealed ends).

### **Display cabinets**

Sliding doors to display cabinets must be designed to allow easy and effective cleaning. Self-service food bars must be fitted with sneeze guards designed to prevent contamination.

### **Hot and cold displays**

Equipment designed to display hot or cold food must be capable of keeping food under [temperature control](#).

### **Cupboards and cabinets**

Where cupboards and cabinets are free standing, all surfaces (including the back) must be smooth and washable. Cupboards and cabinets should be constructed so that there are no inaccessible voids or spaces that may facilitate harbourage.

### **Shelving**

Shelving must be smooth, impervious and free from joints. There must be adequate space below the lowest shelf to allow effective cleaning.

Suitable materials include:

- galvanised piping,
- stainless steel, or
- laminated plastic.

## 8. HAND WASHING FACILITIES

### REQUIREMENTS

To meet Standard 3.2.3 – Division 4, Clause 14, premises must have suitable hand washing facilities to reduce the risk of food contamination and foodborne illness.

#### Hand wash basins

A designated hand wash basin must be located in all areas where food is handled or prepared. For example, additional hand wash basins are required in servery areas, bars, drink preparation areas and areas where staff portion food.

Hand washing facilities must:

- be located within an adequate distance. It is recommended that hand washing facilities are located within 5 metres of all food handling areas. Multiple hand washing facilities may be needed to meet this requirement,
- be located immediately adjacent to toilets,
- have warm potable running water delivered through a single outlet spout,
- have liquid soap in a suitable dispenser,
- have single-use towels,
- be of a suitable size to allow cleaning of hands and arms, and
- be easily accessible at all times.

### BEST PRACTICE

Hand washing facilities should:

- be located at staff entrances to the food premises,
- have a metered tap to provide a flow of water for at least 15 seconds without the need to reactivate the tap, and
- be provided with hands free devices (such as a knee operated lever, single lever taps or sensor taps).

## 9. VENTILATION

### REQUIREMENTS

To meet Standard 3.2.3 – Division 2, Clause 7, premises must meet the requirements detailed below.

#### **Mechanical ventilation**

Australian Standard 1668.2-2012 (The use of ventilation and air conditioning in buildings – Mechanical ventilation in buildings) provides the requirements for mechanical air-handling systems that ventilate buildings and for ventilation based on the need to control odours, particles and gases.

The standard specifies that a mechanical exhaust should be installed where:

- a deep fryer is used,
- any single apparatus has:
  - a total maximum electrical power input exceeding 8 kilowatts (kW), or
  - a total gas power input exceeding 29 megajoules per hour (MJ/h),
- a dishwasher is installed, or
- equipment is used that vents steam that may result in condensation on walls or the ceiling.

If new equipment is installed within the premises after the mechanical ventilation system has been installed, it must not impair the efficiency of the system.

In cases where no mechanical ventilation is required by Australian Standard 1668.2-2012, an exhaust system may still be required to remove smoke, steam and vapour from a food premises. For advice, contact the Health Protection Service on 6205 1700.

#### **Certification**

Before the food business registration is approved, the proprietor must supply a Compliance Certificate from a Registered Professional Engineer for any mechanical ventilation in the premises. The certificate must certify that the design, installation and operation of the system is in accordance with Australian Standard 1668.2-2012.

#### **Wood and solid fuel fired equipment**

Exhaust ventilation for wood fired or solid fuel cooking equipment (pizza ovens, smokers, coal and wood fired grills) must be separate from other ventilation systems. They must not be combined with ventilation systems installed for grease or oil applications



# 10. TOILET FACILITIES

## REQUIREMENTS

To meet Standard 3.2.3 – Division 5, Clause 16, premises must have adequate toilets available for the use of staff working for the food business.

A food business must ensure that toilet facilities:

- have warm running water, liquid soap and single use towel, and
- are clean and in good repair, and must be available to staff at all times.

Toilet facilities located within food premises must be separated from areas where food is handled or stored by an air lock equipped with self-closing doors.

Toilets must not be able to be entered directly off a food preparation, storage or handling area.

Hand wash basins within toilet areas are not permitted as substitutes for hand wash basins in food preparation areas.

## BEST PRACTICE

Separate toilet facilities should be provided for staff and for customers.

# 11. WATER SUPPLY

## REQUIREMENTS

To meet Standard 3.2.3 – Division 2, Clause 4, premises must meet the requirements detailed below.

A food business must ensure:

- a continuous supply of hot and cold water of a sufficient pressure, including during periods of high demand and usage,
- they use **potable water** to carry out all food preparation, utensil washing, hand washing, cleaning and other water using operations,
- warm potable water (e.g. hot and cold water provided through a single outlet) is available at all hand washing facilities, and
- hot water is at a sufficient temperature to effectively clean and sanitise equipment (refer to [Section 6](#)).

For more information on water quality, refer to the *Australian Drinking Water Guidelines*. A copy of the guidelines can be found at [www.nhmrc.gov.au](http://www.nhmrc.gov.au).

### **Premises not connected to a town water supply**

Food premises not connected to a town water supply must seek approval from the Health Protection Service prior to planning and designing a food business.



## 12. SEWAGE AND WASTE WATER DISPOSAL

### REQUIREMENTS

To meet Standard 3.2.3 – Division 2, Clause 5, premises must meet requirements to ensure the disposal of **sewage** and waste water does not contaminate food or the water supply.

Food premises must ensure that:

- plumbing and drainage complies with Australian Standard 3500.2:2015 (Plumbing and drainage – Sanitary plumbing and drainage),
- **grease traps** are designed to filter liquid waste from the food business (grease traps need ‘trade waste’ approval; contact Icon Water on 6248 3111 for more information),
- waste water generated from cleaning activities is disposed of in a cleaner’s sink or floor waste trap,
- the drainage system and grease traps are not located where there is a risk of food contamination, and
- equipment generating liquid waste (e.g. cool room evaporative units, coffee machines, hot and cold displays) is connected to a sewerage system.

#### **Icon Water Liquid Trade Waste Approval or Exemption**

All food businesses discharging liquid waste (known as trade waste) into the sewerage network must obtain an Approval Certificate or Exemption Certificate from Icon Water. The Health Protection Service requires this certificate to be submitted prior to issuing a Food Business Registration.

Any business that wishes to discharge non-domestic wastewater must seek written approval from Icon Water by submitting a *Non-Domestic Discharge to Sewer Application Form* to Icon Water’s Liquid Waste Management Section. Visit [www.iconwater.com.au/tradewaste](http://www.iconwater.com.au/tradewaste) for details and forms.

# 13. STORAGE OF RUBBISH AND RECYCLING

## REQUIREMENTS

To meet Standard 3.2.3 – Division 2, Clause 6, premises must meet the requirements detailed below.

### **Rubbish and recycling containers**

Rubbish and recycling storage containers must:

- be constructed from an impervious material such as metal or plastic,
- be of appropriate size for the volume of rubbish produced by business,
- have tight fitting lids, and
- have drainage bungs if bins cannot be lifted for cleaning.

### **External waste disposal areas and recycling storage areas**

External [waste disposal areas](#) and recycling storage areas must be:

- constructed from an impervious material,
- graded and drained into the sewer,
- able to be easily cleaned, and
- capable of storing the rubbish generated by the business (e.g. wet waste, cardboard, general dry wastes, and bulk waste oil) without creating potential harbourage for vermin.

## BEST PRACTICE

External rubbish and recycling storage areas should have bunding and drainage, be covered and have access to a hose to allow regular cleaning.

# 14. STORAGE FACILITIES

## REQUIREMENTS

To meet Standard 3.2.3 – Division 5, Clause 15, premises must meet the requirements detailed below.

### **Adequate storage facilities**

Food premises must have adequate storage facilities for items that could be a source of contamination, including chemicals, clothing and personal belongings. Storage facilities must prevent stored items from contaminating food.

### **Dry goods and food packaging materials**

Storage must be provided for dry goods and food contact packaging materials. All food and food contact items must be stored in a room with impervious flooring. To facilitate effective cleaning and prevent contamination, adequate storage must be provided so items are stored off the floor.

### **Cleaning chemicals and equipment**

To prevent food contamination, cleaning equipment and pest control chemicals must be stored away from food preparation and storage areas.

### **Clothing and other personal belongings**

Facilities must be provided for staff to store clothing and other personal belongings (e.g. in a change room or designated cupboard). These facilities should be located away from the food preparation and storage areas.

### **Office materials**

Paper work and other materials associated with the administration of the business must be stored in a designated room, cupboard or drawers, separate from food preparation and storage areas.

# 15. TEMPERATURE MEASUREMENT

## REQUIREMENTS

To meet Standard 3.2.3 – Division 6, Clause 22, premises must meet the requirements detailed below.

### Thermometer

A food business that handles **potentially hazardous food** must have a digital probe thermometer that is accurate to  $\pm 1^{\circ}\text{C}$  and is able to measure the internal temperature of the food (see Figure 3).

Thermometers can also be used to verify that hot and cold displays are under temperature control.

Thermometers must be able to be easily cleaned and sanitised. A thermometer can be cleaned by washing the probe in hot water, sanitising the probe with alcohol wipes, or using another proven method.

In addition to having a probe thermometer, a food business may also have:

- an infrared thermometer to measure the surface temperature of the food without touching the food, or
- externally mounted, highly visible temperature gauges that are monitored and calibrated on refrigeration and heating equipment.

*Figure 3 - Example of an approved temperature measuring device accurate to  $\pm 1^{\circ}\text{C}$*

## 16. BEVERAGE AREAS

### What is a beverage area?

A beverage area is a distinct part of the food business where only drink and very minor food handling occurs. Beverage areas are separate from the main food production areas.

General operations of beverage areas may include:

- preparation and service of alcoholic drinks, post mix drinks, tea and coffee,
- the cutting and portioning of premade food items, and
- the cutting of fruit for use in drinks.

As this type of operation presents a lower risk than the production of table meals, beverage areas are not required to meet the same design requirements as other food handling areas.

Areas where food is produced or cooked are not considered to be beverage areas. If you are unsure about whether an area is a beverage area under this guide, please contact the Health Protection Service on 6205 1700.

### Alternative materials and finishes

If finishes and materials proposed for beverage areas deviate from other sections of this guide, they must be suitable for their purpose.

To demonstrate that alternative finishes or materials are suitable for purpose, proprietors can submit supporting information, including material Safety Data Sheets or any other such evidence, to the Health Protection Service for consideration.

With respect to decorative features, a cleaning schedule may be required to demonstrate that the feature can be easily and effectively cleaned. Decorative features or fittings that cannot be effectively cleaned will not be permitted.

Any alternative finishes and materials must be approved for use by the Health Protection Service. Any construction commenced using alternative materials prior to receiving approval for use is done at the risk of the applicant.

## BEVERAGE AREA REQUIREMENTS

### Walls

Walls constructed using alternative finishes are permitted in beverage areas as long as they are sealed to prevent the entry of **contaminants**, are hardwearing and easily cleanable.

Where drink preparation equipment that may soil wall surfaces is present (e.g. coffee machines, milkshake makers or blenders), the surfaces must be impervious and waterproof in construction. For example, if there is a stone, brick or timber feature wall, an impervious waterproof splashback must be provided around drink preparation equipment.

Stone, brick or timber should not be used where they will be exposed to high levels of moisture, such as next to a dishwasher, glass washer or around wash up or hand wash basins.

For clarity, where stone, brick, timber and similar materials are used, they must be:

- sealed with a durable and impervious finish,
- free from rough surfaces, cracks or crevices,
- smooth and easily cleanable, and
- located appropriately.

## Floors

Floors within beverage areas must meet the requirements of the floor section of this guide and be provided with coving (refer to [Section 4](#)).

## Ceilings

Ceilings over beverage areas must be able to be effectively cleaned and protect the area from contamination. Alternative ceiling materials (e.g. pressed metal or sealed timber) may be used if the material can be easily and effectively cleaned.

## Hand washing facilities

Hand washing facilities (as detailed in [Section 8](#)) are required within 5 metres of beverage areas where food is handled, portioned, or where opened drinks are served. An impervious waterproof splashback must be provided around the hand wash basin.

## Preparation surfaces

A timber finish may be used as a preparation surface in beverage areas where drink preparation and portioning of food occurs, provided no heating of food occurs. The timber finish must be a hardwood close-grained timber with a waterproof finish.

Walls adjoining all surfaces where food is portioned or where drinks are mixed must have an impervious splashback. Stone, brick or timber are not suitable finishes for a splashback.

## Outdoor Bars

If you wish to install an outdoor bar, please refer to *A Guide for Outdoor Bars* available at [www.accesscanberra.act.gov.au](http://www.accesscanberra.act.gov.au).

## 17. APPENDIX ONE – GLOSSARY

### **Cleaning**

A process that removes visible contamination, such as food waste, dirt and grease from a surface, usually using hot water and detergent. Some microorganisms will be removed from the surface, however, the cleaning process is not designed to destroy micro-organisms.

### **Contaminants**

‘Contaminant’ means any biological or chemical agent, foreign matter, or other substance that may compromise food safety.

### **Dining areas**

An area designated for consuming food. No food preparation is completed in this area.

### **Easily moveable**

Equipment that can be moved by one person (either on wheels or castors) to enable cleaning as required. This allows food debris to be swept from underneath and the floor mopped. If the equipment cannot be easily moved, a clearance space must be provided so the area surrounding and beneath the equipment can be cleaned without moving the appliance.

### **Equipment**

Means all equipment used in handling food or storing food, as well as equipment used to clean food premises or equipment (e.g. refrigerators, cool rooms, bain-marie units, ovens, food processors, dishwashers, brooms, mops, buckets, etc).

### **Facilities**

Includes a machine, instrument, apparatus, utensil or appliance, other than a single-use item, used (or intended to be used) in or in connection with food handling. Includes any equipment used (or intended to be used) to clean food premises or equipment.

### **Fixtures, fitting and equipment**

Includes all items such as benches, shelves, sinks, handwashing basins, cupboards, light fittings, ventilation ducts, pipes, electrical wiring, as well as cooking and processing equipment (as defined above in ‘equipment’).

### **Food business**

A business, enterprise or activity (other than primary food production) that involves handling food intended for sale or the sale of food. The entity is considered a food business, regardless of whether the business, enterprise or activity concerned is of a commercial, charitable or community nature or whether it involves the handling or sale of food on one occasion only.

### **Food premises**

Any location that is used for the preparation or handling of food for sale. Food premises may be land, vehicles, stalls or other temporary structures.

### **Grease trap**

A plumbing device designed to intercept most grease and solids before they enter a wastewater disposal system.

### **Hand washing facilities**

A facility that provides an adequate supply of warm, running, potable water, soap and single-use disposable towels to facilitate handwashing.

### **Harbourage**

A location where pests seek shelter, food and warmth to enable them to live and reproduce.

**Impervious**

Impervious means a surface that cannot be penetrated or affected by the surrounding environment. This may refer to being waterproof or heatproof.

**Mechanical ventilation**

A system that uses equipment (such as fans) to dilute pollutants in the air from an area by introducing fresh air.

**Pest proofed**

A building is considered pest proofed when there are no pest access points into the building, no harbourage, and suitable pest management plans are in place to prevent pests.

**Plinths**

Plinths are supporting structures used underneath heavy equipment that is unable or difficult to move for cleaning. They help prevent the build-up of waste underneath the equipment.

**Potable water**

Potable water is safe drinking water that is fit for human consumption.

**Potentially hazardous food**

This means food that must be kept at certain temperatures (i.e. within temperature control) to minimise the growth of any pathogenic micro-organisms that may be present in the food and/or to prevent the formation of toxins. Examples may include meat, seafood, dairy products, cut fruit and vegetables, and cooked rice.

**Proprietor**

The owner of a business, or holder of property.

**Sanitising**

A process that significantly reduces the number of micro-organisms present on a surface. This is usually achieved through the combined use of hot water and chemical sanitisers.

**Sewage**

Waste from toilets, urinals, basins, showers, sinks and dishwashers.

**Soiling**

Soiling refers to the process of a surface or equipment becoming unclean or dirty.

**Temperature control**

The use of temperature to minimise the growth of bacteria and protect the safety of food. Generally, this means keeping potentially hazardous food at 5°C or below, or at 60°C or above.

**Waste disposal areas**

An area designated to store solid, liquid and gaseous waste prior to collection or removal. This may include food waste, recycling and broken equipment.





ACT Health Protection Service

October 2017

**From:** Mirza, Arif (Health)  
**Sent:** Tuesday, 4 October 2022 17:28  
**To:** [REDACTED]  
**Subject:** Complaint reference no. 220004121 - 04/10/2022

OFFICIAL

Hi [REDACTED]

I tried contacting you over the phone on [REDACTED] twice but could not speak to you.

I have contacted the business about using the premises for preparing or storing food at location [REDACTED] and have advised for registration.

I am working with the business to resolve the issue.

Please feel free to contact me if you have any questions.

Best regards,

**Arif Mirza | Public Health Officer**

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

**Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate**  
25 Mulley Street, Holder, ACT 2611 | [health.act.gov.au](http://health.act.gov.au)



**From:** Mirza, Arif (Health)  
**Sent:** Wednesday, 12 October 2022 14:22  
**To:** Hudson, Lyndell (Health)  
**Subject:** Unregistered Food Business - Dream Cuisine - 12/10/2022  
**Attachments:** Inspection\_Report\_10.10.2022.pdf; Inspection photos 10.10.2022.pdf

OFFICIAL

Hi Lyndell,

Please see attached photos of the unregistered premises inspection located at [REDACTED]

Thanks,

Arif Mirza | Public Health Officer

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate  
25 Mulley Street, Holder, ACT 2611 | [health.act.gov.au](http://health.act.gov.au)





ACT Health

# Food Premises Inspection Report

This report is a lawful assessment of the food premises against the requirements of the **Food Act 2001 (ACT)** and **Australia New Zealand Food Standards Code**

Business Name	AAALFood-Unknown/Unregistered Premises		Reg No	0000/00
Proprietor	AAAL		Date & Time	Start: 10 Oct 2022 12:33 PM  Finish: 10 Oct 2022 02:33 PM
Premises Address	UNREGISTERED ACT 0000		Reason	Complaint
Business/Mobile Phone		Email	Authorised Officer	Arif Mirza
Compliance	<b>Non Compliant</b>			
C=Complies   Mi = Minor Non Compliant   Ma = Major Non Compliant   Cr = Critical Non Compliant   NA=Not Applicable   NO = Not Observed				
			Result	Comments
<b>General Requirements</b>				
1	<b>Registration</b> – Is the food business registration current and accurate? [s91, 97 Food Act 2001]	Ma		Premises is not registered.
2	<b>Registration conditions</b> – Is the food business complying with any specific registration conditions (if applicable)? [s99 Food Act 2001]	NA		
3	<b>Registration</b> – Is the current certificate of registration displayed? [s98A Food Act 2001]	NA		Premises is not registered.
4	<b>Food Safety Supervisor (FSS)</b> – Does the food business have a current FSS? [s117 Food Act 2001]	Ma		No FSS. Owner of the business Dream Cuisine is also the supervisor of the business.
5	<b>Food Safety Supervisor (FSS)</b> – Is the FSS's certificate available at the premises? [s19 Food Regulation 2002]	NA		
6	<b>Food Safety Program (FSP)</b> – Is a FSP required?	NA		
7	<b>Food Safety Program (FSP)</b> – Is the FSP available at the premises? [s13(2) Food Regulation 2002]	NA		
8	<b>Food Safety Program (FSP)</b> – Has a copy been provided to the HPS? [s13(2) Food Regulation 2002]	NA		
<b>Food Handling Controls</b>				
9	<b>Food receipt</b> – Is all food protected from contamination? [Standard 3.2.2 cl 5(1) Food Standards Code]	NO		
10	<b>Food receipt</b> – Are supplier details available for food on the premises and all food items labelled appropriately (with a prescribed name where applicable)? [Standard 3.2.2 cl 5(2) Food Standards Code]	C		Major food suppliers are [REDACTED].
11	<b>Food receipt</b> – Are all practical measures taken to ensure potentially hazardous food is received under temperature control? [Standard 3.2.2 cl 5(3)–(4) Food Standards Code]	NO		
12	<b>Food storage</b> – Is all food protected from contamination? [Standard 3.2.2 cl 6(1)(a) Food Standards Code]	Ma		Open bags of sugar, flour stored and Bags on floor.
13	<b>Food storage</b> – Are food storage conditions appropriate? [Standard 3.2.2 cl 6(1)(b) Food Standards Code]	NO		

