

## FOOD SAFETY QUESTIONNAIRE FOR FOOD BUSINESS REGULATORS

### 1. Introduction

This research questionnaire is compiled based on the criteria of the ISO Food Safety Management System, HCCP and GMP with a focus on a simple evaluation of the implementation or application of Food Safety requirements at the level of MSME and street food business actors in the APEC Region.

The criteria in the ISO Food Safety Management System, HCCP and GMP included in this questionnaire are only relevant and have the potential to guarantee food safety based on the literature study that has been conducted. This questionnaire is intended for inspector and supervisor who are authorized to supervise and foster local food businesses. The questionnaire also aims to collect information in supervising MSME and street food business actors to improve knowledge and understanding of food safety based on international standards.

It takes about 10-15 minutes to complete this questionnaire. Your identity will not be published, and all data resulted from this questionnaire will be used entirely for research purposes. You can also participate using the e-form via the following link <https://bit.ly/foodbusinessregulators>. The data collected will only be accessible to members of the research team. The data will be presented in aggregate form. There is no obligation for you to participate in this research, you are free to withdraw from the research at any time.

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If you have any questions about the research or your participation, you can contact the Project Overseer (PO) of the project i.e. Mr. Dulbert Tampubolon (email: [tdulbert@gmail.com](mailto:tdulbert@gmail.com)) from the Research Center for Testing Technology and Standard, BRIN. The information obtained through this questionnaire is guaranteed to be confidential and is for research purposes only. Therefore, we ask for your willingness to fill out this questionnaire.

### 2. Respondent information

Name	:		
Institution	:		
Position	:		
Department	:		
Location	:	City:	Province:
		Address:	
Mobile number/Email	:		
Time of employment	:	Month:	Year:

### 3. Questions

*Choose the answers that suit you the best*

Although FSANZ is not an enforcement authority in Australia, we have answered from an Australian rather than agency perspective to provide more information that may be useful in this project.

#### **Legality**

1. Are there any regulations regarding the supervision of MSMEs and street food businesses in local?

☒ Yes

☐ No

All food businesses in Australia must adhere to the Australia New Zealand Food Standards Code, which outlines standards for food safety practices, premises, equipment, and hygiene in Chapter 3: <https://www.foodstandards.gov.au/business/food-safety-standards>

There are six food safety standards in the [Food Standards Code legislation](#):

- 3.1.1 Interpretation and application
- 3.2.1 Food safety programs
- 3.2.2 Food safety practices and general requirements
- 3.2.2A Food safety management tools
- 3.2.3 Food premises and equipment
- 3.3.1 Food safety programs for food service to vulnerable persons

These standards aim to lower the incidence of foodborne illness. They place obligations on Australian food businesses to produce food that is safe and suitable to eat, and also place health and hygiene obligations on food handlers.

For more information see the [Food Safety Standards](#) page.

2. Which institution/agency has the authority to supervise MSMEs and street food businesses?

In Australia, food business regulation is managed at both the state/territory and local government levels, guided by national standards. Here's how the responsibilities are divided:

#### National Level:

Food Standards Australia New Zealand (FSANZ)

Role: Develops and maintains the Australia New Zealand Food Standards Code.

Scope: Sets national standards for food safety, hygiene, labelling, and additives.

Authority: FSANZ does not enforce the law; it provides the rules that states,

territories, and local councils enforce.

#### State and Territory Authorities:

Each state/territory has its own food authority or health department that enforces the Food Standards Code and supervises licensing and inspections of certain food sectors.

#### Local Government (Councils):

Also can have a main role in supervising street food businesses, mobile food vans, markets, cafés, restaurants, and other retail food outlets.

A list of food enforcement agencies is available on [our website](#).

3. Is it mandatory for every MSME and street food business to have a permit or registration?

☒

Yes

☐

No

Both yes and no. Some Australian jurisdictions may require businesses to all be licensed but others may only require notification. Under [Standard 3.2.2 - Food Safety Practices and General Requirements](#), a new food business or changing the business's name, location or activities must inform the relevant food enforcement agency. How this is done will differ by state and territory.

In Australia, food businesses are subject to either licensing or notification requirements, depending on the location, nature, and scope of their operations. This is because there are different food laws in different states and territories in Australia.

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### Licensing

Certain food businesses might need to obtain a licence from the relevant state or territory food authority. For example, the NSW Food Authority mandates licensing for businesses involved in:

- Handling or processing meat, including retail butchers
- Producing, processing, or storing dairy products
- Producing, grading, or processing eggs (excluding small farms)
- Handling or wholesaling seafood (excluding shellfish)
- Cultivating or harvesting shellfish
- Producing high-risk plant products (e.g., seed sprouts, unpasteurised juices)
- Providing food services to vulnerable populations (e.g., in hospitals or aged care facilities)
- Transporting any of the above food categories

These licensing requirements ensure that high-risk food operations adhere to stringent food safety standards.

Notification

Food businesses not requiring a licence might need to notify their local council or the appropriate food authority before commencing operations. For example:

- Restaurants, cafés, and takeaway outlets
- Mobile food vendors and food stallholders at events
- Grocery stores, supermarkets, and convenience stores
- Businesses selling food as a secondary activity (e.g., chemists, petrol stations)
- Home-based food businesses not selling directly to consumers
- Food manufacturers or wholesalers not holding a licence
- Importers of food or ingredients not retailing from their premises

Notification typically involves providing details about the business, such as its location, nature of food handling, and contact information.

