

Environmental Health

Food Businesses

Overview

The Copper Coast has approximately 130 food businesses in the area, including home businesses and mobile food vans. Routine inspections are carried out for all food businesses by Councils Environmental Health officer ensuring that businesses comply with the Food Act 2001 and Food Regulations of 2017.

When do Food Inspections Occur?

Council regularly inspects all notified food businesses for compliance with the Food Act 2001 and associated Regulations and Standards. Environmental Health Officers also conduct pre-opening and complaint inspections as well as providing structural and fit out advice.

To assist proprietors in understanding the food safety requirements refer to the SA Health [Food Safety Information](#).

An inspection fee is charged for routine inspections, refer [Fees and Charges 2018 / 2019](#)

Food Complaints/Food Poisoning

The Council receives various complaints about food and food businesses such as unclean premises, poor food handling practices, alleged food poisoning, microbial contamination of food, and foreign matter in food.

Council investigates complaints under the Food Act 2001 and associated Food Safety Standards. Poor customer service at food premises are not Council's responsibility.

Should you have a food complaint to report to the Council, it is important to follow the steps outlined below:

- Do not remove any foreign objects from food if possible.
- Keep the product in the fridge or freezer until it is brought into Council or collected by Environmental Health Officer.
- Keep any packaging and proof of purchase of the product.
- Record all details of the complaint, the date and location of purchase, where the product is stored and when the problem was first noted.
- Contact Council as soon as possible to allow the investigation to commence.

Starting a Food Business

All food businesses are required by Food Act 2011 to officially notify Council before commencing operation of a food business or when ownership changes by means of completing and submitting a [Food Business Notification Form](#).

Temporary or Mobile Food Business

Temporary or mobile food businesses are required to notify Council of their food business details using the [Food Business](#)

[Notification Form](#). There is an annual Mobile Food Van Permit fee as per Councils Fees and Charges Register.

Mobile and temporary food businesses may be subject to inspections whilst operating in other Council areas ensuring that businesses comply with the Food Act 2001 and Food regulations 2017.

Home Based Food Business

If you are planning on setting up a food business operating from your home. It is important that home food businesses comply with the Food Safety Laws and Standards, just as any restaurant or cafe does. Before you start operating, please download and complete the [Food Business Notification Form](#) and read the [Guidelines for starting a Home Based Food Business](#) and the [Food Safety Standards](#). These businesses are subject to routine inspections.

Food Safety Training

Food Safety [Standard 3.2.2](#) makes it mandatory that all food handlers have the skills and knowledge relating to food safety. Council provides access to a free online food safety training called "[I'm Alert Food Safety Training](#)". This training will assist food handlers to gain the knowledge they require to handle food safely and hygienically and comply with the Standards.

Council, in conjunction with TAFE, offer a certified Food Safety short courses twice a year. To enquire about upcoming courses, contact the Kadina TAFE Campus on 8821 0400.

Other Relevant Links

[SA Health](#) is primarily responsible for sampling, monitoring outbreaks, labelling and monitoring food recalls. Information on labelling is available on SA Health's website.

[PIRSA](#) administer the Meat Hygiene Act 1994 which affects all meat processing businesses such as butchers. Enquiries and complaints about these businesses should be forwarded to PIRSA on 8207 7964.

[Dairy Authority of South Australia](#) is the authority that licenses dairy food processors and dairy farmers. Enquiries and complaints about these businesses should be forwarded to DASA on 8223 2277

Further Information

If you are unsure of what is required please speak to the Environmental Health Officer on 88 28 1200 for advice.