14	<b>Food storage</b> – Is potentially hazardous food stored under temperature control? [Standard 3.2.2 cl 6(2) Food Standards Code]	C		
15	<b>Food processing</b> – When processing, is all food: <ul style="list-style-type: none"> <li>• safe and suitable;</li> <li>• prevented from being contaminated; and</li> <li>• adequately processed to make safe?</li> </ul> [Standard 3.2.2 cl 7(1) Food Standards Code]	NO		
16	<b>Food processing</b> – Are potentially hazardous ready-to-eat foods out of temperature control for minimum time while being processed?? [Standard 3.2.2 cl 7(2) Food Standards Code]	NO		
17	<b>Food processing</b> – Is potentially hazardous food cooled/reheated correctly? [Standard 3.2.2 cl 7(3) Food Standards Code]	NO		
18	<b>Food display</b> – Is food on display protected from contamination? [Standard 3.2.2 cl 8(1), (4) Food Standards Code]	NA		
19	<b>Food display</b> – Do self-service areas have: <ul style="list-style-type: none"> <li>• supervision;</li> <li>• separate utensils; and</li> <li>• protective barriers?</li> </ul> [Standard 3.2.2 cl 8(2) Food Standards Code]	NA		
20	<b>Food display</b> – Is potentially hazardous food displayed under temperature control? [Standard 3.2.2 cl 8(5) Food Standards Code]	NA		
21	<b>Food display</b> – If potentially hazardous food is not displayed under temperature control, is there a documented alternate method of compliance? [Standard 3.2.2 cl 25 Food Standards Code]	NA		
22	<b>Food packaging</b> – Is food packaged in a manner that protects it from contamination, using appropriate material? [Standard 3.2.2 cl 9 Food Standards Code]	C		
23	<b>Food transportation</b> – Is all food protected from contamination during transportation? [Standard 3.2.2 cl 10(a) Food Standards Code]	NO		
24	<b>Food transport vehicles</b> – Are food transport vehicles suitable? [Standard 3.2.3 cl 17 Food Standards Code]	NO		
25	<b>Food transportation</b> – Is all potentially hazardous food transported under temperature control? [Standard 3.2.2 cl 10(b), (c) Food Standards Code]	NO		
26	<b>Food disposal</b> – Is food for disposal kept separately from all other food and in a designated area? [Standard 3.2.2 cl 11(1) Food Standards Code]	NO		
27	<b>Food recall</b> – Is there a documented recall system in place? [Standard 3.2.2 cl 12 Food Standards Code]	Ma		No food recall plan in place. Business keeps records of food items delivered to other businesses.
<b>Health and Hygiene Requirements for Food Handlers</b>				
28	<b>Health of food handlers</b> – Do food handlers report illness and exclude themselves from food handling if they are suffering from a foodborne disease and/or condition? [Standard 3.2.2 cl 14(1), (2) Food Standards Code]	NO		

29	<b>Hygiene of food handlers</b> – Do food handlers exercise good hygiene practices? [Standard 3.2.2 cl 15(1) Food Standards Code]	NO		
30	<b>Hand washing</b> – Do food handlers wash their hands before commencing/recommencing work? [Standard 3.2.2 cl 15(2), (3) Food Standards Code]	NO		
31	<b>Hand washing</b> – Do food handlers wash and dry hands thoroughly using designated hand washing facilities? [Standard 3.2.2 cl 15(4) Food Standards Code]	NO		
32	<b>Hand washing</b> – Are the hand washing facilities appropriately located? [Standard 3.2.3 cl 14(1) Food Standards Code]	Cr		Hand wash obstructed and not in use as observed during the inspection. Toilet hand wash is used for hand washing.
33	<b>Hand washing</b> – Are the hand washing facilities: <ul style="list-style-type: none"> <li>• permanent fixtures;</li> <li>• provided with a supply of warm running potable water through a single spout;</li> <li>• of an adequate size; and</li> <li>• used only for the washing of hands, arms and faces? [Standard 3.2.3 cl 14(2) Food Standards Code]</li> </ul>	Cr		Hand wash obstructed.
<b>Health and Hygiene Requirements for Food Businesses</b>				
34	<b>Hygiene of food handlers (duties of food businesses)</b> – Does the business have easily accessible hand washing facilities that include: <ul style="list-style-type: none"> <li>• soap;</li> <li>• single use towel; and</li> <li>• a container for used towels?</li> </ul> [Standard 3.2.2 cl 17 Food Standards Code]	C		
35	<b>Health of food handlers (duties of food businesses)</b> – Are actions taken to ensure staff members do not engage in food handling if they are suffering from a foodborne disease or condition? [Standard 3.2.2 cl 16 Food Standards Code]	NO		
36	<b>General duties of food businesses</b> – Does the food business take all practical measures to ensure all people within the food business avoid contaminating food? [Standard 3.2.2 cl 18 Food Standards Code]	NO		
<b>Cleaning, Sanitising and Maintenance</b>				
37	<b>Cleanliness</b> – Are the floors, walls and ceilings maintained in a clean condition? [Standard 3.2.2 cl 19(1) Food Standards Code]	Ma		Build up of flour on floor and other food debris in hard to reach areas.
38	<b>Cleanliness</b> – Are the fixtures, fittings and equipment maintained in a clean condition? [Standard 3.2.2 cl 19(2) Food Standards Code]	Ma		Cleaning required of few equipments.
39	<b>Sanitising</b> – Are food contact surfaces and eating and drinking utensils sanitised using appropriate sanitising methods? [Standard 3.2.2 cl 20 Food Standards Code]	C		Dishwasher available and sanitiser available.
40	<b>Maintenance</b> – Are premises, fixtures, fittings, equipment and utensils maintained in a good state of repair and working order? [Standard 3.2.2 cl 21 Food Standards Code]	Ma		Panelled ceiling paint peeling. Lights not covered. Holes and gaps in ceiling. Wash up sinks bench and taps to be sealed. Preparation bench to be sealed.

41	<b>Thermometer</b> – Does the business have a readily accessible digital probe thermometer accurate to $\pm 1^{\circ}\text{C}$ ? [Standard 3.2.2 cl 22 Food Standards Code]	C		
42	<b>Single use items</b> – Are single use items protected from contamination and not reused? [Standard 3.2.2 cl 23 Food Standards Code]	C		
43	<b>Animals and pests</b> – Is the premises free from animals and pests? [Standard 3.2.2 cl 24(1)(a)(b) Food Standards Code]	C		
44	<b>Animals and pests</b> – Does the business take all practical measures to eradicate and prevent the entry and harbourage of pests? [Standard 3.2.2 cl 24(1)(c)(d) Food Standards Code]	NO		Business conducts pest control by it self, no records kept.
<b>Design and Construction</b>				
45	<b>General requirements</b> – Is the food premises appropriate for its activities? [Standard 3.2.3 cl 3 Food Standards Code]	NO		
46	<b>Water supply</b> – Is there an adequate supply of potable water? [Standard 3.2.3 cl 4 Food Standards Code]	C		
47	<b>Sewage and waste water disposal</b> – Does the premises have an adequate sewage and waste water disposal system? [Standard 3.2.3 cl 5 Food Standards Code]	Ma		No [redacted] trade waste approval. No grease trap connected to the premises.
48	<b>Garbage storage</b> – Does the premises have adequate storage facilities for garbage and recyclable matter? [Standard 3.2.3 cl 6 Food Standards Code]	C		[redacted] is garbage disposal contractor.
49	<b>Ventilation</b> – Does the premises have adequate natural or mechanical ventilation? [Standard 3.2.3 cl 7 Food Standards Code]	Ma		No mechanical ventilation certification. Ventilation exhausthood existing from previous business.
50	<b>Lighting</b> – Does the premises have sufficient lighting? [Standard 3.2.3 cl 8 Food Standards Code]	Ma		Light covers required on few lights within premises.
51	<b>Floors</b> – Are floors appropriate for the food business' activities? [Standard 3.2.3 cl 10 Food Standards Code]	Ma		Sealed concrete with epoxy paint. Few areas requires sealing of floor under the cooking equipments. Coving is required in few areas.
52	<b>Walls and ceilings</b> – Are walls and ceilings designed and constructed in a way that is appropriate for the food business' activities? [Standard 3.2.3 cl 11 Food Standards Code]	Ma		Panelled ceiling, splash back required at walls on food preparation areas.
53	<b>Fixtures, fittings and equipment</b> – Are fixtures, fittings and equipment adequate and fit for their intended purpose and able to be effectively cleaned (and sanitised if applicable)? [Standard 3.2.3 cl 12 Food Standards Code]	Ma		See above points.
54	<b>Storage facilities</b> – Does the premises have adequate storage facilities? [Standard 3.2.3 cl 15 Food Standards Code]	C		
55	<b>Toilet facilities</b> – Are there adequate toilet facilities available for the use of food handlers? [Standard 3.2.3 cl 16 Food Standards Code]	C		
56	<b>Toilet facilities</b> – Is the toilet fitted with an air lock if it opens to a food preparation area? [Standard 3.2.3 cl 3 Food Standards Code]	Ma		Self closing on outer door required.
<b>Other</b>				
57	<b>Labelling</b> – Does food labelling comply with the Food Standards Code? [Food Standards Code]	Ma		No food labelling provided to the businesses. Only upon request from business list of ingredients and allergens are provided.
58	<b>Kilojoule displays</b> – Does the food business display kilojoule information (only applicable to standard food outlets)? [s110–111 Food Act 2001]	NA		

59	<b>Skills and knowledge</b> – Do food handlers have appropriate skills and knowledge in food safety and hygiene matters to handle food safely? [Standard 3.2.2 cl 3 Food Standards Code]	NO		
<b>SUMMARY COMMENTS/ACTION TO BE TAKEN</b>				
<p>Inspection of the premises at [REDACTED], conducted on a complaint received about the premises being used for food production and is not registered.</p> <p>Upon inspection it was found that the premises is used for food production. The business is operated by the owner ([REDACTED]) of the registered food business Dream Cuisine.</p> <p>Owner advised premises is used for food production since 2019 and leasing the premises.</p> <p>Major food items prepared at the premises are macrons, pastry items and cookies as advised by the owner. Food items are sold to other food businesses ([REDACTED] and [REDACTED]) and through the Dream Cuisine market stall food registration.</p> <p>Non-compliances noted during the inspection including unregistered premises. Photos were taken during the inspection.</p> <p>Report will be discussed with the environmental management team and further information will be provided.</p> <p>Please note it is illegal to operate a food business without registration approval from Health Protection Service, ACT Health.</p>				
Please rectify identified non-compliances by the due date. Contact the Officer for any enquiries.				<b>Follow-Up Date:</b> 11 Oct 2022
I have read and I understand the contents of this assessment.				
Proprietor/Staff Signature:	[REDACTED]		Authorised Officer Signature:	[REDACTED]
Proprietor/Staff Name:	[REDACTED]		Authorised Officer Name:	Arif Mirza



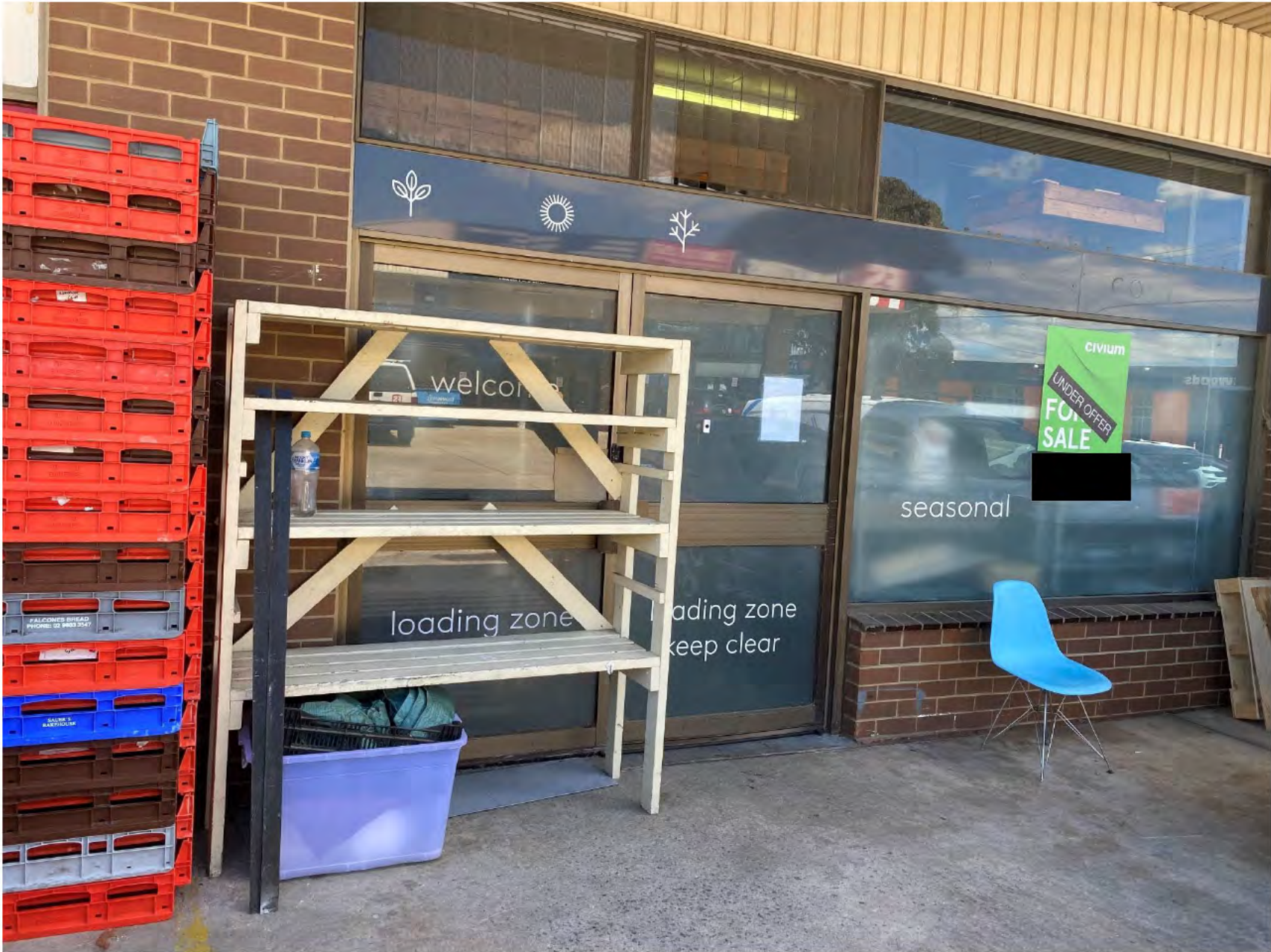
Premises : Dream Cuisine - Unregistered  
premises – Unit3/196 Gladstone Street,  
Fyshwick

Officer: Arif Mirza

Inspection Performed on: 10 October 2022





























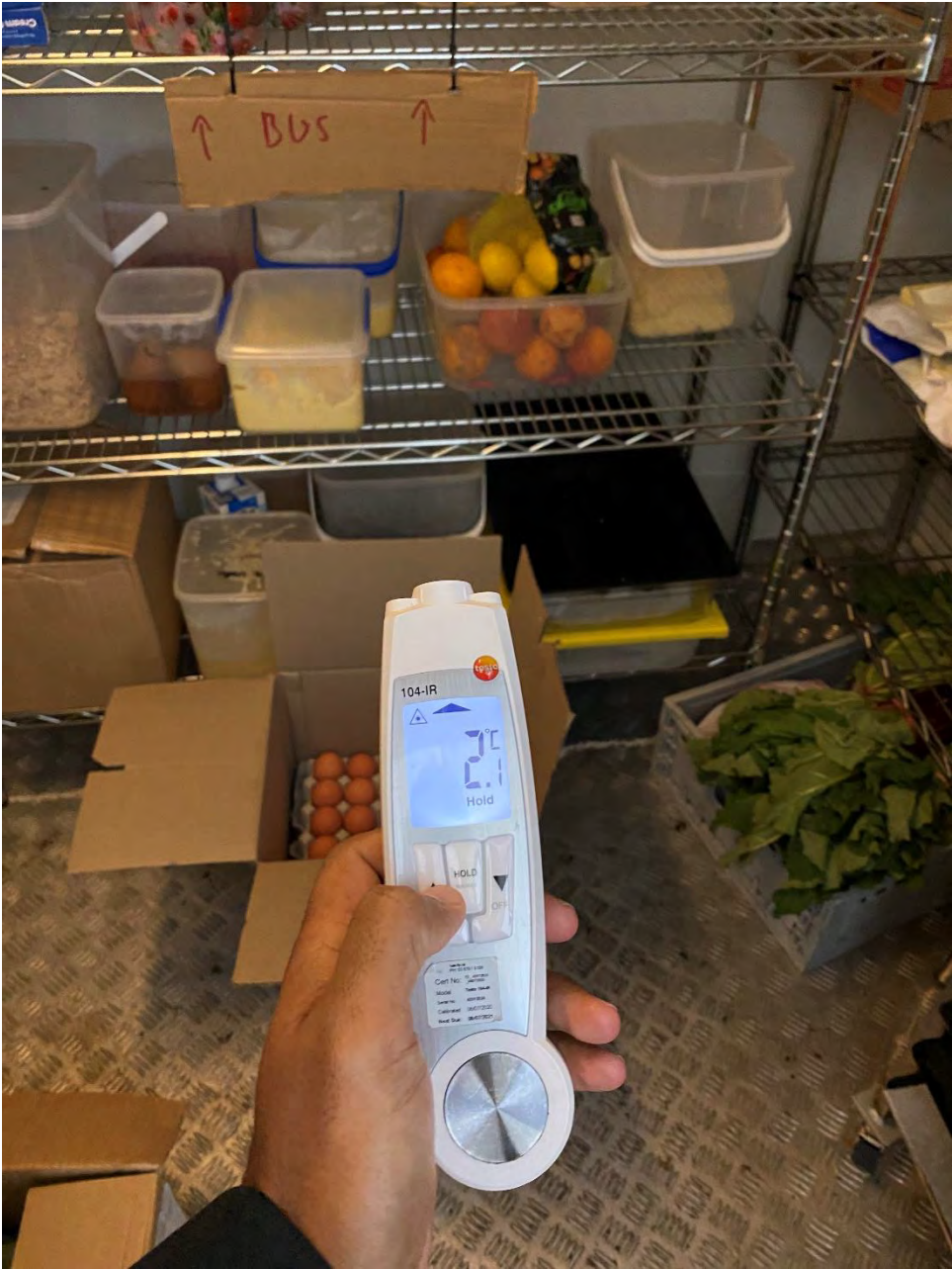






























































































































































**From:** Mirza, Arif (Health)  
**Sent:** Wednesday, 12 October 2022 17:55  
**To:** [REDACTED]  
**Subject:** Improvement notice - Unregistered Food business 12/10/2022  
**Attachments:** Enforcement- EF2a - Improvement Notice Food Act.pdf; Food - ACT Food Business Fit-out Guide.pdf; Food Business Registration Application.pdf

**OFFICIAL**

Hi [REDACTED]

As discussed over the phone today and following the inspection of your unregistered food business where the food is stored and prepared at the location [REDACTED], an improvement notice is being issued, please see attached notice.

Please note an improvement notice is a legal notice and the issues outlined within the notice must be carried out by the due date otherwise further legal action may take place.

As previously sent in an email dated Thursday 29 September 2022, please see the attached food business registration application again in this email. You can complete the application and submit via email at [HPS@act.gov.au](mailto:HPS@act.gov.au), or post at Health Protection Service, Locked bag 5005, Weston Creek 2611 or in person at our office 25 Mulley street Holder.

**Alternatively, you can also submit the application online via**  
<https://form.act.gov.au/smartforms/servlet/SmartForm.html?formCode=1146>

Please ensure to submit the required documentation along with the application as discussed, for e.g. floor plans, finish details, equipment details etc, of the premises.

I have also attached the ACT food business fit-out guide for reference and requirements of the premises for food production.

Please do not hesitate to contact me if you have any questions.

Kind regards,

**Arif Mirza | Public Health Officer**

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

**Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate**  
25 Mulley Street, Holder, ACT 2611 | [health.act.gov.au](http://health.act.gov.au)





Australian Capital Territory

## ***Food Act 2001 ~ Improvement Notice***

*Food Act 2001* (ACT),

Part 7 Improvement Notice and Prohibition Orders

s 79 (Service of Improvement Notice), s 80 (Contents of Improvement Notice)

Australia New Zealand Food Standards Code

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### **1 Name of instrument**

This instrument is an Improvement Notice made under section 79 of the *Food Act 2001*. [For the purposes of section 80(2)(a)]

### **2 Proprietor upon whom the Notice is served**

This Improvement Notice is served upon [REDACTED] as proprietor of the unregistered food business, located at [REDACTED].

### **3 Notice**

As an authorised officer under the *Food Act 2001* I am of the opinion that following an inspection on Monday 10 October 2022, the premises is in such a condition that warrants issue of a Notice.

You are contravening the sections of the Australia New Zealand Food Standards Code indicated in the 2<sup>nd</sup> column of the table below, (and therefore Section 27 of the *Food Act 2001*, which requires compliance with the Australia New Zealand Food Standards Code) in respect to your food business.

<b>Offence's Table</b>				
<i>Brief explanation of non compliance</i>	<b>Contravention</b> <i>Specific provision(s) breached</i>	<b>Requirement</b> <i>(what is required by this section)</i>	<b>Action to rectify</b> <i>Specified works (optional for PHO to include)</i>	<b>Due date</b> <i>Date to comply</i>
1. The food business does not have a food business registration certificate.	Food Act 2001 Section 89	<i>A person commits an offence if:</i> <i>(a) The person conducts a food business; and</i> <i>(b) The food business is</i> <i>i. Not registered under this part: and</i> <i>ii. Not exempt from registration under section 90.</i>	Apply for food business registration with submitting full detailed fit-out floor plan of the premises with finish details of fixtures and fittings. Floor plans can be hand drawn and does not require to be architectural.  Note: You can apply the food business registration by contacting the Health Protection Service (HPS) on 5124 9700, <a href="mailto:HPS@act.gov.au">HPS@act.gov.au</a> or in person at HPS Offices, 25 Mulley Street, Holder ACT 2611.  Premises fit-out to be completed as per the Australian Standards 4674-2004 and Food Standards Code Australia New Zealand within six weeks from the day of the service of this notice.	<b>Monday 17 October 2022</b>  <b>Monday 28 November 2022</b>
2. The kitchen hand wash basin was obstructed by utensils.	Food Safety Standard 3.2.2 Clause 17 (1a)	<i>A food business must, for each food premises maintain easily accessible hand washing facilities.</i>	Ensure that all hand wash facilities are easily accessible at all times.	<b>Monday 17 October 2022</b>
3. Visible build-up of food matter, flour, and grease in all hard to reach areas of the premises, including floors, walls, refrigerators, drains.	Food Safety Standard 3.2.2 Clause 19 (1)	<i>A food business must maintain food premises and all fixtures, fittings, and equipment to a standard of cleanliness where there is no accumulation of garbage, recycled matter, food waste, dirt, grease or other visible matter.</i>	Thoroughly clean all walls, floors, coving and fittings in the food premises so there is no visible dirt, grease or other matter present.	<b>Monday 17 October 2022</b>
4. The food business does not have a food safety	Food Act 2001 Section 117(1).	<i>The proprietor of a registered food business commits an offence if the proprietor fails</i>	Appropriately train a person who works on the premises to	<b>Monday 17 October 2022</b>



supervisor.		<i>to ensure that there is a food safety supervisor for the business.</i>	complete the required competency units: <b>SITXFSA006</b> - Participate in safe food handling. <b>and</b> <b>SITXFSA005</b> - Use hygienic practices for food safety  Notify the Health Protection Service and provide appropriate documentation of the appointed food safety supervisor.	
5. Food transporting van was found to be unclean.	Food Safety Standard 3.2.2 Clause 10 (a)	<i>A food business must, when transporting food: (a)protect all food from the likelihood of contamination. (b) transport potentially hazardous food under temperature control.</i>	Clean the food transportation van. Ensure the food is transported in the food grade closed containers.  Potentially hazardous food items to be transported under temperature control.	<b>Monday 17 October 2022</b>
6. Food is being stored in open bags and on floor.	Food Safety Standard 3.2.2 Clause 6 (1a & 1b)	<i>A food business must, when storing food, store the food in such a way that it is protected from the likelihood of contamination, and the environmental conditions under which it is stored will not adversely affect the safety and suitability of the food.</i>	Ensure all open bags of food are stored in food grade containers with pest proof lids and off the floor.	<b>Monday 17 October 2022</b>

#### 4 Grounds for Improvement Notice

As an authorised officer under the *Food Act 2001* this Improvement Notice is served having formulated a belief, on reasonable grounds, that the premises and equipment used by the food businesses is in breach of the *Food Act 2001* or the Australian New Zealand Food Standards Code.

#### 5 Period

This notice must be complied with by the dates specified in the table above.

If you believe the time period is unreasonable or due to unforeseen circumstances you cannot complete works to comply with the Improvement

Health Protection Service | Locked Bag 5005, Weston Creek, ACT 2611 | phone: (02) 5124 9700 | [www.health.act.gov.au](http://www.health.act.gov.au)

Notice by the date(s) specified you may apply to the Public Health Officer to extend the time period for compliance. You must apply before the specified due date expires.

It is an offence not to comply with this notice within the specified timeframe. Failure to comply with the Improvement Notice is an offence carrying a maximum penalty of 100 penalty units (\$16 000 for an individual, \$81 000 for a corporation) and result in the issue of a Prohibition Order under section 82 of the *Food Act 2001*.

### Compliance with the Improvement Notice

An Improvement Notice continues in force until the Public Health Officer notes the date of compliance on a copy of this notice, as required by Section 81 of the *Food Act 2001*.

Arif Mirza  
Public Health Officer

**Wednesday 12 October 2022**

Received by: \_\_\_\_\_ Date: \_\_\_\_\_  
(Sign)

\_\_\_\_\_  
(Print)

\_\_\_\_\_  
(Position)

Date Complied:	Authorised Officer:
_____ (Day / Month / Year)	_____ (Sign)
	_____ (Print)
<p><i>An authorised officer must note the date of compliance on a copy of the notice, forming the compliance copy. An improvement notice ceases to apply to the food business in relation to which it was served if an authorised officer notes the date of compliance with the notice by the food business on a copy of the notice.</i></p>	



## ACT Health

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefoniрајте:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

### TRANSLATING AND INTERPRETING SERVICE

**131 450**

Canberra and District - 24 hours a day, 7 days a week





ACT Health

# Food Premises Inspection Report

This report is a lawful assessment of the food premises against the requirements of the *Food Act 2001 (ACT)* and *Australia New Zealand Food Standards Code*

Business Name	AAALFood-Unknown/Unregistered Premises		Reg No	0000/00
Proprietor	AAAL		Date & Time	Start: 17 Oct 2022 03:53 PM  Finish: 17 Oct 2022 04:10 PM
Premises Address	UNREGISTERED ACT 0000		Reason	Follow Up
Business/Mobile Phone		Email	Authorised Officer	Arif Mirza
Compliance	<b>Non Compliant</b>			
C=Complies   Mi = Minor Non Compliant   Ma = Major Non Compliant   Cr = Critical Non Compliant   NA=Not Applicable   NO = Not Observed				
			Result	Comments
<b>General Requirements</b>				
1	<b>Registration</b> – Is the food business registration current and accurate? [s91, 97 <i>Food Act 2001</i> ]	NO		Food business was unregistered. Business has submitted the registration application with reference no. KSWK7VHT
2	<b>Registration conditions</b> – Is the food business complying with any specific registration conditions (if applicable)? [s99 <i>Food Act 2001</i> ]	NA		
3	<b>Registration</b> – Is the current certificate of registration displayed? [s98A <i>Food Act 2001</i> ]	NA		
4	<b>Food Safety Supervisor (FSS)</b> – Does the food business have a current FSS? [s117 <i>Food Act 2001</i> ]	C		██████████, completed FSS certificate sent.
5	<b>Food Safety Supervisor (FSS)</b> – Is the FSS's certificate available at the premises? [s19 <i>Food Regulation 2002</i> ]	C		
6	<b>Food Safety Program (FSP)</b> – Is a FSP required?	NA		
7	<b>Food Safety Program (FSP)</b> – Is the FSP available at the premises? [s13(2) <i>Food Regulation 2002</i> ]	NA		
8	<b>Food Safety Program (FSP)</b> – Has a copy been provided to the HPS? [s13(2) <i>Food Regulation 2002</i> ]	NA		
<b>Food Handling Controls</b>				
9	<b>Food receipt</b> – Is all food protected from contamination? [Standard 3.2.2 cl 5(1) <i>Food Standards Code</i> ]	NO		
10	<b>Food receipt</b> – Are supplier details available for food on the premises and all food items labelled appropriately (with a prescribed name where applicable)? [Standard 3.2.2 cl 5(2) <i>Food Standards Code</i> ]	NO		
11	<b>Food receipt</b> – Are all practical measures taken to ensure potentially hazardous food is received under temperature control? [Standard 3.2.2 cl 5(3)–(4) <i>Food Standards Code</i> ]	NO		
12	<b>Food storage</b> – Is all food protected from contamination? [Standard 3.2.2 cl 6(1)(a) <i>Food Standards Code</i> ]	C		Food items are now stored in food grade air tight containers.
13	<b>Food storage</b> – Are food storage conditions appropriate? [Standard 3.2.2 cl 6(1)(b) <i>Food Standards Code</i> ]	C		

14	<b>Food storage</b> – Is potentially hazardous food stored under temperature control? [Standard 3.2.2 cl 6(2) Food Standards Code]	NO		
15	<b>Food processing</b> – When processing, is all food: <ul style="list-style-type: none"> <li>• safe and suitable;</li> <li>• prevented from being contaminated; and</li> <li>• adequately processed to make safe?</li> </ul> [Standard 3.2.2 cl 7(1) Food Standards Code]	NO		
16	<b>Food processing</b> – Are potentially hazardous ready-to-eat foods out of temperature control for minimum time while being processed?? [Standard 3.2.2 cl 7(2) Food Standards Code]	NO		
17	<b>Food processing</b> – Is potentially hazardous food cooled/reheated correctly? [Standard 3.2.2 cl 7(3) Food Standards Code]	NO		
18	<b>Food display</b> – Is food on display protected from contamination? [Standard 3.2.2 cl 8(1), (4) Food Standards Code]	NA		
19	<b>Food display</b> – Do self-service areas have: <ul style="list-style-type: none"> <li>• supervision;</li> <li>• separate utensils; and</li> <li>• protective barriers?</li> </ul> [Standard 3.2.2 cl 8(2) Food Standards Code]	NA		
20	<b>Food display</b> – Is potentially hazardous food displayed under temperature control? [Standard 3.2.2 cl 8(5) Food Standards Code]	NA		
21	<b>Food display</b> – If potentially hazardous food is not displayed under temperature control, is there a documented alternate method of compliance? [Standard 3.2.2 cl 25 Food Standards Code]	NA		
22	<b>Food packaging</b> – Is food packaged in a manner that protects it from contamination, using appropriate material? [Standard 3.2.2 cl 9 Food Standards Code]	NO		
23	<b>Food transportation</b> – Is all food protected from contamination during transportation? [Standard 3.2.2 cl 10(a) Food Standards Code]	NO		
24	<b>Food transport vehicles</b> – Are food transport vehicles suitable? [Standard 3.2.3 cl 17 Food Standards Code]	C		Food van cleaned.
25	<b>Food transportation</b> – Is all potentially hazardous food transported under temperature control? [Standard 3.2.2 cl 10(b), (c) Food Standards Code]	NO		
26	<b>Food disposal</b> – Is food for disposal kept separately from all other food and in a designated area? [Standard 3.2.2 cl 11(1) Food Standards Code]	NO		
27	<b>Food recall</b> – Is there a documented recall system in place? [Standard 3.2.2 cl 12 Food Standards Code]	NO		
<b>Health and Hygiene Requirements for Food Handlers</b>				
28	<b>Health of food handlers</b> – Do food handlers report illness and exclude themselves from food handling if they are suffering from a foodborne disease and/or condition? [Standard 3.2.2 cl 14(1), (2) Food Standards Code]	NO		

29	<b>Hygiene of food handlers</b> – Do food handlers exercise good hygiene practices? [Standard 3.2.2 cl 15(1) Food Standards Code]	NO		
30	<b>Hand washing</b> – Do food handlers wash their hands before commencing/recommencing work? [Standard 3.2.2 cl 15(2), (3) Food Standards Code]	NO		
31	<b>Hand washing</b> – Do food handlers wash and dry hands thoroughly using designated hand washing facilities? [Standard 3.2.2 cl 15(4) Food Standards Code]	NO		
32	<b>Hand washing</b> – Are the hand washing facilities appropriately located? [Standard 3.2.3 cl 14(1) Food Standards Code]	NO		
33	<b>Hand washing</b> – Are the hand washing facilities: <ul style="list-style-type: none"> <li>• permanent fixtures;</li> <li>• provided with a supply of warm running potable water through a single spout;</li> <li>• of an adequate size; and</li> <li>• used only for the washing of hands, arms and faces? [Standard 3.2.3 cl 14(2) Food Standards Code]</li> </ul>	C		
<b>Health and Hygiene Requirements for Food Businesses</b>				
34	<b>Hygiene of food handlers (duties of food businesses)</b> – Does the business have easily accessible hand washing facilities that include: <ul style="list-style-type: none"> <li>• soap;</li> <li>• single use towel; and</li> <li>• a container for used towels? [Standard 3.2.2 cl 17 Food Standards Code]</li> </ul>	C		
35	<b>Health of food handlers (duties of food businesses)</b> – Are actions taken to ensure staff members do not engage in food handling if they are suffering from a foodborne disease or condition? [Standard 3.2.2 cl 16 Food Standards Code]	NO		
36	<b>General duties of food businesses</b> – Does the food business take all practical measures to ensure all people within the food business avoid contaminating food? [Standard 3.2.2 cl 18 Food Standards Code]	NO		
<b>Cleaning, Sanitising and Maintenance</b>				
37	<b>Cleanliness</b> – Are the floors, walls and ceilings maintained in a clean condition? [Standard 3.2.2 cl 19(1) Food Standards Code]	Mi		Floors, walls in hard to reach areas cleaned. Floor Drain to be cleaned and photos to be sent.
38	<b>Cleanliness</b> – Are the fixtures, fittings and equipment maintained in a clean condition? [Standard 3.2.2 cl 19(2) Food Standards Code]	C		Equipments cleaned.
39	<b>Sanitising</b> – Are food contact surfaces and eating and drinking utensils sanitised using appropriate sanitising methods? [Standard 3.2.2 cl 20 Food Standards Code]	C		
40	<b>Maintenance</b> – Are premises, fixtures, fittings, equipment and utensils maintained in a good state of repair and working order? [Standard 3.2.2 cl 21 Food Standards Code]	NO		
41	<b>Thermometer</b> – Does the business have a readily accessible digital probe thermometer accurate to $\pm 1^{\circ}\text{C}$ ? [Standard 3.2.2 cl 22 Food Standards Code]	NO		



42	<b>Single use items</b> – Are single use items protected from contamination and not reused? [Standard 3.2.2 cl 23 Food Standards Code]	NO		
43	<b>Animals and pests</b> – Is the premises free from animals and pests? [Standard 3.2.2 cl 24(1)(a)(b) Food Standards Code]	NO		
44	<b>Animals and pests</b> – Does the business take all practical measures to eradicate and prevent the entry and harbourage of pests? [Standard 3.2.2 cl 24(1)(c)(d) Food Standards Code]	NO		
<b>Design and Construction</b>				
45	<b>General requirements</b> – Is the food premises appropriate for its activities? [Standard 3.2.3 cl 3 Food Standards Code]	NO		
46	<b>Water supply</b> – Is there an adequate supply of potable water? [Standard 3.2.3 cl 4 Food Standards Code]	NO		
47	<b>Sewage and waste water disposal</b> – Does the premises have an adequate sewage and waste water disposal system? [Standard 3.2.3 cl 5 Food Standards Code]	NO		
48	<b>Garbage storage</b> – Does the premises have adequate storage facilities for garbage and recyclable matter? [Standard 3.2.3 cl 6 Food Standards Code]	NO		
49	<b>Ventilation</b> – Does the premises have adequate natural or mechanical ventilation? [Standard 3.2.3 cl 7 Food Standards Code]	NO		
50	<b>Lighting</b> – Does the premises have sufficient lighting? [Standard 3.2.3 cl 8 Food Standards Code]	NO		
51	<b>Floors</b> – Are floors appropriate for the food business' activities? [Standard 3.2.3 cl 10 Food Standards Code]	NO		
52	<b>Walls and ceilings</b> – Are walls and ceilings designed and constructed in a way that is appropriate for the food business' activities? [Standard 3.2.3 cl 11 Food Standards Code]	NO		
53	<b>Fixtures, fittings and equipment</b> – Are fixtures, fittings and equipment adequate and fit for their intended purpose and able to be effectively cleaned (and sanitised if applicable)? [Standard 3.2.3 cl 12 Food Standards Code]	NO		
54	<b>Storage facilities</b> – Does the premises have adequate storage facilities? [Standard 3.2.3 cl 15 Food Standards Code]	NO		
55	<b>Toilet facilities</b> – Are there adequate toilet facilities available for the use of food handlers? [Standard 3.2.3 cl 16 Food Standards Code]	C		
56	<b>Toilet facilities</b> – Is the toilet fitted with an air lock if it opens to a food preparation area? [Standard 3.2.3 cl 3 Food Standards Code]	C		
<b>Other</b>				
57	<b>Labelling</b> – Does food labelling comply with the Food Standards Code? [Food Standards Code]	NO		
58	<b>Kilojoule displays</b> – Does the food business display kilojoule information (only applicable to standard food outlets)? [s110–111 Food Act 2001]	NA		
59	<b>Skills and knowledge</b> – Do food handlers have appropriate skills and knowledge in food safety and hygiene matters to handle food safely? [Standard 3.2.2 cl 3 Food Standards Code]	C		

<b>SUMMARY COMMENTS/ACTION TO BE TAKEN</b>			
<p>Follow up inspection conducted on the improvement notice issued on Wednesday 12 October 2022.</p> <p>Points 1, 2, 4, 5 &amp; 6 have been completed. Point 3 of the improvement notice part completed. Business to clean the drains and to send photo. Dough machine bet to be replaced as it is deteriorated. Please ensure this is done by next follow up on Monday 28 November 2022.</p>			
<p>Please rectify identified non-compliances by the due date. Contact the Officer for any enquiries.</p>			<p><b>Follow-Up Date:</b> 28 Nov 2022</p>
<p>I have read and I understand the contents of this assessment.</p>			
<p>Proprietor/Staff Signature:</p>		<p>Authorised Officer Signature:</p>	
<p>Proprietor/Staff Name:</p>		<p>Authorised Officer Name:</p>	<p>Arif Mirza</p>

# Premises : Dream Cuisine

Officer: Arif Mirza

Inspection Performed on: 17 October 2022











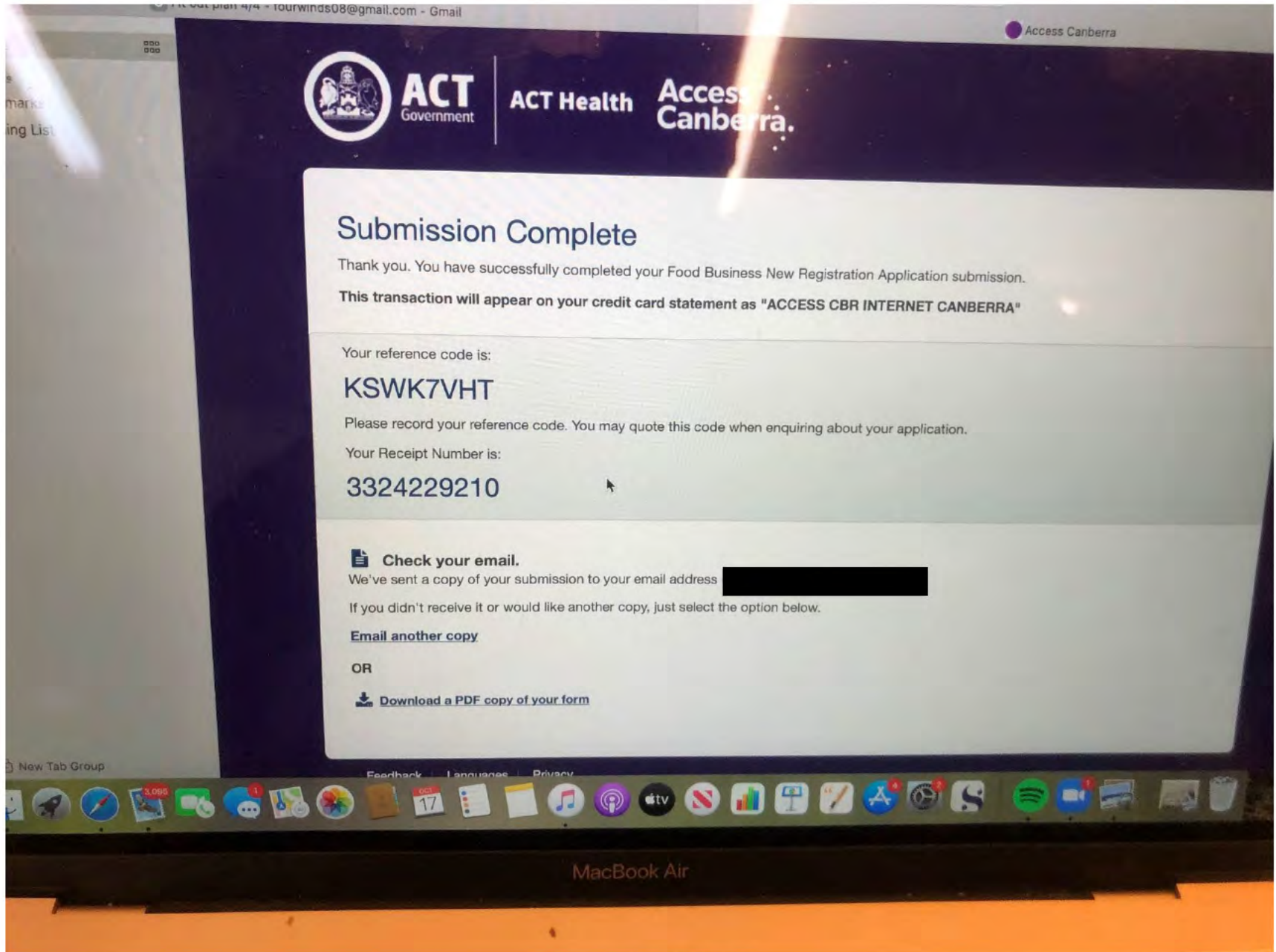


























































**From:** Rowe, Brooke (Health) on behalf of Environmental Health  
**Sent:** Tuesday, 18 October 2022 12:26  
**To:** Mirza, Arif (Health)  
**Subject:** FW: Food Business New Registration Application, KSWK7VHT, Dream Cuisine [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]  
**Attachments:** KSWK7VHT.xml; KSWK7VHT.pdf; id 2.jpg; afs01-v3-osa1310001-20221017-1.pdf; img\_3926.jpg

OFFICIAL

Hi Arif,

If you're back in the office today can we please discuss the registration for Dream Cuisine.

Kind regards,

**Brooke Rowe | Public Health Officer**

Phone: 5124 6193 | Mobile: [REDACTED] | Email: [brooke.rowe@act.gov.au](mailto:brooke.rowe@act.gov.au)

**Environmental Health | Health Protection Service | Population Health | ACT Health Directorate**

25 Mulley St, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)



**From:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>

**Sent:** Monday, 17 October 2022 3:17 PM

**To:** Environmental Health <[EnvironmentalHealth@act.gov.au](mailto:EnvironmentalHealth@act.gov.au)>

**Subject:** FW: Food Business New Registration Application, KSWK7VHT, Dream Cuisine [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

OFFICIAL

HI Team

For rr check please.

Kind regards,

**Georgette - Administration Officer**

Ph: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

Business Management Services, Health Protection Services | Population Health Division | ACT Health Directorate

25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611

[health.act.gov.au](http://health.act.gov.au)



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**From:** [smartforms@act.gov.au](mailto:smartforms@act.gov.au) <[smartforms@act.gov.au](mailto:smartforms@act.gov.au)>  
**Sent:** Monday, 17 October 2022 2:25 PM  
**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Subject:** Food Business New Registration Application, KSWK7VHT, Dream Cuisine [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

## Food Business New Registration Application

### Form data summary

<b>Reference code</b>	KSWK7VHT
<b>Trading name</b>	Dream Cuisine

For issues or questions relating to SmartForms please contact the Payment Services Integration Team on \*5 4607 or email [smartforms.admin@act.gov.au](mailto:smartforms.admin@act.gov.au).



## Food Business New Registration Application - receipt

Your submission has been successful. Please keep a copy of this receipt for your records. This transaction will appear on your statement as ACCESS CBR INTERNET CANBERRA

Date and time	Reference code	Payment receipt number	Total amount paid
17 Oct 2022 2:19:24 PM	KSWK7VHT	3324229210	\$ 281.00

Health Protection Service  
ACT Health  
ABN 164 611 475 09

Locked Bag 5005  
WESTON CREEK ACT 2611

Phone 02 5124 9700  
Email: hps@act.gov.au

## Do you need a food business registration?

The [Food Act 2001 \(https://www.legislation.act.gov.au/a/2001\\_66/\)](https://www.legislation.act.gov.au/a/2001_66/) requires most ACT food businesses to be registered with the Health Protection Service before opening.

If you are not sure how to answer these questions, please call the Health Protection Service on [02 5124 9700](tel://0251249700) (tel://0251249700).

How often do you plan to trade? \*

- Only at the National Multicultural Festival, Enlighten Night Noodle Markets, the National Folk Festival or the World Curry Festival
- Less than 5 times a year (each time for no more than 3 days)
- More than 5 times a year, or for more than 3 consecutive days

Is your business a non-profit community organisation? \*

- Yes  No

Which of the following describes your food business? \*

- We sell food from a food transport vehicle registered in another State or Territory (such as a food van registered in NSW)
- We transport food but we do not handle or sell the food (such as a food courier)
- We only sell food that is non-potentially hazardous and sold in a closed package (such as a newsagency or chemist)
- None of the above

Your food business requires a food business registration. You can apply for a registration with this form.

We will inspect your business, and when your business has met the requirements of the Australia New Zealand Food Standards Code (<http://www.foodstandards.gov.au/code/Pages/default.aspx>) and the Food Act 2001, we will send you a registration certificate. Your certificate must be publicly displayed at your premises.

It is an offence to operate a registerable food business without a registration.

## Trading details

Trading name

Trading name \*

Dream Cuisine



What type of food business are you planning to operate? \*

- Home business
- Market stall
- Mobile food premises
- Any other type of business

A home business uses their home (or someone else's) to handle food for sale. This includes preparing food for local markets or school canteens, catering for events, and online food sales from home. Only shelf stable low-risk food can be prepared for sale in a home business unless there is a separate approved commercial kitchen.

A market stall is a structure that is set up to handle or sell food for occasional events such as festival, shows or fetes usually lasting a day or a weekend.

A mobile food premises includes any vehicle (mobile or stationary) that is used for preparing and handling food for sale. Examples include vans used for making and selling hamburgers, hot dogs, hot chips, coffee, popcorn, ice-cream, etc.

Do you provide or manufacture any of the following foods?

- |  |   |   |  |  |
|--|---|---|--|--|
| <input checked="" type="checkbox"/> Bread, pastries or cakes                 | <input type="checkbox"/> Confectionery                        | <input type="checkbox"/> Cooked rice or noodles | <input checked="" type="checkbox"/> Egg or egg products        | <input type="checkbox"/> Fermented meat products |
| <input type="checkbox"/> Dairy products                                      |   |   |  |  |
| <input type="checkbox"/> Frozen meals  | <input type="checkbox"/> Honey                                |   | <input type="checkbox"/> Infant or baby foods                  |  |
| <input type="checkbox"/> Juices or fermented drinks                          | <input type="checkbox"/> Meat pies, sausage rolls or hot dogs |   | <input type="checkbox"/> Prepared, ready-to-eat or table meals |  |
| <input type="checkbox"/> Prepared salads                                     | <input type="checkbox"/> Processed fruit and vegetables       |   | <input type="checkbox"/> Processed meat, poultry or seafood    |  |
| <input type="checkbox"/> Raw fruit and vegetables                            | <input type="checkbox"/> Raw meat, poultry or seafood         |   | <input type="checkbox"/> Sandwiches or rolls                   |  |
| <input type="checkbox"/> Soft drinks or alcohol                              | <input type="checkbox"/> Sous vide foods                      |   | <input type="checkbox"/> Sprouting seeds                       |  |
| <input type="checkbox"/> Vacuum- and modified atmosphere-packed chilled food |   |   |  |  |

Provide a brief description of the items you will process, manufacture or sell (or attach a sample menu).

Croissant, Fresh Fruit Danish, Pain au Chocolat, Pain au Raisin, macarons, Brownie biscuits, carrot cake, chocolate tarts, lemon tarts, lime tarts, ginger cake, apple cake, almond croissants,

Sample menu

For further information on high or medium risk foods, please refer to [Appendix 1 - Potentially hazardous foods \(PDF\)](#). (<https://www.foodstandards.gov.au/publications/Documents/Safe%20Food%20Australia/Appendix%201%20-%20Potentially%20hazardous%20foods.pdf>) of [Safe Food Australia - A guide to the Food Safety Standards](#) (<https://www.foodstandards.gov.au/publications/Pages/safefoodaustralia3rd16.aspx>).

## Risk classification

If your risk classification below is incorrect you might be charged the incorrect fee and your application may be delayed.

If you are not sure how to answer the questions below, please contact the Health Protection Service on [02 5124 9700](tel:0251249700) (tel://0251249700) or [hps@act.gov.au](mailto:hps@act.gov.au) (mailto:hps@act.gov.au).

## Food type and intended use by customer

If more than one option applies, select the one with the higher score. \*

- You provide high-risk foods that are ready to eat (e.g. oysters, salami, cooked rice, tofu, cooked chicken/meats, cooked pasta, pies, sushi type products, quiches, cream/custard filled cakes). Business score = 35

- You provide medium-risk foods that are ready to eat (e.g. Orange juice, ice-cream, peanut butter, pasteurised milk, canned meat, cut fruit, dairy products). Business score = 25
- You provide high-risk foods that are not ready to eat (e.g. raw meats and raw seafood). Business score = 15
- You provide medium risk foods that are not ready to eat (e.g. unprocessed fruit and vegetables) Business score = 5
- You provide low risk foods that may or may not be ready to eat (e.g. carbonated beverages, grains, cereals, sugar based confectionery, alcohol, fats and oils). Business Score = 0

## Activity of food business

If more than one option applies, select the one with the higher score. \*

- You handle high and medium risk ready to eat foods during the processing or manufacturing of food Business score = 25
- You portion high and medium-risk ready-to-eat foods before receipt by the customer. Business score = 20
- You handle low-risk or non-ready-to-eat foods during the processing or manufacturing of food. Business score = 15
- You only store, distribute or sell pre-packaged foods. Business score = 5

## Off-site catering

If more than one option applies, select the one with the higher score. \*

- You are a catering business that serves food at a different location to where it is prepared. (Serving includes slicing, plating or further processing at a different location to where the food is prepared. Serving does NOT include delivery services or transport to another registered food business). Business score = 15
- You are a food business that serves food at the same location at which it is prepared (includes takeaway or delivery services and manufacturers). Business score = 0

## Method of processing

If more than one option applies, select the one with the higher score. \*

- You cook the food you serve or otherwise provide a pathogen reduction step such as canning, fermentation, pasteurisation or any other step that is capable of significantly reducing the level of pathogens present. Business score = 10
- You sell uncooked high risk foods, such as sushi, and do not use a pathogen reduction step during processing prior to sale. Business score = 0

## Customer base

If more than one option applies, select the one with the higher score. \*

- You are a small business (less than 10 employees in service sector and less than 50 in manufacturing sector). Business score = 5
- You are not a small business. Business score = 10

## Supply of food to at-risk groups

If more than one option applies, select the one with the higher score. \*

- You supply food directly to at risk groups. For example, you supply foods directly and specifically to organisations that cater to the sick, elderly, children under 5 years of age or pregnant women (such as hospitals, nursing homes or child care centres). Business score = 20
- You do not supply food to at risk groups. For example, you supply to the general public. Business score = 0

Business score

65

Risk rating

High risk

## Business ownership

### Ownership type

Registration is issued to the owner of the business, who is the person(s) who will have the overall responsibility for the business, including responsibility for any contraventions of the *Food Act 2001*.

Trusts will not be registered, companies operating as trustees for a trust will be registered in the company name only.

Applications listing a partnership as the owner will not be accepted. If your business is operated by a partnership, one or more of the individuals of the partnership will need to be listed.

The registration is to be issued to: \*

a corporation  an individual (or individuals)

### Owner details

Owner 1

Title

Given name \*

Family name \*

[Redacted]

[Redacted]

[Redacted]

### Owner residential address

Address line 1 \*

[Redacted]

Address line 2

Suburb \*

State \*

Postcode \*

[Redacted]

[Redacted]

[Redacted]

### Owner postal address

Owner postal address \*

[Redacted]

Email \*

[Redacted]

Enter at least one phone number: \*

Home phone number

Work phone number

Mobile number

[Redacted]

[Redacted]

[Redacted]

Certified photographic identification. \*



Please see [identification requirements](https://health.act.gov.au/businesses/licensing-and-registration/identification-requirements) (<https://health.act.gov.au/businesses/licensing-and-registration/identification-requirements>) for a list of acceptable forms of identification and how to have your identification certified.

ID 2.jpg

## Business details

### Likely days of operation and hours of trade

What days and hours do you plan to trade? \*

Saturday and Sunday 7am until 3 pm.

### Business on-site or primary contact person

Title

Given name \*

Family name \*

Enter at least one phone number: \*

Home phone number

Work phone number

Mobile number

Email \*

### Business correspondence postal address

Business correspondence postal address \*

### Mobile vendor information

Are you permanently stationed at one site? \*

Yes  No

Where do you commonly trade? \*

Capital Region Famers Market, Little Burley Market, Old Bus Depot Market, Haig Park Market, and wholesale at National Museum of Australia and 3 other central Canberra locations, ( Dickson, Manuka, Braddon.

### Food safety supervisors

All registered food businesses in the ACT must appoint a food safety supervisor.

You have 30 days after registration to notify Health Protection Service of your food safety supervisors. If you have these details now you can include them in your application here.

Food safety supervisor 1		
Name of food safety supervisor	Phone	
<input type="text" value="REDACTED"/>	<input type="text" value="REDACTED"/>	
Date certificate issued		
<input type="text" value="16"/>	<input type="text" value="10"/>	<input type="text" value="2022"/>

If you have copies of your nominated food safety supervisor certificates, you can attach them (optional)

## Fit out plan assessment

### Existing assessment application

The construction and layout of a food business are important to food safety. Suitably detailed plans and specifications must be submitted to the Health Protection Service and an inspection carried out before a new registration can be granted.

The [Food Business Fit-out Guide \(PDF\)](https://health.act.gov.au/sites/default/files/2019-10/Food%20Business%20-%20Fit-out%20Guide.pdf) (https://health.act.gov.au/sites/default/files/2019-10/Food%20Business%20-%20Fit-out%20Guide.pdf) assists in the designing of new food businesses. The [Mobile Food Business Fit-out Guide \(PDF\)](https://health.act.gov.au/sites/default/files/2019-10/Food%20Business%20-%20Fit-out%20Guide%20-%20Mobile.pdf) (https://health.act.gov.au/sites/default/files/2019-10/Food%20Business%20-%20Fit-out%20Guide%20-%20Mobile.pdf) assists in the design and construction of mobile food businesses in the ACT. We recommend all food business owners, designers and builders use these guides as a reference when working with food premises.

Have you submitted an Application for Fit Out or Plan Assessment? \*

- Yes  No

### Builder or building certifier

To assist the processing of your application, we may want to contact your builder or building certifier to confirm details of your fit out.

Which details will you provide? \*

- The builder who is completing your fit out  
 The building certifier who will certify your fit out  
 You do not know these details or you do not give your consent for us to contact

### Fit out application

Was the premises previously used as a food business? \*

- Yes  No

Are you relocating your food business from another site? \*

- Yes  No

Will your food business be operating during the period of proposed works? \*

- Yes  No

Note: The plan assessment process, in terms of conducting a food business under the *Food Act 2001*, does not constitute any authority to:

- Carry out any building works or occupy the building or part of the building unless all relevant building permits are obtained from all responsible authorities;
- Use the land or buildings thereon for any purpose which requires a planning permit unless all relevant planning permits are obtained from all responsible authorities; and
- Commence the operation of the food business, unless approval has been sought from the Health Protection Service and the business is registered under the *Food Act 2001*.

If the fit out changes the operation of the business in a way that may have an effect on the safety of the food intended for sale, the proprietor must give notice of the change to the Health Protection Service within 7 days of the changes happening. If these changes include a structural change or changes in the fixtures and fittings of the premises, we advise that you notify us of these proposed changes at least 14 days before works are to commence so that they can be assessed by a Public Health Officer

Plans with elevations, specifications and details of all fixtures, fittings, equipment and surface finishes.

You can email additional plans to [hps@act.gov.au](mailto:hps@act.gov.au) (mailto:hps@act.gov.au) Please include your reference number (**KSWK7VHT**) and ensure that each email is under 30MB.

[IMG\\_3926.jpg](#)

## Fees

Do you want to apply for a fee-exempt application? \*

- Yes  No

You can choose to register your business for 1, 2 or 3 years. The Health Protection Service will send you a reminder notice 3-4 weeks prior to the registration renewal date.

How many years would you like to register for? \*

- 1 year  2 years  3 years

Payment total

\$ 281.00

## Declaration

I declare that:

- I am authorised to supply all the information on this form. \*
- All the information supplied on this form is true and correct and there are necessary records and/or documentation to support this registration application. \*
- I understand that failure to submit all required information and documentation may delay my application and that the provision of false or misleading information may be a criminal offence. \*

Name \*

[Redacted Name]

Position \*

Owner



I certify this is a true copy of my ACT driver  
license. This 13-10-22

I certify this is a true copy of  
driver license



## Statement of Attainment

A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.

This is a statement that



has attained

**SITXFSA005 Use hygienic practices for food safety**  
**SITXFSA006 Participate in safe food handling practices**

These competencies have been identified as meeting

**SITSS00069 Food Safety Supervision Skill Set**

Document Number

**AFS01-V3-OSA1310001-20221017-1**

Date Issued

**17 October 2022**



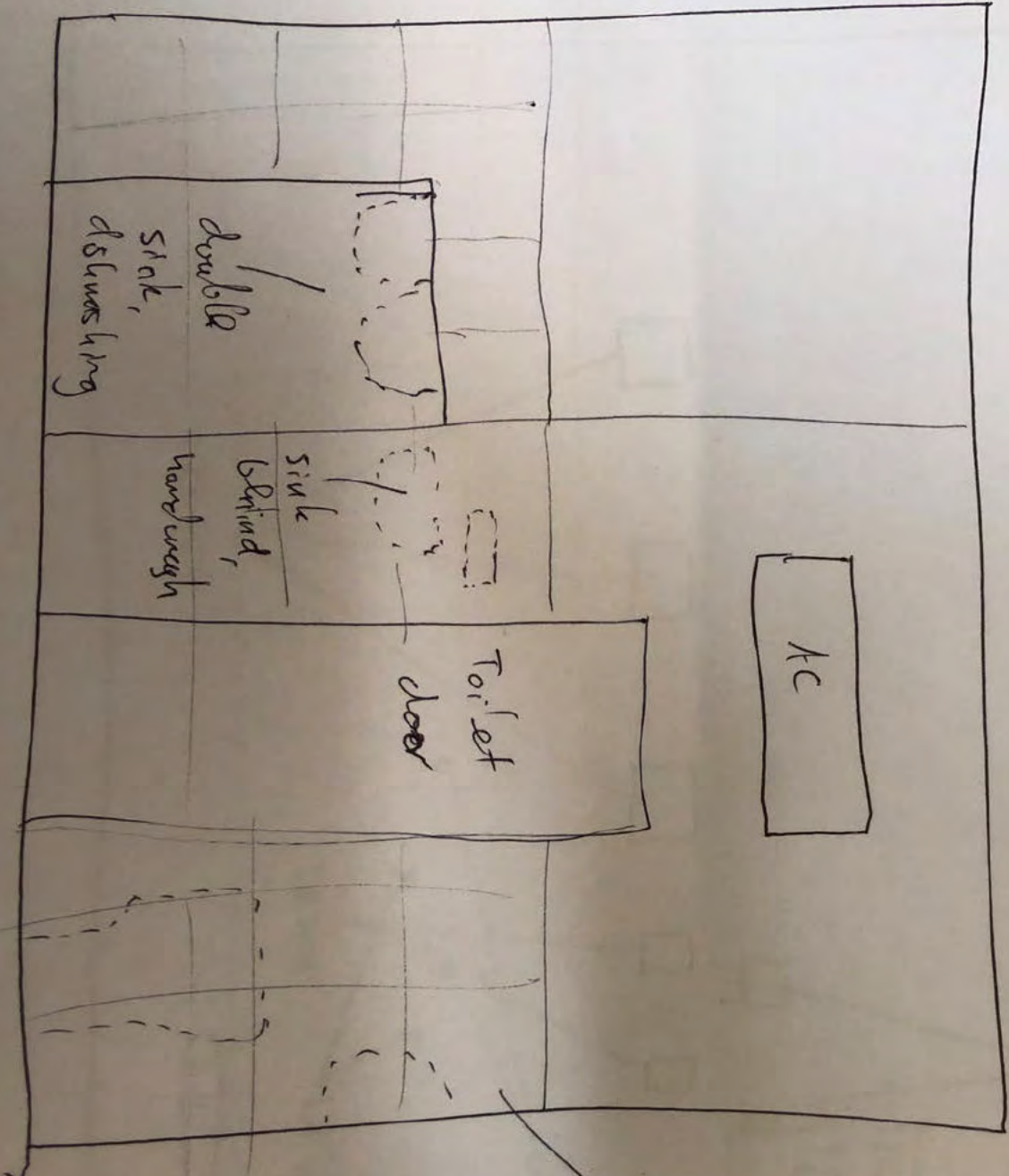
**NATIONALLY RECOGNISED  
TRAINING**

A handwritten signature in black ink, appearing to be a stylized name, positioned above the authorised signature label.

Authorised Signature

STATEMENT OF ATTAINMENT

North Wall



+ files to bedroom





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**From:** Rowe, Brooke (Health) on behalf of Environmental Health  
**Sent:** Tuesday, 18 October 2022 12:51  
**To:** HPS  
**Cc:** Mirza, Arif (Health)  
**Subject:** RE: Food Business New Registration Application, KSWK7VHT, Dream Cuisine [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

OFFICIAL

Hi Team,

I have spoken to Arif in regards to this application and the customer will be submitting a new application due to selecting the wrong business type.

Let me know if you have any questions.

Kind regards,

**Brooke Rowe | Public Health Officer**

Phone: 5124 6193 | Mobile: [REDACTED] | Email: [brooke.rowe@act.gov.au](mailto:brooke.rowe@act.gov.au)

**Environmental Health | Health Protection Service | Population Health | ACT Health Directorate**

25 Mulley St, Holder, ACT 2611

[health.act.gov.au](http://health.act.gov.au)



---

**From:** HPS <HPS@act.gov.au>  
**Sent:** Monday, 17 October 2022 3:17 PM  
**To:** Environmental Health <EnvironmentalHealth@act.gov.au>  
**Subject:** FW: Food Business New Registration Application, KSWK7VHT, Dream Cuisine [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

OFFICIAL

Hi Team

For rr check please.

Kind regards,

**Georgette - Administration Officer**

Ph: 02 5124 9700 | Email: [hps@act.gov.au](mailto:hps@act.gov.au)

Business Management Services, Health Protection Services | Population Health Division | ACT Health Directorate

25 Mulley Street, Holder ACT 2611 | Locked Bag 5005, Weston Creek ACT 2611

[health.act.gov.au](http://health.act.gov.au)



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**From:** [smartforms@act.gov.au](mailto:smartforms@act.gov.au) <[smartforms@act.gov.au](mailto:smartforms@act.gov.au)>  
**Sent:** Monday, 17 October 2022 2:25 PM  
**To:** HPS <[HPS@act.gov.au](mailto:HPS@act.gov.au)>  
**Subject:** Food Business New Registration Application, KSWK7VHT, Dream Cuisine [SEC=UNCLASSIFIED, DLM=Sensitive: Personal]

## Food Business New Registration Application

### Form data summary

<b>Reference code</b>	KSWK7VHT
<b>Trading name</b>	Dream Cuisine

For issues or questions relating to SmartForms please contact the Payment Services Integration Team on \*5 4607 or email [smartforms.admin@act.gov.au](mailto:smartforms.admin@act.gov.au).

## Section A: Trading details

**Trading name**

What will your business be trading as? This is the name that your customers will know the business as and is usually displayed on your storefront and signage.

Dream Cuisine

**Food business type**

What type of food business are you planning to operate? (Select only 1 option)

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Aged care                         | <input type="checkbox"/> Home business (1)        | <input type="checkbox"/> Night club         |
| <input type="checkbox"/> Bakery                            | <input type="checkbox"/> Hospital kitchen         | <input type="checkbox"/> Poultry            |
| <input type="checkbox"/> Butcher                           | <input type="checkbox"/> Hotel or motel           | <input type="checkbox"/> Pub or tavern      |
| <input type="checkbox"/> Canteen                           | <input type="checkbox"/> Ice-cream                | <input type="checkbox"/> Restaurant or café |
| <input type="checkbox"/> Caterer                           | <input type="checkbox"/> Licensed club            | <input type="checkbox"/> Retailer           |
| <input type="checkbox"/> Charity or community organisation | <input type="checkbox"/> Liquor outlet            | <input type="checkbox"/> Seafood            |
| <input type="checkbox"/> Childcare                         | <input checked="" type="checkbox"/> Manufacturer  | <input type="checkbox"/> Supermarket        |
| <input type="checkbox"/> Confectionary                     | <input type="checkbox"/> Market stall (2)         | <input type="checkbox"/> Take away          |
| <input type="checkbox"/> Delicatessen                      | <input type="checkbox"/> Milk vendor              | <input type="checkbox"/> Wholesaler         |
| <input type="checkbox"/> Fruit and vegetables              | <input type="checkbox"/> Mobile food premises (3) |   |

(1) A **home business** uses their home (or someone else's) to handle food for sale. This includes preparing food for local markets or school canteens, catering for events, and online food sales from home. Only shelf stable low-risk food can be prepared for sale in a home business unless there is a separate approved commercial kitchen.

(2) A **market stall** is a structure that is set up to handle or sell food for occasional events such as festival, shows or fetes usually lasting a day or a weekend.

(3) A **mobile food premises** includes any vehicle (mobile or stationary) that is used for preparing and handling food for sale. Examples include vans used for making and selling hamburgers, hot dogs, hot chips, coffee, popcorn, ice-cream, etc.



**Risk foods**

Will you provide or manufacture any of the following foods?  
(Select all options that apply)

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Bread, pastries or cakes  | <input type="checkbox"/> Prepared, ready-to-eat, table meals                 |
| <input type="checkbox"/> Confectionary                        | <input type="checkbox"/> Prepared salads                                     |
| <input type="checkbox"/> Cooked rice or noodles               | <input type="checkbox"/> Processed fruit and vegetables                      |
| <input checked="" type="checkbox"/> Dairy products            | <input type="checkbox"/> Processed meat, poultry or seafood                  |
| <input checked="" type="checkbox"/> Egg or egg products       | <input checked="" type="checkbox"/> Raw fruit and vegetables                 |
| <input type="checkbox"/> Fermented meat products              | <input type="checkbox"/> Raw meat, poultry or seafood                        |
| <input type="checkbox"/> Frozen meals                         | <input type="checkbox"/> Sandwiches or rolls                                 |
| <input type="checkbox"/> Honey                                | <input type="checkbox"/> Soft drinks or alcohol                              |
| <input type="checkbox"/> Infant or baby foods                 | <input type="checkbox"/> Sous vide foods                                     |
| <input type="checkbox"/> Juices or fermented drinks           | <input type="checkbox"/> Sprouting seeds                                     |
| <input type="checkbox"/> Meat pies, sausage rolls or hot dogs | <input type="checkbox"/> Vacuum- and modified atmosphere-packed chilled food |

Provide a brief description of the items you will process, manufacture or sell or attach a sample menu.

I have attached a sample menu.

Pastry, cookies, tarts, macarons

For further information on high / medium risk foods, refer to

**Appendix 1 - Potentially hazardous foods at**

<https://www.foodstandards.gov.au/publications/Pages/safefoodaustralia3rd16.aspx>

## Section B: Risk classification

If you are not sure how to answer the questions below, please contact the Health Protection Service on 02 5124 9700 or [hps@act.gov.au](mailto:hps@act.gov.au).

### Food type and intended use by customer

(Select only 1 option. If more than one option applies, select the one with the higher score.)

	<u>SCORE</u>
<input checked="" type="checkbox"/> You provide <b>high-risk foods</b> that are ready-to-eat (eg: oysters, salami, cooked rice, tofu, cooked chicken/meats, cooked pasta, pies, sushi type products, quiches, cream/custard filled cakes (including imitation cream).	35
<input type="checkbox"/> You provide <b>medium-risk foods</b> that are ready-to-eat (eg: orange juice, ice cream, peanut butter, pasteurised milk, canned meat, cut fruit, dairy products).	25
<input type="checkbox"/> You provide <b>high-risk foods</b> that are <b>not</b> ready-to-eat (eg: raw meats and raw seafood).	15
<input type="checkbox"/> You provide <b>medium-risk foods</b> that are <b>not</b> ready-to-eat (eg: unprocessed fruit and vegetables).	5
<input type="checkbox"/> You provide <b>low-risk foods</b> that may or may not be ready-to-eat (eg: carbonated beverages, grains, cereals, sugar-based confectionery, alcohol, fats and oils).	0

Food type score: 35

**Activity of food business** (Select only 1 option. If more than one option applies, select the one with the higher score.)

	<u>SCORE</u>
<input checked="" type="checkbox"/> You handle high and medium-risk ready-to-eat foods during the processing or manufacturing of food.	25
<input type="checkbox"/> You portion high and medium-risk ready-to-eat foods before receipt by the customer.	20
<input type="checkbox"/> You handle low-risk or non-ready-to-eat foods during the processing or manufacturing of food.	15
<input type="checkbox"/> You only store, distribute or sell pre-packaged foods.	5

Activity score: 25



**Off-site catering** (Select only 1 option. If more than one option applies, select the one with the higher score.)

- |  | <u>SCORE</u> |
|--|--------------|
| <input type="checkbox"/> You are a catering business that serves food at a different location to where it is prepared.<br>Serving includes slicing, plating or further processing at a different location to where the food is prepared. Serving does <b>not</b> include delivery services or transport to another registered food business. | 15           |
| <input checked="" type="checkbox"/> You are a food business that serves food at the same location at which it is prepared (includes takeaway/delivery services and manufacturers).   | 0            |

Off-site catering score: 0

**Method of processing** (Select only 1 option. If more than one option applies, select the one with the higher score.)

- |  | <u>SCORE</u> |
|--|--------------|
| <input checked="" type="checkbox"/> You cook the food you serve or otherwise provide a pathogen reduction step such as canning, fermentation, pasteurisation or any other step that is capable of significantly reducing the level of pathogens present. | -10          |
| <input type="checkbox"/> You sell uncooked high risk foods, such as sushi, and do not use a pathogen reduction step during processing prior to sale.   | 0            |

Method of processing score: -10

**Customer base** (Select only 1 option. If more than one option applies, select the one with the higher score.)

- |  | <u>SCORE</u> |
|--|--------------|
| <input checked="" type="checkbox"/> You are a small business (fewer than 10 employees in service sector and less than 50 in manufacturing sector). | 5            |
| <input type="checkbox"/> You are not a small business.   | 10           |

Off-site catering score: 5



**Supply of food to at-risk groups** (Select only 1 option. If more than one option applies, select the one with the higher score.)

	<u>SCORE</u>
<input type="checkbox"/> You supply food directly to at risk groups. For example, you supply foods directly and specifically to organisations that cater to the sick, elderly, children under 5 years of age or pregnant women (such as hospitals, nursing homes or child care centres).	20
<input checked="" type="checkbox"/> You do not supply food to at risk groups For example, you supply to general public.	0
Supply of food to at-risk groups score:	0

Add together all your risk scores:

Food type score	35
Activity score	25
Off-site catering score	0
Method of processing score	-10
Customer base score	5
Supply of food to at-risk groups score	0
<b>TOTAL</b>	<b>55</b>

*JC*

19/10/2022

**Your risk rating**

Compare the total score above to determine your risk rating.

- Total score 39 or less: **Low**
- Total score 40 to 64: **Medium**
- Total score 65+: **High**

## Section C: Ownership type

Registration is issued to the owner of the business, who is the person(s) who will have the overall responsibility for the business, including responsibility for any contraventions of the **Food Act 2001**.

**Trusts will not be registered**, companies operating as trustees for a trust will be registered in the company name only.

**Applications listing a partnership as the owner will not be accepted.** If your business is operated by a partnership, one or more of the individuals of the partnership will need to be listed.

You are applying for a registration as (select 1):

- A corporation → **Complete section D**
- An individual (or individuals) → **Complete section E for each owner**



### Section E: Owner details – Individual

Complete this section **only** if you selected 'an individual (or individuals)' in Section C.  
If there are multiple owners, make additional copies of this section for **each owner**.

#### Your full name

As shown on your photographic identification

Title (Mr, Ms) [redacted] ..... Given name(s) [redacted] .....  
Surname [redacted] .....

#### Residential address

Address [redacted] .....  
Suburb [redacted] ..... State [redacted] ..... Postcode [redacted] .....

#### Owner postal address

Address .....  
As Above .....  
Suburb ..... State ..... Postcode .....

#### Owner phone numbers

Phone (BH) ..... Phone (AH) .....  
Mobile [redacted] .....  
Email [redacted] ..... (required)



**Proof of identification**

To protect public health, the Health Protection Service needs to be able to confirm the identity of applicants.

You must provide one piece of certified photographic identification for each owner.

The preferred types of identification are:

- Driver licence
- Passport
- Proof of Identity card or Proof of Age card

If you are sending a copy of your identification by post, fax, email or online form, each copy must be certified by a witness as a true and accurate copy.

For more information, visit [health.act.gov.au/businesses/licensing-and-registration](http://health.act.gov.au/businesses/licensing-and-registration)

If you bring your identification to the Health Protection Service in person, we will make a copy and certify it for you.

I have attached certified photographic identification for this owner.

See Ref KSWK7VHT

**Declaration**

This declaration must be made by each owner.

I, [redacted], confirm that the information supplied in this section is true and accurate, and understand that the provision of false or misleading information is an offence.

Signature [redacted]

Date 18-10-22

## Section F: Business details

### Proposed opening date

..... / ..... / ..... - *Already Open*

### Likely days of operation and hours of trade

What days and hours do you plan to trade (for example, "Monday to Friday, 9am - 5pm")

..... *Sat & Sun 7am - 3pm* .....

### Business on-site or primary contact person

Who can we contact about the day-to-day operation of the business?

Title (Mr, Ms) ..... Given name(s) .....  
Surname .....

### On-site or primary contact person phone numbers

Phone (BH) ..... Phone (AH) .....

Mobile [Redacted]

Email [Redacted] ..... (required)

### Business correspondence postal address

Address [Redacted] .....

Suburb [Redacted] ..... State [Redacted] ..... Postcode [Redacted]

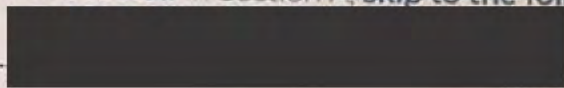


**Physical address of business**

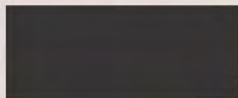
If you selected **mobile food premises** in Section A, enter the **address where your vehicle is usually garaged**.

If you selected **market stall** in Section A, **skip to the following question**.

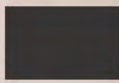
Address



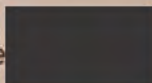
Suburb



State



Postcode



**Where you usually trade (market stalls only)**

.....

.....

.....

**Vehicle registration (mobile food premises only)**

Registration number

.....

State of registration

.....



## Section G: Food safety supervisors

All registered food businesses in the ACT must appoint a food safety supervisor.


You have 30 days after registration to notify Health Protection Service of your food safety supervisors. If you have these details now you can include them in your application here.

For more information, visit [health.act.gov.au/businesses/food-safety-regulation](http://health.act.gov.au/businesses/food-safety-regulation)

If you know your food safety supervisor details, you can notify them now: You can notify up to 4 food safety supervisors.

### Food safety supervisor 1

Name  .....

Phone  .....

Date training certificate issued 17 / 10 / 22 .....

### Food safety supervisor 2

Name .....

Phone .....

Date training certificate issued ..... / ..... / .....

### Food safety supervisor 3

Name .....

Phone .....

Date training certificate issued ..... / ..... / .....

### Food safety supervisor 4

Name .....

Phone .....

Date training certificate issued ..... / ..... / .....

I have attached copies of my nominated food safety supervisor certificates (optional).

## Section H: Fit-out plan assessment

The construction and layout of a food business are important to food safety. Suitably detailed plans and specifications must be submitted to the Health Protection Service and an inspection carried out before a new registration can be granted.

The **Food Business Fit-out Guide** assists in the designing of new food businesses. The **Mobile Food Business Fit-out Guide** assists in the design and construction of mobile food businesses in the ACT. We recommend all food business owners, designers and builders use these guides as a reference when working with food premises. Both these guides are available at <https://health.act.gov.au/businesses/food-safety-regulation/starting-food-business> or by contacting the Health Protection Service.

Have you already submitted a Fit-out Plan Assessment Application to the Health Protection Service?

Yes → Skip to section I: Fees and payment

No See ref KSWK7UHT

Did you select **home business** or **market stall** as your food business type in Section A AND did your risk classification calculate as **low** in Section B?

Yes → Complete section H-1: Low risk plan assessment below

No → Complete section H-2: Standard fit-out plan assessment (next page)

### Section H-1: Low risk plan assessment

#### Low-risk home businesses and market stalls only

You do not have to complete a standard fit-out plan assessment application, but you do need to provide us some information about your business so that we can make an assessment.

I have attached a floor plan that shows the layout of my home food business or market stall.

*You can draw the floor plan yourself. Please see the Food Stall Guidelines at <https://www.health.act.gov.au/businesses/food-safety-regulation/food-safety-training-and-resources> for an example.*

I have attached photos of my home food business or market stall, including preparation areas and handwashing facilities.



## Section H-2: Standard fit-out plan assessment

- I have attached plans, with elevations, specifications and details of all fixtures, fittings, equipment and surface finishes.

Was the premises previously used as a food business?

- Yes → Previous registration number (if known) \_\_\_\_\_  
 Previous trading name Unknown \_\_\_\_\_

No

Are you relocating your food business from another site?

- Yes → Registration number \_\_\_\_\_  
 Trading name \_\_\_\_\_

No

To assist the processing of your application, we may want to contact your builder or building certifier to confirm details of your fit out. Which details will you provide?

- The builder who is completing your fit out → **Complete below**
- The building certifier who will certify your fit out → **Complete below**
- You do not know these details or you do not give your consent for us to contact.

**Builder/building certifier**

Name \_\_\_\_\_

Company \_\_\_\_\_

Phone \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

- I give my consent for the Health Protection Service to contact the builder/certifier above to confirm details of my fit out.



## Section I: Fees and payment

Do you want to apply for a fee-exempt application?

- Yes → Complete **fee exemption details** below
- No → Skip to **payment details**

### Fee exemption details (fee exempt applications only)

Which fee-exempt category/categories apply to this business?

The food business supplies food in the course of providing services to people:  
(select all that apply)

- in a correctional centre under the *Corrections Management Act 2007*.
- in a detention place or therapeutic protection place under the *Children and Young People Act 2008*.
- for a hospice, hospital, nursing home or other health facility operated by or on behalf of the territory.
- in a health care facility licenced under the *Public Health Act 1997* who are contracted to supply food to patients under care of the facility.
- at a pre-school, primary school, high school or secondary college (educational place) from a canteen operated either by the educational place or by the parents and citizens association of the educational place.
- in a childcare centre licenced as a childcare service under the *Children and Young People Act 2008*.
- in a childcare centre that holds a current service approval under the *Education and Care Services National Law (ACT) Act 2011*.
- by a charitable organisation that is a charity endorsed under subdivision 50-B of the *Income Tax Assessment Act 1997 (Cwlth)*.
- by a crisis accommodation provider declared under the *Residential Tenancies Act 1997*.
- by a community organisation (see note below) that is not a charity under subdivision 50-B of the *Income Tax Assessment Act 1997 (Cwlth)*.
- The food business is a registered training organisation whose purpose in the provision or offering of courses that involve the handling of food intended for sale or the sale of food (e.g. a hospitality school).

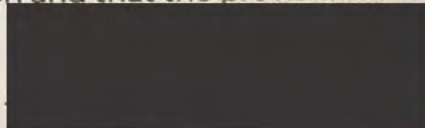
# Section J: Declaration

I declare that:

- I am authorised to supply all the information in this form;
- that all the information supplied on this form is true and correct; and
- that there are necessary records and/or documentation to support this registration application.

I understand that failure to submit all required information and documentation may delay my application and that the provision of false or misleading information may be a criminal offence.

Name

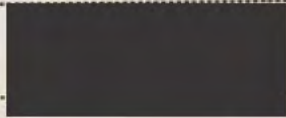


Position title

*owner*

(If applying as a company)

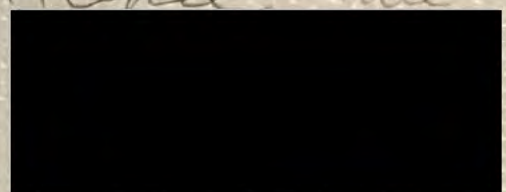
Signature of agent



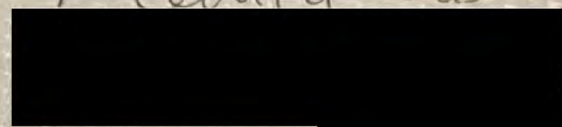
Date *18-10-22*



I certify this is a true copy of my ACT driver  
licence. Thu 13-10-22



I certify this is a true copy of  
driver licence

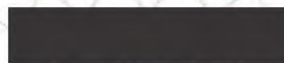




## Statement of Attainment

A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units.

This is a statement that



has attained

**SITXFSA005 Use hygienic practices for food safety**  
**SITXFSA006 Participate in safe food handling practices**

These competencies have been identified as meeting

**SITSS00069 Food Safety Supervision Skill Set**

Document Number

**AFS01-V3-OSA1310001-20221017-1**

Date Issued

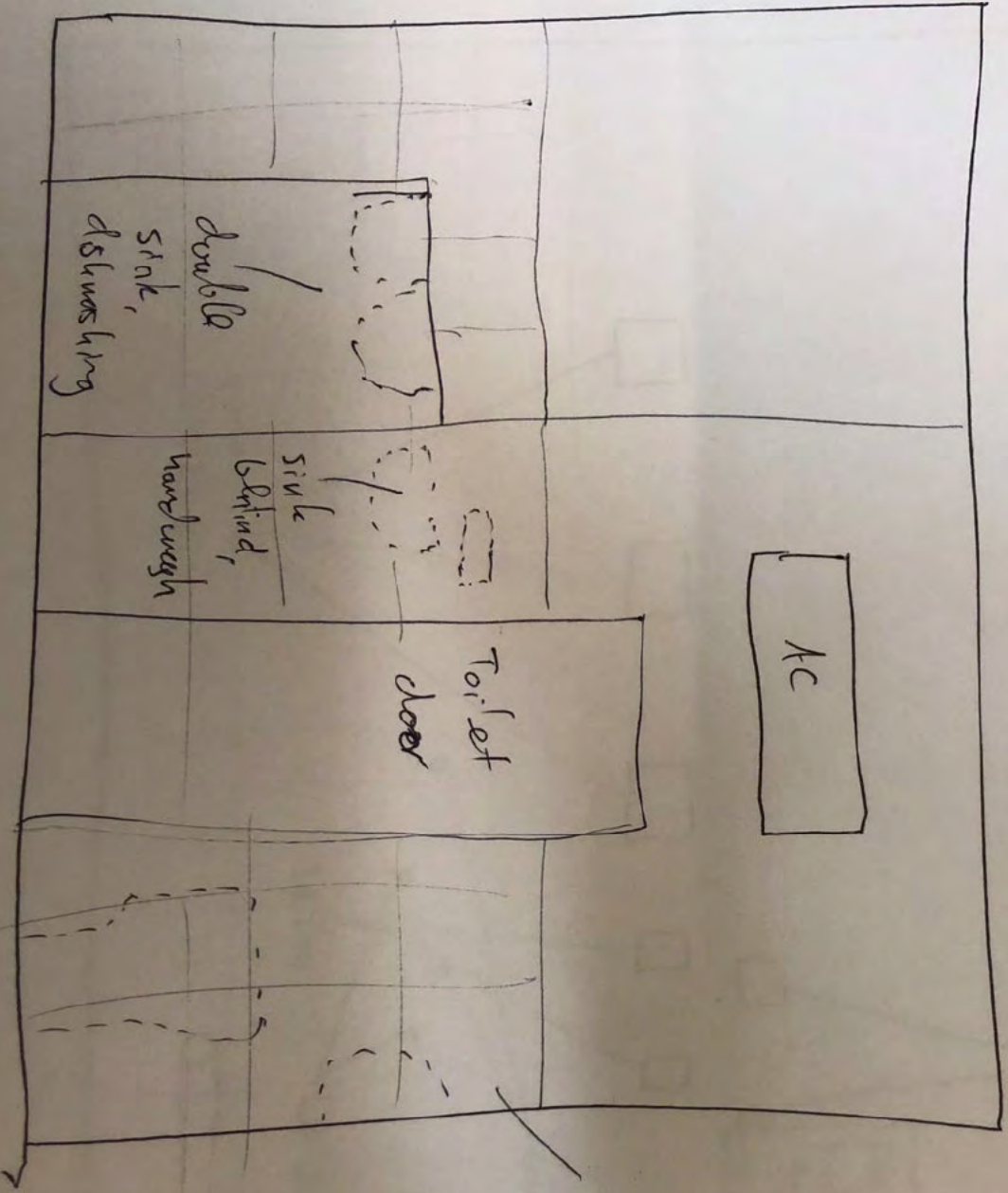
**17 October 2022**



**NATIONALLY RECOGNISED  
TRAINING**

Authorised Signature

North Wall

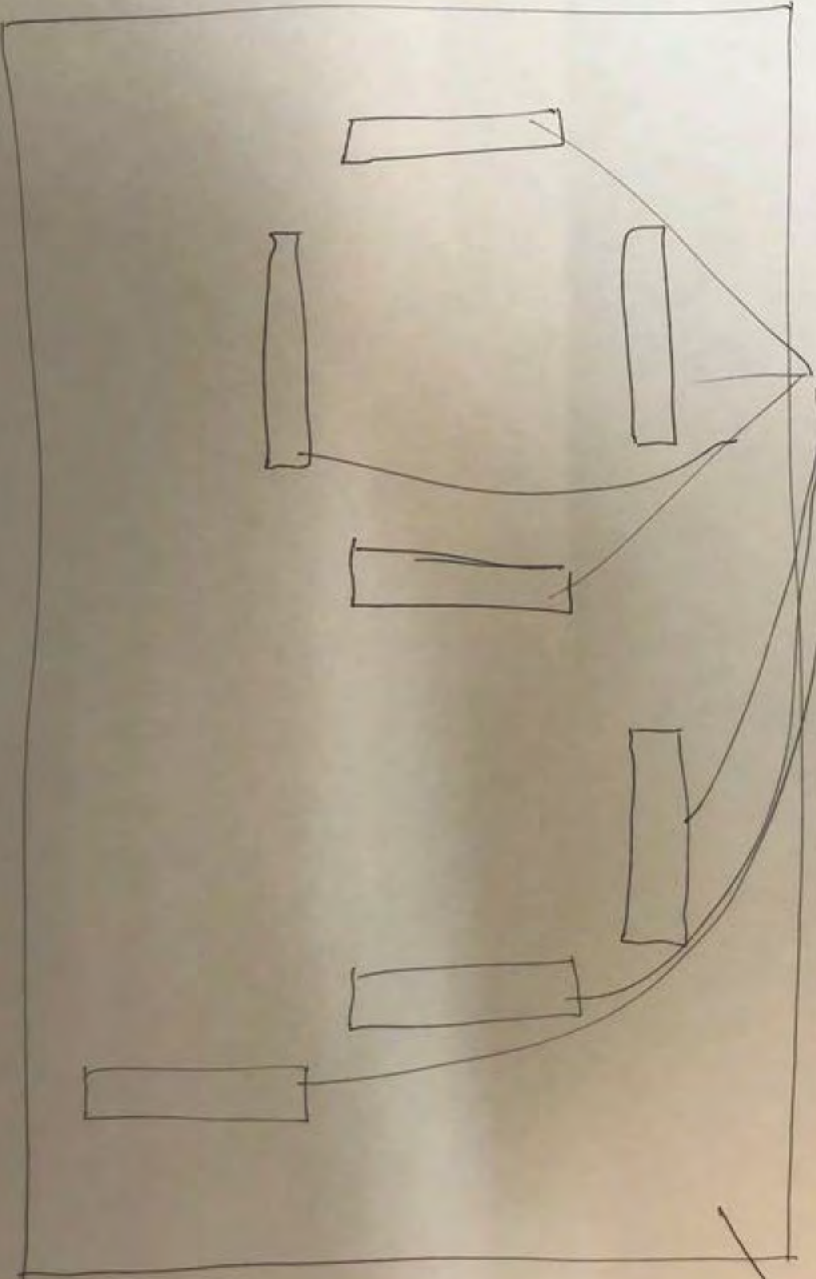


tiles to 1800mm



Ceiling Plan

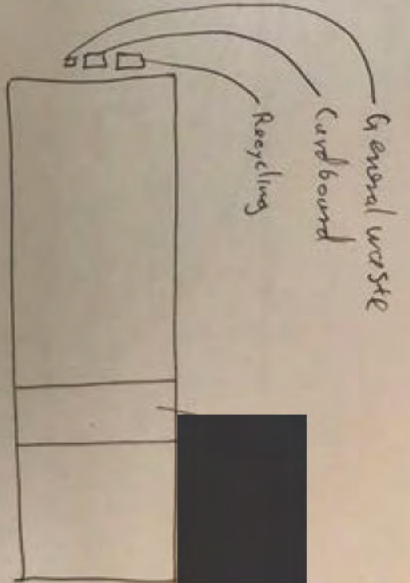
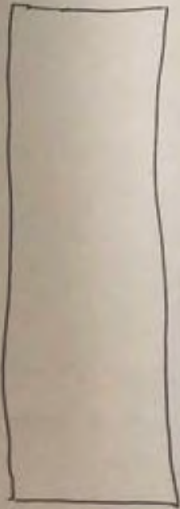
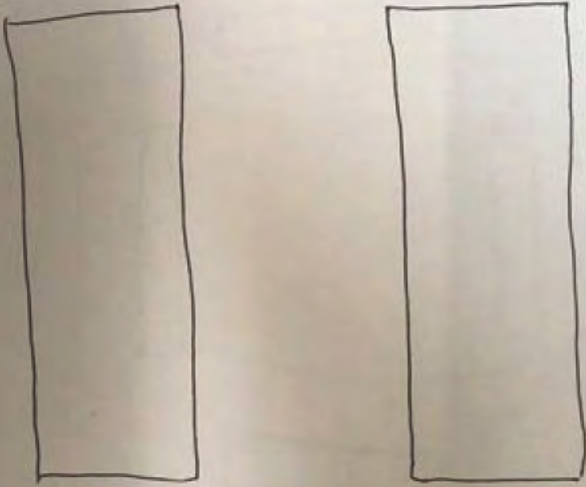
Enclosed Fluorescent lighting



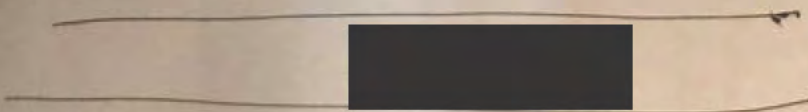
plasterboard ceiling

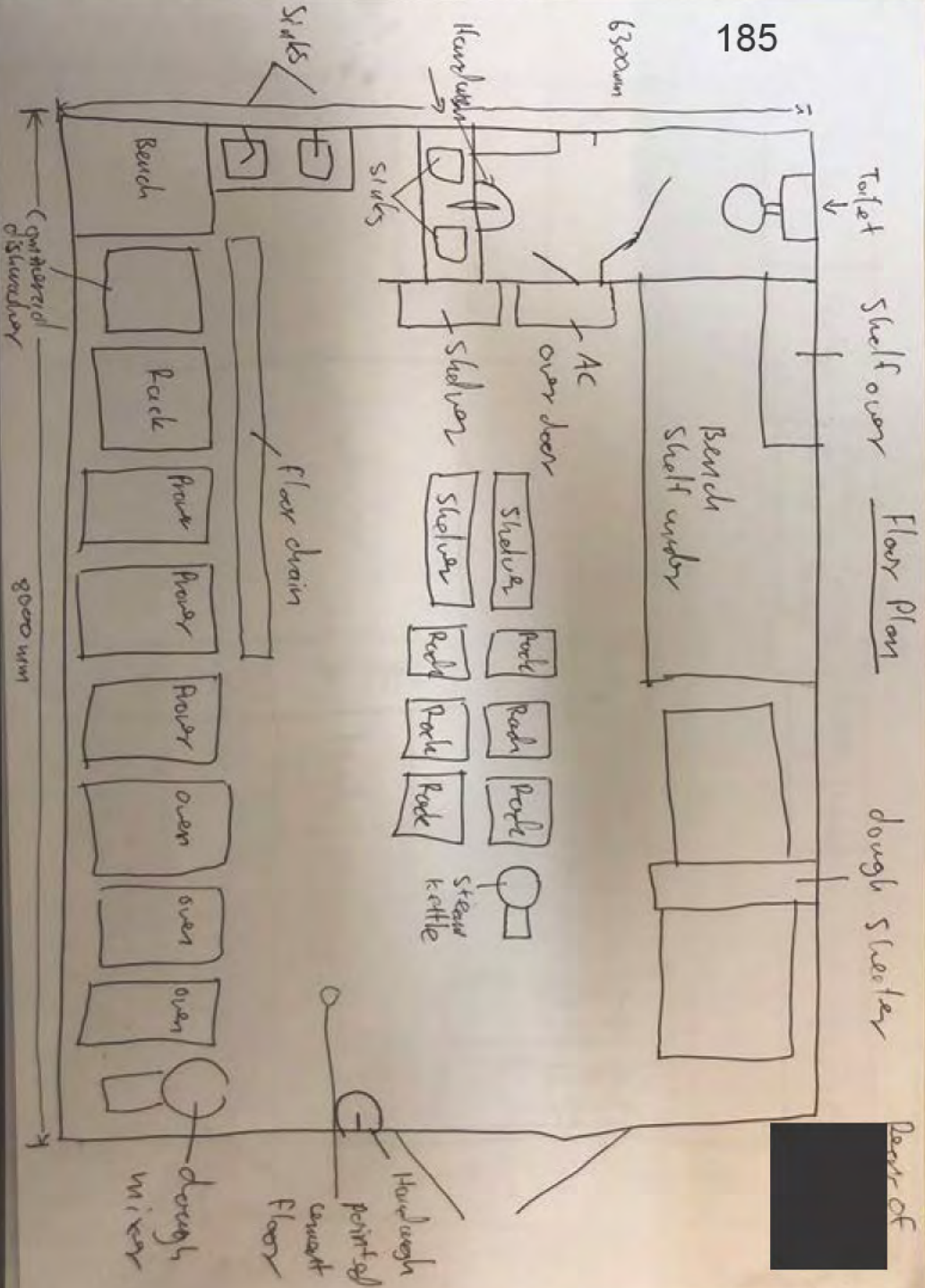






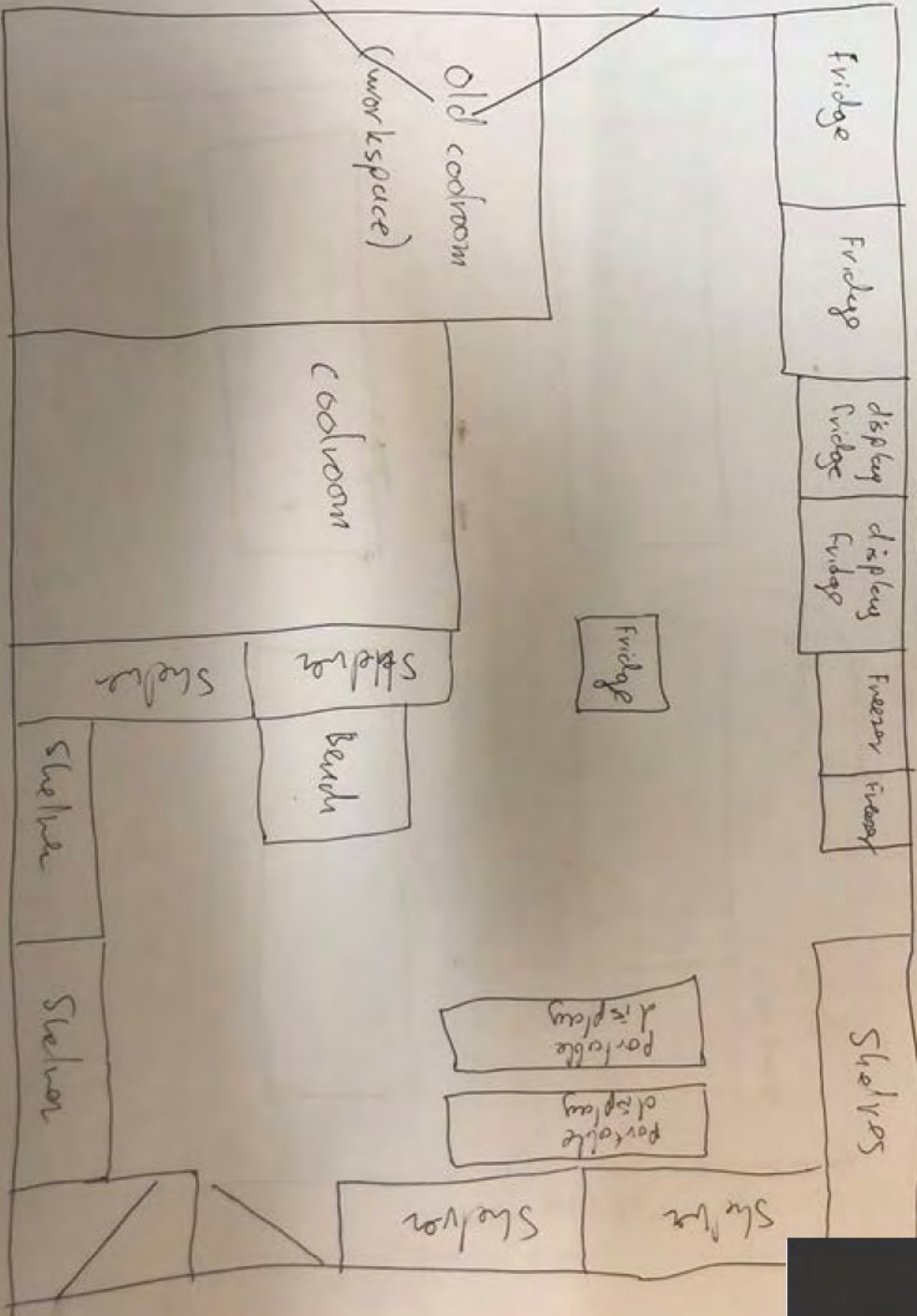
Site plan





Floor Plan

Fronting



- Fridge
- Fridge
- display fridge
- display fridge
- Freezer
- Fridge

Shelves

Shelving

Shelves

Shelves

Shelves  
Bench

portable display  
portable display

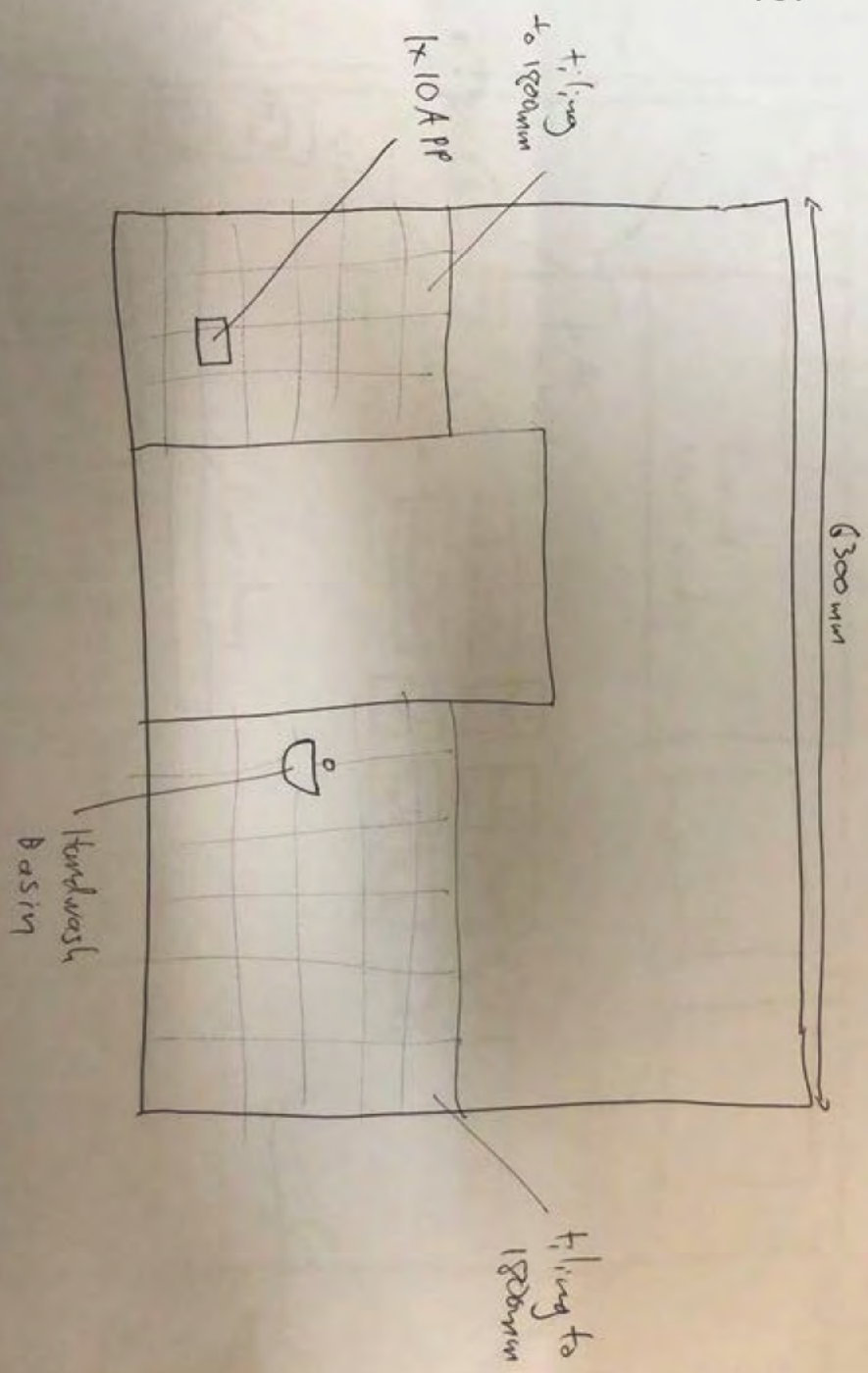
Fridge

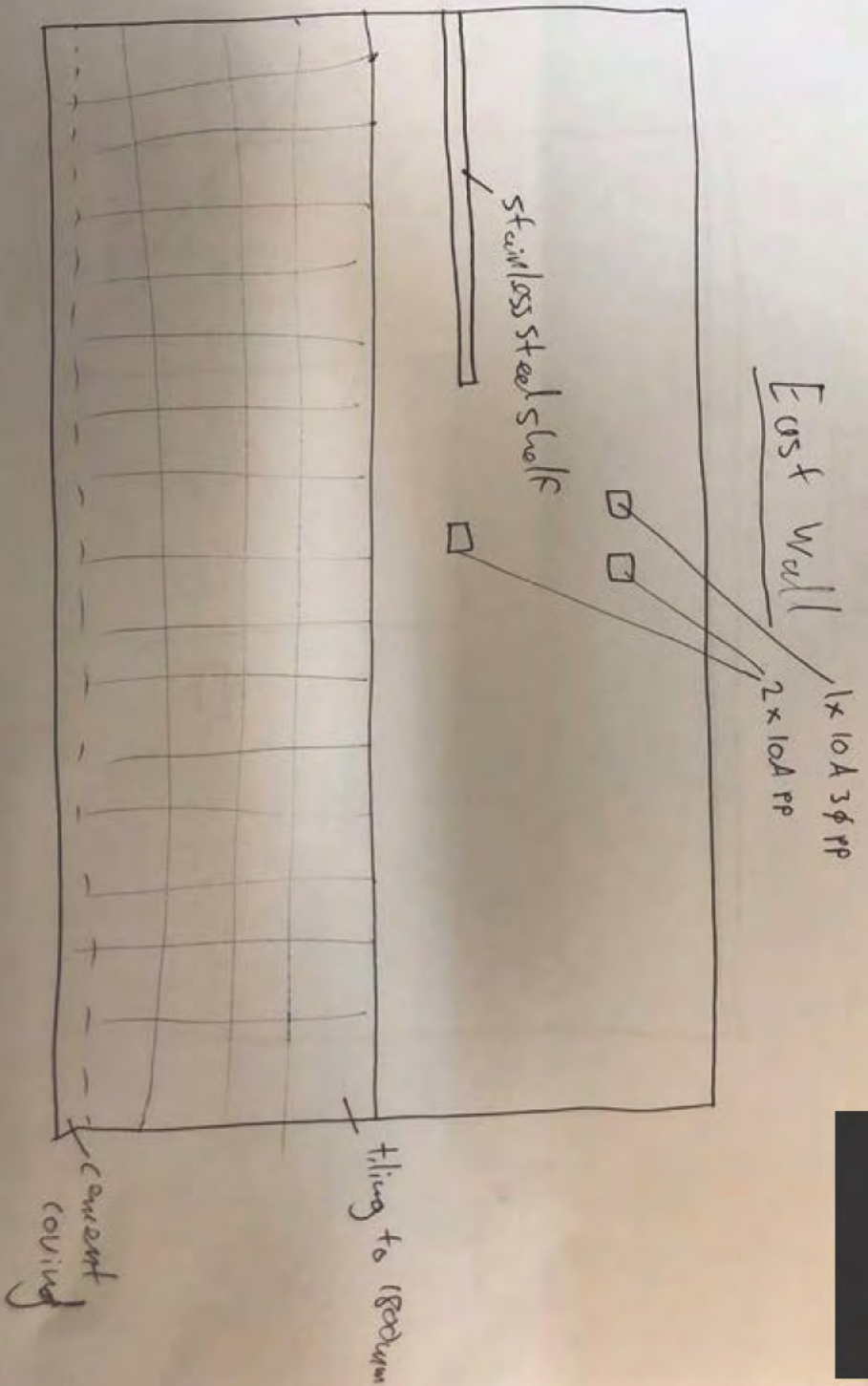
~~Old coolroom  
(workspace)~~

coolroom

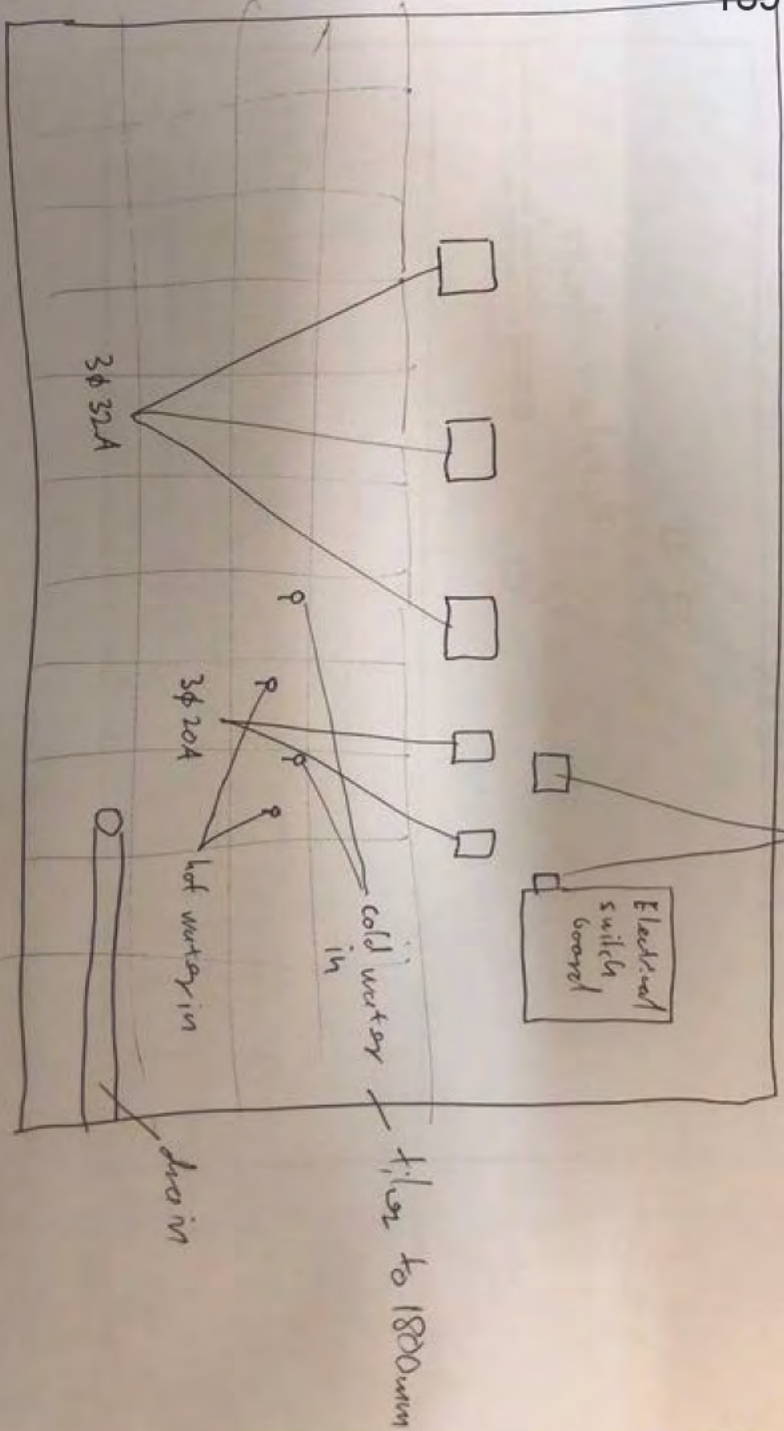


South Wall





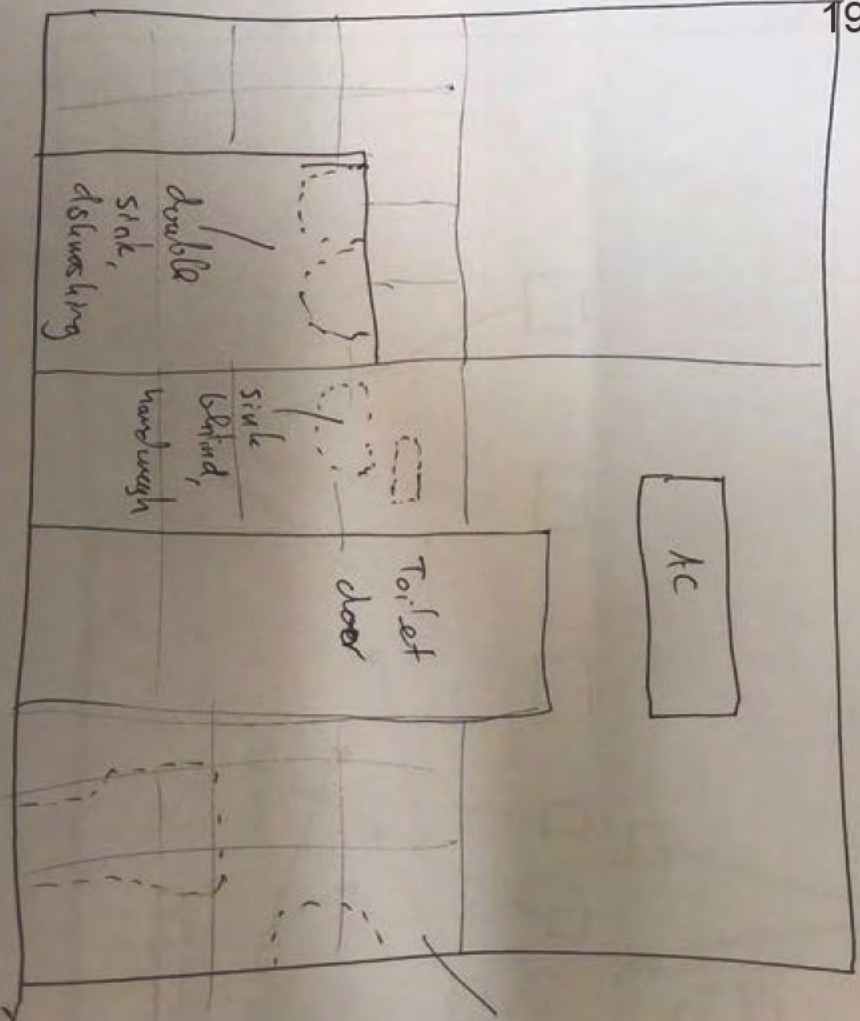
West Wall



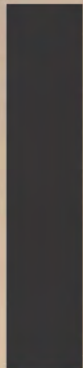


# North Wall

190



tiles to bathroom



**From:** Mirza, Arif (Health)  
**Sent:** Thursday, 20 October 2022 13:03  
**To:** HPS  
**Subject:** Improvement notice - Dream Cuisine - 20/10/2022  
**Attachments:** Enforcement- EF2a - Improvement Notice Food Act.pdf

**OFFICIAL**

Hi Team,

Please see the attached improvement notice for processing in Health Manager and TRIM.

Business trading name: Dream Cuisine, File No. 22/000868

Please let me know if you have any questions.

Thankyou,

**Arif Mirza | Public Health Officer**

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

**Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate**  
25 Mulley Street, Holder, ACT 2611 | [health.act.gov.au](http://health.act.gov.au)





Australian Capital Territory

## ***Food Act 2001 ~ Improvement Notice***

*Food Act 2001* (ACT),

Part 7 Improvement Notice and Prohibition Orders

s 79 (Service of Improvement Notice), s 80 (Contents of Improvement Notice)

Australia New Zealand Food Standards Code

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### **1 Name of instrument**

This instrument is an Improvement Notice made under section 79 of the *Food Act 2001*. [For the purposes of section 80(2)(a)]

### **2 Proprietor upon whom the Notice is served**

This Improvement Notice is served upon [REDACTED] as proprietor of the unregistered food business, located at [REDACTED]  
[REDACTED]

### **3 Notice**

As an authorised officer under the *Food Act 2001* I am of the opinion that following an inspection on Monday 10 October 2022, the premises is in such a condition that warrants issue of a Notice.

You are contravening the sections of the Australia New Zealand Food Standards Code indicated in the 2<sup>nd</sup> column of the table below, (and therefore Section 27 of the *Food Act 2001*, which requires compliance with the Australia New Zealand Food Standards Code) in respect to your food business.



Offence's Table				
<i>Brief explanation of non compliance</i>	<b>Contravention</b> <i>Specific provision(s) breached</i>	<b>Requirement</b> <i>(what is required by this section)</i>	<b>Action to rectify</b> <i>Specified works (optional for PHO to include)</i>	<b>Due date</b> <i>Date to comply</i>
1. The food business does not have a food business registration certificate.	Food Act 2001 Section 89	<i>A person commits an offence if:</i> <i>(a) The person conducts a food business; and</i> <i>(b) The food business is</i> <i>i. Not registered under this part: and</i> <i>ii. Not exempt from registration under section 90.</i>	Apply for food business registration with submitting full detailed fit-out floor plan of the premises with finish details of fixtures and fittings. Floor plans can be hand drawn and does not require to be architectural.  Note: You can apply the food business registration by contacting the Health Protection Service (HPS) on 5124 9700, <a href="mailto:HPS@act.gov.au">HPS@act.gov.au</a> or in person at HPS Offices, 25 Mulley Street, Holder ACT 2611.  Premises fit-out to be completed as per the Australian Standards 4674-2004 and Food Standards Code Australia New Zealand within six weeks from the day of the service of this notice.	<b>Monday 17 October 2022</b>  <b>Monday 28 November 2022</b>
2. The kitchen hand wash basin was obstructed by utensils.	Food Safety Standard 3.2.2 Clause 17 (1a)	<i>A food business must, for each food premises maintain easily accessible hand washing facilities.</i>	Ensure that all hand wash facilities are easily accessible at all times.	<b>Monday 17 October 2022</b>
3. Visible build-up of food matter, flour, and grease in all hard to reach areas of the premises, including floors, walls, refrigerators, drains.	Food Safety Standard 3.2.2 Clause 19 (1)	<i>A food business must maintain food premises and all fixtures, fittings, and equipment to a standard of cleanliness where there is no accumulation of garbage, recycled matter, food waste, dirt, grease or other visible matter.</i>	Thoroughly clean all walls, floors, coving and fittings in the food premises so there is no visible dirt, grease or other matter present.	<b>Monday 17 October 2022</b>
4. The food business does not have a food safety	Food Act 2001 Section 117(1).	<i>The proprietor of a registered food business commits an offence if the proprietor fails</i>	Appropriately train a person who works on the premises to	<b>Monday 17 October 2022</b>

supervisor.		<i>to ensure that there is a food safety supervisor for the business.</i>	complete the required competency units: <b>SITXFSA006</b> - Participate in safe food handling. <b>and</b> <b>SITXFSA005</b> - Use hygienic practices for food safety  Notify the Health Protection Service and provide appropriate documentation of the appointed food safety supervisor.	
5. Food transporting van was found to be unclean.	Food Safety Standard 3.2.2 Clause 10 (a)	<i>A food business must, when transporting food: (a)protect all food from the likelihood of contamination. (b) transport potentially hazardous food under temperature control.</i>	Clean the food transportation van. Ensure the food is transported in the food grade closed containers.  Potentially hazardous food items to be transported under temperature control.	<b>Monday 17 October 2022</b>
6. Food is being stored in open bags and on floor.	Food Safety Standard 3.2.2 Clause 6 (1a & 1b)	<i>A food business must, when storing food, store the food in such a way that it is protected from the likelihood of contamination, and the environmental conditions under which it is stored will not adversely affect the safety and suitability of the food.</i>	Ensure all open bags of food are stored in food grade containers with pest proof lids and off the floor.	<b>Monday 17 October 2022</b>

#### 4 Grounds for Improvement Notice

As an authorised officer under the *Food Act 2001* this Improvement Notice is served having formulated a belief, on reasonable grounds, that the premises and equipment used by the food businesses is in breach of the *Food Act 2001* or the Australian New Zealand Food Standards Code.

#### 5 Period

This notice must be complied with by the dates specified in the table above.

If you believe the time period is unreasonable or due to unforeseen circumstances you cannot complete works to comply with the Improvement

Health Protection Service | Locked Bag 5005, Weston Creek, ACT 2611 | phone: (02) 5124 9700 | [www.health.act.gov.au](http://www.health.act.gov.au)

Notice by the date(s) specified you may apply to the Public Health Officer to extend the time period for compliance. You must apply before the specified due date expires.

It is an offence not to comply with this notice within the specified timeframe. Failure to comply with the Improvement Notice is an offence carrying a maximum penalty of 100 penalty units (\$16 000 for an individual, \$81 000 for a corporation) and result in the issue of a Prohibition Order under section 82 of the *Food Act 2001*.

### Compliance with the Improvement Notice

An Improvement Notice continues in force until the Public Health Officer notes the date of compliance on a copy of this notice, as required by Section 81 of the *Food Act 2001*.

Arif Mirza  
Public Health Officer

**Wednesday 12 October 2022**

Received by: \_\_\_\_\_  
(Sign)

Date: \_\_\_\_\_

\_\_\_\_\_  
(Print)

\_\_\_\_\_  
(Position)

Date Complied:	Authorised Officer:
_____ (Day / Month / Year)	_____ (Sign)
	_____ (Print)
<p><i>An authorised officer must note the date of compliance on a copy of the notice, forming the compliance copy. An improvement notice ceases to apply to the food business in relation to which it was served if an authorised officer notes the date of compliance with the notice by the food business on a copy of the notice.</i></p>	





## ACT Health

ENGLISH	If you need interpreting help, telephone:
ARABIC	: إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	: اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar da ajuda de um intérprete, telefone:
SERBIAN	Ako vam je potrebna pomoć prevodioca telefoniрајте:
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

### TRANSLATING AND INTERPRETING SERVICE

**131 450**

Canberra and District - 24 hours a day, 7 days a week

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**From:** [REDACTED]  
**Sent:** Thursday, 20 October 2022 15:11  
**To:** Mirza, Arif (Health)  
**Subject:** Re: Food Business registration application - Dream Cuisine - 20/10/2022

**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Thanks Arif

[REDACTED]

On Thu, 20 Oct 2022 at 12:45 pm Mirza, Arif (Health) <[Arif.Mirza@act.gov.au](mailto:Arif.Mirza@act.gov.au)> wrote:

**OFFICIAL**

Hi [REDACTED]

The food business registration application has been received for Dream Cuisine located at [REDACTED]  
[REDACTED]

Please ensure the fit-out works are completed as per the Australian Standards 4674-2004 and The Food Standards Code. Please use the ACT Health Food Business Fit-out guide for reference which will help you in understanding the requirements of the food business fit-out.

A follow up inspection will be conducted on Monday 28 November 2022 to assess the fit-out as per the improvement notice issued on 12 October 2022.

Following will also be required prior to registration approval:

**Mechanical exhaust certification:** If there is new kitchen exhaust hood ventilation system is installed then a compliance certificate from a practising Registered Professional Engineer will be required. The certificate must certify that the design, installation and operation of the system is in accordance with Australian Standard 1668.2-2012.

Any existing mechanical ventilation kitchen exhaust hood to be thoroughly cleaned and serviced by a professional including the internal duct works and evidence to be provided.

**Trade Waste Approval:**

All food businesses discharging liquid waste (known as trade waste) into the sewerage network must obtain approval certificate from [REDACTED]. The Health Protection Service requires this certificate to be submitted prior to issuing a Food Business Registration.

Please feel free to contact me if you have any questions.

Best regards,

Arif Mirza | Public Health Officer

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate  
[25 Mulley Street, Holder, ACT 2611](#) | [health.act.gov.au](http://health.act.gov.au)



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 This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.  
 -----

--  
 Dream Cuisine Patisserie [REDACTED]



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**From:** [REDACTED]  
**Sent:** Monday, 21 November 2022 08:07  
**To:** Mirza, Arif (Health)  
**Subject:** Complaint reference no. 220004121 - 04/10/2022: FW: [REDACTED]

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Hi Arif,

I am forwarding to you a trail of emails (see below).

The Tenant is a monthly Tenant, has no current lease, and has been sent a notice to vacate. The Tenant's lawyer is deliberately causing delays, making false claims, and legal threats (Legal abuse).

The Tenant has been illegally and knowingly operating the food business on the premises since 2017.

As you can see, as an owner I will never consent for any work on the premises, because the Tenant has no lease and he has been sent a notice to vacate.

Please call me if you wish to discuss.

Regards

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**From:** [REDACTED]  
**Sent:** Friday, 18 November 2022 6:56 PM  
**To:** [REDACTED]  
**Subject:** Re: FW: [REDACTED]

Hi [REDACTED]  
I do not give consent to any work.

On 18 Nov 2022 3:33 pm, [REDACTED] wrote:

Hello [REDACTED]

I have been advised by [REDACTED] that he is no longer acting for you in this matter. If you have engaged another adviser, could you please provide me with their contact details by reply. I will assume for now that you are not represented.

I have not received a response from [REDACTED] to my email below and so I now ask you to respond. Given the short timeframes applicable here, I would appreciate your response by Monday of next week if at all possible.

Should you not respond in a timely manner, then [REDACTED] may incur losses, for example losses incurred if ACT Health do not provide him an extension of time in which to complete the work. You may become liable for such losses if your actions contributed to them.

I look forward to hearing from you at your earliest convenience.

Kind regards

[REDACTED]

[REDACTED] / Principal / Mobile: [REDACTED]

[REDACTED] trading as [REDACTED]  
Liability limited by a scheme approved under Professional Standards Legislation.

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**From:** [REDACTED]**Sent:** Friday, 11 November 2022 9:44 AM**To:** [REDACTED]**Subject:** [REDACTED]

Hello [REDACTED]

I confirm that my client is not willing to terminate the existing lease at present and is content in the absence of any of his other options being adopted to let this matter run its course.

Under the terms of the lease, my client is liable for the costs of any alterations and must obtain your client's consent before work is done. In light of the current dispute, I thought it best to seek your client's consent to the work below (required by ACT Health following an inspection initiated by your client) through you in the first instance.

I note that once the work is done and entirely paid for by my client, issues of estoppel and / or compensation may arise if the lease is terminated.

Noting that ACT Health have set a completion date for the work of 28 November 2022, can you please confirm your client's consent to the following work:

1. install greasetrap
2. install new ceiling (one continuous piece). Will install new frame on existing one and cover with gyprock, sealed and painted.
3. tile walls to 1800mm where not already installed.
4. repair holes in floor and repaint

I look forward to hearing from you at your earliest convenience.

Kind regards

[REDACTED]

[REDACTED] / Principal / Mobile: [REDACTED]

[REDACTED] trading as [REDACTED]  
Liability limited by a scheme approved under Professional Standards Legislation.

**From:** Mirza, Arif (Health)  
**Sent:** Thursday, 24 November 2022 13:19  
**To:** [REDACTED]  
**Subject:** Food Business - No grease arrestor and [REDACTED] trade waste approval - Dream Cuisine - 24/11/2022

OFFICIAL

Hi team,

I would like to bring to your attention that there is a food business “**Dream Cuisine**” located at address [REDACTED] [REDACTED] which does not have a grease arrestor or the [REDACTED] trade waste approval for a food business.

Please note this food business has been operating since **2019** and also did not had a food business registration. Health Protection Service has engaged with the business on requirements for food business registration.

Please feel free to contact me if you have any questions.

Kind regards,

**Arif Mirza | Public Health Officer**

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

**Environmental Health | Health Protection Services | Public Health Protection and Regulation | ACT Health Directorate**  
25 Mulley Street, Holder, ACT 2611 | [health.act.gov.au](http://health.act.gov.au)





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**From:** [REDACTED]  
**Sent:** Monday, 28 November 2022 08:33  
**To:** Mirza, Arif (Health)  
**Subject:** Floor and inspection

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Hello Arif.

I'm not sure when you are planning to come today but, due to the concrete taking longer to cure than planned, I have only put the second of three coats on last night.

So the floor will be finished tonight with a final coat of urethane (drain repair and full coving included) but then it will be another 24 hours before it is cured and ready for me to place the machinery back in the kitchen.

Of course if you want to inspect the floor I am happy to show you but I'm not certain that the epoxy will be fully cured and ok to walk on until later tonight.

Additionally, I have two new belts for the sheeter which are here in Canberra and should be arriving today, but have been delayed due to an address mix up.

Anyway, happy to discuss what your preference is.

Many thanks, [REDACTED]

PS I have attached a photo of the floor from last night after the second coat of epoxy was complete.

203



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Dream Cuisine Patisserie 



**From:** Mirza, Arif (Health)  
**Sent:** Monday, 28 November 2022 16:25  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED] Liquid Trade Waste Non-Compliance

OFFICIAL

Hi [REDACTED]

Thanks for the update.

It seems unlikely due to the civil matter between the parties, but can you please advise once the [REDACTED] approval is granted for the business "Dream Cuisine" for that premises.

Many thanks,

Arif Mirza | Public Health Officer

Phone: 02 5124 9095 | Mobile: [REDACTED] Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

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25 Mulley Street, Holder, ACT 2611 | [health.act.gov.au](http://health.act.gov.au)



**From:** [REDACTED]  
**Sent:** Monday, 28 November 2022 2:31 PM  
**To:** Mirza, Arif (Health) <[Arif.Mirza@act.gov.au](mailto:Arif.Mirza@act.gov.au)>  
**Subject:** FW: [REDACTED] Liquid Trade Waste Non-Compliance

**Caution:** This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe. [Learn why this is important](#)

Good Afternoon, Arif,

I attended the site this morning, but it was closed with some items as pots, pans, and shelves outside.

I contacted the real estate on the for-sale sign and spoke to him about the site and his listing.

I then received a call from the owner of the property [REDACTED] who advised me of what was happening on the site and his intention to sell the property. He also sent me an email confirming to the tenant's solicitor that he did not approve of any work to be done on his property.

Due to my inspection of the site this morning, below is a copy of the non-compliance notice I sent the owner of "Dream Cuisine", [REDACTED] who called me back after receiving my email. He advised me of his intention to get the matter resolved and was getting the grease trap installed, engaging a hydraulic consultant to draw up the plans and getting quotes from plumbers. I advised him, that our "application approvals" require the signature of the owner

on the application form and to send a response to my email on his course of action and the timelines to achieve compliance.

To conclude, if [REDACTED] doesn't approve the application form, [REDACTED] will not issue a Liquid Trade Waste Approval and "Dream Cuisine" will not be allowed to discharge to sewer.

As their tenancy dispute is a civil matter between the parties, it doesn't affect [REDACTED] Trade Waste policy and approval process.

I will wait for [REDACTED]'s email and advise on the course of action and response given.

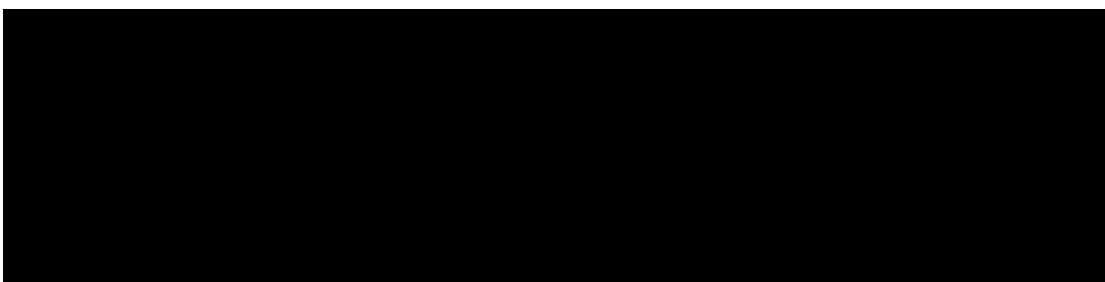
For your information and if you have any question let me know.

Kind regards

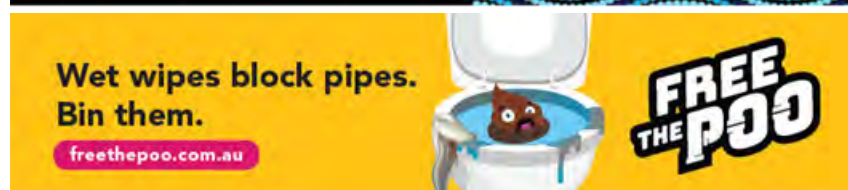
[REDACTED]

[REDACTED]

Senior Trade Waste Officer  
Customer Advocacy and Experience



I acknowledge the Traditional Custodians of the Canberra region, the Ngunnawal people and the First Nations peoples of the broader region. I pay my respects to their Elders –past, present and emerging.



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**From:** [REDACTED]  
**Sent:** Monday, 28 November 2022 1:56 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED] Liquid Trade Waste Non-Compliance

### Dream Cuisine

[REDACTED]  
[REDACTED]  
[REDACTED]

Attention: The Manager

### Liquid Trade Waste Non-Compliance

[REDACTED] conducts a routine liquid trade waste compliance review program across Canberra. This program allows [REDACTED] to work with our customers to maintain a safe and efficient wastewater system for Canberra.

An inspection of your premises was conducted on 28/11/22 by an [REDACTED] Liquid Trade Waste Officer. The inspection identified that there is **inadequate liquid trade waste pre-treatment** and **no current approval** for “Dream Cuisine” to discharge liquid trade waste to sewer at this premise.

You are required by law to have [REDACTED] approval before discharging Liquid Trade Waste to sewer. In order to gain approval please submit a completed [Application form](#) with relevant drainage plans to [REDACTED].

It is a legal requirement that liquid trade waste be approved by [REDACTED] before discharge to sewer. To do this, every business must complete in full, with all required supporting information, the relevant “Liquid Trade Waste Approval” online application form. A copy of the drainage plan can be obtained from Access Canberra's shopfront in Mitchell (8 Darling St, Mitchell: Open Monday - Friday 8.30 to 4:30 pm).

It may be beneficial to engage a trade waste/plumbing consultant to assist in further investigations or a redesign of the pre-treatment process.

We request that your completed application form and relevant drainage plan be forwarded to [REDACTED] [REDACTED] within **14 business days** (i.e., no later than 16/12/22).

In addition, you can find more information, including specific acceptance guidelines on the [REDACTED] [REDACTED] website [REDACTED].

Should you wish to discuss this further, please do not hesitate to contact us.

Phone: (02) [REDACTED] between 8.30 am – 4.30 pm

Email: [REDACTED]


Write to: [REDACTED]

Kind Regards,

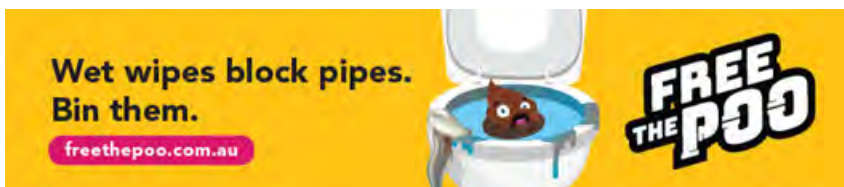
[REDACTED]  
Senior Trade Waste Officer  
Customer Advocacy and Experience

[REDACTED]

I acknowledge the Traditional Custodians of the Canberra region, the Ngunnawal people and the First Nations peoples of the broader region. I pay my respects to their Elders –past, present and emerging.







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\*\*\*\*\*

**From:** Mirza, Arif (Health)  
**Sent:** Monday, 28 November 2022 17:24  
**To:** Dream Cuisine  
**Subject:** Food Business Registration not approved - Dream Cuisine - 28/11/2022

OFFICIAL

Hi [REDACTED]

Thanks for your time today at the fit-out inspection of Dream Cuisine located at [REDACTED]

As discussed during the inspection and noted that the fit-out works are still in progress and not yet completed, the registration approval cannot be granted. I have confirmed this with the Environmental management.

**Please note that it is an offence under section 89 of the *Food Act 2001* to operate unregistered food business (unless exempt) and may result in issue of a Prohibition Order under section 82 (a) of the Food Act 2001.**

Please contact me for a follow up inspection once all the fit-out works are completed as per the Australian Standard 4674-2004 and Food Standards Code Australia New Zealand. This includes the approval from [REDACTED] for a trade waste and Exhaust ventilation certification from a registered mechanical engineer.

Please feel free to contact me if you have any questions.

Kind regards,

Arif Mirza | Public Health Officer

Phone: 02 5124 9095 | Mobile: [REDACTED] | Email: [arif.mirza@act.gov.au](mailto:arif.mirza@act.gov.au)

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# Premises : Dream Cuisine

Officer: Arif Mirza

Inspection Performed on: 28 November 2022































ACT Health

## Food Premises (Registration) Inspection Report

This report is a lawful assessment of the food premises against the requirements of the *Food Act 2001* (ACT) and Australia New Zealand Food Standards Code

Business Name	Dream Cuisine		Reg No	0524/22
Proprietor	[REDACTED]		Date & Time	Start: 28 Nov 2022 02:31 PM  Finish: 28 Nov 2022 03:16 PM
Premises Address	[REDACTED]		Reason	Registration
Business/Mobile Phone	[REDACTED]	Email	[REDACTED]	Authorised Officer Arif Mirza
Compliance	Non Compliant			

C=Complies | Mi = Minor Non Compliant | Ma = Major Non Compliant | Cr = Critical Non Compliant | NA=Not Applicable | NO = Not Observed

		Result	Comments	
<b>Food Safety Supervisor (FSS) &amp; Food Safety Program (FSP)</b>				
1	<b>Food Safety Supervisor (FSS)</b> – Does the food business have a current FSS or proof of enrollment? [s117 Food Act 2001]	C		
2	<b>Food Safety Program (FSP)</b> – Is a FSP required?	NA		
3	<b>Food Safety Program (FSP)</b> – Is the FSP available at the premises? [s13(2) Food Regulation 2002]	NA		
4	<b>Food Safety Program (FSP)</b> – Has a copy been provided to the HPS? [s13(2) Food Regulation 2002]	NA		
<b>Food Handling Controls</b>				
5	<b>Food storage</b> – Are food storage conditions appropriate? [Standard 3.2.2 cl 6(1)(b) Food Standards Code]	Ma		
6	<b>Food storage</b> – Is potentially hazardous food stored under temperature control? [Standard 3.2.2 cl 6(2) Food Standards Code]	NO		
7	<b>Food display</b> – Does food display equipment protect food from contamination? [Standard 3.2.2 cl 8(1), (4) Food Standards Code]	NO		
8	<b>Food display</b> – Do self-service areas have supervision, separate utensils and protective barriers? [Standard 3.2.2 cl 8(2) Food Standards Code]	NA		
9	<b>Food display</b> – Is potentially hazardous food displayed under temperature control? [Standard 3.2.2 cl 8(2) Food Standards Code]	NA		
10	<b>Food packaging</b> – Is food packaged in a manner that protects it from contamination, using appropriate material? [Standard 3.2.2 cl 9 Food Standards Code]	NO		



11	<b>Labelling</b> – Does food labelling comply with the Food Standards Code? [Food Standards Code Part 1.2]	NA		
12	<b>Food transport vehicles</b> – Are food transport vehicles suitable? [Standard 3.2.3 cl 17 Food Standards Code]	NO		
13	<b>Food recall</b> – Is there a documented recall system in place? [Standard 3.2.2 cl 12 Food Standards Code]	Ma		Business to still complete the food recall plan.

### Health and Hygiene Requirements for Food Handlers

14	<b>Hand washing</b> – Are the hand washing facilities appropriately located? [Standard 3.2.3 cl 14(1) Food Standards Code]	Ma		Still undergoing fit-out works. Plumbing is not connected.
15	<b>Hand washing</b> – Are the hand washing facilities: - permanent fixtures; - provided with a supply of warm running potable water through a single spout; - of an adequate size; and - used only for the washing of hands, arms and faces? [Standard 3.2.3 cl 14(2) Food Standards Code]	Ma		See comment 14

### Health and Hygiene Requirements for Food Businesses

16	<b>Hygiene of food handlers (duties of food businesses)</b> – Does the business have easily accessible hand washing facilities that include: - soap; - single use towel; and - a container for used towels? [Standard 3.2.2 cl 17 Food Standards Code]	NO		See comment 14
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### Cleaning, Sanitising and Maintenance

17	<b>Cleanliness</b> – Are the floors, walls and ceilings maintained in a clean condition? [Standard 3.2.2 cl 19(1) Food Standards Code]	NO		
18	<b>Cleanliness</b> – Are the fixtures, fittings and equipment maintained in a clean condition? [Standard 3.2.2 cl 19(2) Food Standards Code]	NO		
19	<b>Sanitising</b> – Is there a food grade sanitiser available at the premises? [Standard 3.2.2 cl 20 Food Standards Code]	NO		
20	<b>Maintenance</b> – Are premises, fixtures, fittings, equipment and utensils maintained in a good state of repair and working order? [Standard 3.2.2 cl 21 Food Standards Code]	Ma		Business still undergoing fit-out works.

21	<b>Thermometer</b> – Does the business have a readily accessible digital probe thermometer accurate to $\pm 1^{\circ}\text{C}$ ? [Standard 3.2.2 cl 22 Food Standards Code]	NO		
22	<b>Single use items</b> – Are single use items protected from contamination and not reused? [Standard 3.2.2 cl 23 Food Standards Code]	NO		
23	<b>Animals and pests</b> – Is the premises free from animals and pests? [Standard 3.2.2 cl 24(1)(a)(b) Food Standards Code]	NO		
24	<b>Animals and pests</b> – Does the business take all practical measures to eradicate and prevent the entry and harbourage of pests? [Standard 3.2.2 cl 24(1)(c)(d) Food Standards Code]	NO		
<b>Design and Construction</b>				
25	<b>General requirements</b> – Is the food premises appropriate for its activities? [Standard 3.2.3 cl 3 Food Standards Code]	Ma		Fit-out works still to be completed.
26	<b>Water supply</b> – Is there an adequate supply of potable water? [Standard 3.2.3 cl 4 Food Standards Code]	C		
27	<b>Sewage and waste water disposal</b> – Does the premises have an adequate sewage and waste water disposal system? [Standard 3.2.3 cl 5 Food Standards Code]	Ma		█ trade waste approval in process. Business to install greasetrap as advised. █ also in contact with the business. Email provided.
28	<b>Garbage storage</b> – Does the premises have adequate storage facilities for garbage and recyclable matter? [Standard 3.2.3 cl 6 Food Standards Code]	NO		
29	<b>Ventilation</b> – Does the premises have adequate natural or mechanical ventilation? [Standard 3.2.3 cl 7 Food Standards Code]	Ma		Mechanical ventilation certification will be provided once the exhaust works are completed as advised during the inspection. Fit-out works still not complete.
30	<b>Lighting</b> – Does the premises have sufficient lighting? [Standard 3.2.3 cl 8 Food Standards Code]	NO		
31	<b>Floors</b> – Are floors appropriate for the food business' activities? [Standard 3.2.3 cl 10 Food Standards Code]	C		Epoxy floor completed with coving.
32	<b>Walls and ceilings</b> – Are walls and ceilings designed and constructed in a way that is appropriate for the food business' activities? [Standard 3.2.3 cl 11 Food Standards Code]	Ma		Walls and ceiling still not complete.

33	<b>Fixtures, fittings and equipment</b> – Are fixtures, fittings and equipment adequate and fit for their intended purpose and able to be effectively cleaned (and sanitised if applicable)? [Standard 3.2.3 cl 12 Food Standards Code]	Ma		Fit-out works still not complete.
34	<b>Storage facilities</b> – Does the premises have adequate storage facilities? [Standard 3.2.3 cl 15 Food Standards Code]	C		
35	<b>Toilet facilities</b> – Are there adequate toilet facilities available for the use of food handlers? [Standard 3.2.3 cl 16 Food Standards Code]	NO		
36	<b>Toilet facilities</b> – Is the toilet fitted with an air lock if it opens to a food preparation area? [Standard 3.2.3 cl 3 Food Standards Code]	NO		
37	<b>Kilojoule displays</b> – Does the food business display kilojoule information (only applicable to standard food outlets)? [s110–111 Food Act 2001]	NA		

### SUMMARY COMMENTS/ACTION TO BE TAKEN

Follow up on registration inspection and improvement notice conducted.

Business still undergoing the fit-out works as advised and noted during the inspection.

Business has been advised not to operate unless all the fit-out works are completed as per the Australian Standards 4674-2004 and Food Standards Code Australia and NewZealand, including the exhaust ventilation certification from an engineer and the [REDACTED] trade waste approval.

Once the fit-out works are completed, business to inform the Health Protection Service for inspection and approval for registration.

Report will be discussed with the Environmental management for any further actions required.

Please rectify identified non-compliances by the due date. Contact the Officer for any enquiries.

Follow-Up Date:

I have read and I understand the contents of this assessment.

Proprietor/Staff  
Signature:

[REDACTED]

Authorised Officer  
Signature:

[REDACTED]

Proprietor/Staff  
Name:

[REDACTED]

Authorised Officer  
Name:

Arif Mirza



---

**From:** [REDACTED]  
**Sent:** Tuesday, 29 November 2022 09:29  
**To:** Mirza, Arif (Health)  
**Subject:** Fw: [REDACTED] Liquid Trade Waste Non-Compliance

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Hi Arif

FYI see emails below.

The tenant is deliberately causing delays in order to continue to operate illegally from my property, and I would like to see him stopped from operating illegally.

Please call me if you wish to discuss.

Regards

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, 29 November 2022 8:13 AM  
**To:** [REDACTED]  
**Subject:** Re: [REDACTED] Liquid Trade Waste Non-Compliance

Hi [REDACTED]

The tenant does not have a lease, and he has been sent a "Notice to vacate".

**I do NOT approve NOR authorise the installation of a grease trap at my property, and I do NOT wish to sign the online Liquid Trade Waste application form.**

The tenant has knowingly been operating illegally since 2017, and is deliberately causing delays in order to continue to operate illegally from my property.

Please call me if you wish to discuss.

Regards

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, 29 November 2022 7:26 AM  
**To:** [REDACTED]  
**Subject:** FW: [REDACTED] Liquid Trade Waste Non-Compliance

Dear [REDACTED]

I have sent an [REDACTED] Liquid Trade Waste Non-Compliance notice to the tenant of your property at [REDACTED]. The business is currently operating illegally from your premises as the notice below stipulates.

I received a phone call from the owner of "Dream Cuisine" stating that he was getting this matter resolved by taking measures to hire a consultant to draw up the hydraulic plans for installing a grease trap and will be contacting plumbers to carry out the work of installing the grease trap. He was going to respond in writing to the non-compliance notice and I am awaiting this response.

As the property is owned by you, [REDACTED] approvals are issued to the owner of the property and the application form to be submitted for the approval will need your authorisation and signature.

***Can you advise that you approve and authorise, that your tenant can install a grease trap at your property and the online Liquid Trade Waste application form will be signed by you?***

I will need the answers to the above question so I can inform your tenant when I receive his response to the notice of non-compliance.

Kind regards

[REDACTED]  
Senior Trade Waste Officer  
Customer Advocacy and Experience

[REDACTED]

I acknowledge the Traditional Custodians of the Canberra region, the Ngunnawal people and the First Nations peoples of the broader region. I pay my respects to their Elders – past, present and emerging.

Wet wipes block pipes.  
Bin them.

[freethepoo.com.au](http://freethepoo.com.au)



**FREE  
THE POO**

---

**From:** [REDACTED]  
**Sent:** Monday, 28 November 2022 1:56 PM  
**To:** [REDACTED]  
**Subject:** [REDACTED] Liquid Trade Waste Non-Compliance

**Dream Cuisine**

Attention: The Manager

**Liquid Trade Waste Non-Compliance**

██████████ conducts a routine liquid trade waste compliance review program across Canberra. This program allows ██████████ to work with our customers to maintain a safe and efficient wastewater system for Canberra.

An inspection of your premises was conducted on 28/11/22 by an ██████████ Liquid Trade Waste Officer. The inspection identified that there is **inadequate liquid trade waste pre-treatment** and **no current approval** for “Dream Cuisine” to discharge liquid trade waste to sewer at this premise.

You are required by law to have ██████████ approval before discharging Liquid Trade Waste to sewer. In order to gain approval please submit a completed [Application form](#) with relevant drainage plans to ██████████

It is a legal requirement that liquid trade waste be approved by ██████████ before discharge to sewer. To do this, every business must complete in full, with all required supporting information, the relevant “Liquid Trade Waste Approval” online application form. A copy of the drainage plan can be obtained from Access Canberra's shopfront in Mitchell (8 Darling St, Mitchell: Open Monday - Friday 8.30 to 4:30 pm).

It may be beneficial to engage a trade waste/plumbing consultant to assist in further investigations or a redesign of the pre-treatment process.

We request that your completed application form and relevant drainage plan be forwarded to ██████████ within **14 business days** (i.e., no later than 16/12/22).

In addition, you can find more information, including specific acceptance guidelines on the ██████████ website ██████████

Should you wish to discuss this further, please do not hesitate to contact us.

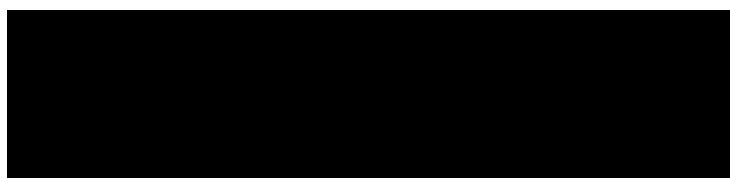
Phone: ██████████ between 8.30 am – 4.30 pm

Email: ██████████

Write to: ██████████

Kind Regards,

██████████  
Senior Trade Waste Officer  
Customer Advocacy and Experience







I acknowledge the Traditional Custodians of the Canberra region, the Ngunnawal people and the First Nations peoples of the broader region. I pay my respects to their Elders –past, present and emerging.



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