4. Does the institution/agency have a business registration permit service for MSMEs and food street?

☒

Yes

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No

While FSANZ is not responsible for registration permit services, Australian state and territory authorities have mechanisms and procedures in place for when registration or licensing is required in that jurisdiction.

5. Are there systems, mechanisms and procedures for granting permits to MSMEs and food street?

☒

Yes

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No

While FSANZ is not responsible for registration permit services, Australian state and territory authorities have mechanisms and procedures in place.

6. Does the institution/agency have a complaint service regarding licensing of food business registration certificates for MSMEs and street vendors?

☒

Yes

☐

No

Yes and also, food businesses should keep records of complaints and action taken. Food businesses are required to notify justisdictions of food complaints if there is a health risk or non-compliance. In Australia, investigation of food complaints is undertaken by state and territory authorities or the local council. Here is some more information from QLD [Who Do I Contact With a Food Complaint? - Safe Food](#)

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7. How long does it take to complete a business registration permit for MSMEs and street vendors?

☐ < 2 days☐ 6-7 days☐ 3-5 days☐ More than 1 week

See below

8. How much does it cost to register a business license for MSMEs and street vendors?

☐ Free of charge☐ Subsidized☐ With a fee

FSANZ is not responsible for business licenses. Australian state and territory authorities handle licensing and notification. However, the cost and timeframe to register a food business in Australia depend on:

1. The state or territory
2. The type and risk level of the business
3. Whether it's a fixed, mobile, home-based, or temporary food operation

Simple registrations (low-risk businesses):

1–2 weeks through local councils.

High-risk or complex applications (e.g., food manufacturing, mobile food vans):

May take 3–6 weeks, including time for inspections and approvals.

Some councils offer online registration. Others may require a site inspection before approval.

Here is an example from the city of Melbourne: [Temporary and mobile food premises | City of Melbourne](#)

**Control/supervision**

9. Does the Institution/Agency have a supervision plan for MSMEs and street food businesses?

☒

Yes

☐

No

FSANZ is not an enforcement authority. State and territory agencies are responsible for enforcement.

Street and other food businesses are generally inspected by local council Environmental Health Officers (EHOs) or a state/territory authority to ensure compliance with state and territory food safety laws, and national standards. These inspections are part of a broader regulatory framework designed to protect public health and maintain hygiene standards across all food businesses.

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10. Does the Institution/Agency carry out routine and scheduled supervision of MSMEs and street food businesses?

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Yes

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No

State and territory agencies determine the nature and frequency of inspections based on the food safety risk associated with the food business. See [Principles for the inspection of food businesses](#) and an example from one council [Food business inspections – North Sydney Council](#).

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11. Does the institution/agency monitor expired products in MSMEs and street food vendors in your area?

☐

Yes

☐

No

Yes. As part of routine audit or inspections, an official from the state, territory or local government may check for expired products or investigate if there is a complaint. Note, sale of products after its best-before date has expired is not illegal as this does not affect safety, only quality.

12. Does the institution/agency undergo test on contaminated food and feed materials for traceability purposes?

☐

Yes

☐

No

Yes. Under a nationally coordinated survey plan, sampling and testing of food occurs on an annual basis with the focus (ie which analyte and which food) determined by emerging risks, intelligence, common non-compliances or other priorities.

Most jurisdictions also complete random testing surveillance of food available for sale in their jurisdiction. Eg: NSW Food Authority report on Annual Food Testing Report 2023-2024

13. How does the institution/agency supervise or evaluate the compliance on regulation by MSMEs and street food businesses?

☐

Administrative evaluation

☐

General survey

☐ Sampling test

☐ Other, please specify .....

Most jurisdictions use several enforcement tools which will include regular audit/inspection, random analytical surveys, investigations following a complaint.

14. In the compliance evaluation on MSMEs and street food vendors, what issues that often fail to meet the requirements?

☐ Cleanliness

☐ Competence

☐ Waste management

☐ Other, please specify .....

Cleanliness (sanitation and hygiene), skills and knowledge, record keeping would be key areas of non-compliance

15. Have there ever been cases of poisoning in your area?

☐ Yes

☐ No

Yes. In Australia there are estimated to be approximately 4.68 million cases of foodborne illness annually.

16. How many times does the Institution/Agency conduct field monitoring of MSMEs and street food business in 1 year?

☐ Once a year

☐ Unscheduled

☐ More than one

☐ Never

A state or territory government or local government authority determines frequency of inspection of food businesses based on risk. Some jurisdictions inspect all businesses one per year, others inspect a proportion.

17. Are the results of supervision on MSMEs and street food businesses published?

☒ Yes

☒ No

The availability of food safety inspection results to the public in Australia depends on regional policies and programs. In NSW, the Scores on Doors program and the Name and Shame register provide transparency regarding food business compliance. In other regions, the publication of such information varies, and consumers may need to consult local council resources or contact health departments for specific details.

The NSW Scores on Doors program allows participating food businesses to display their hygiene and food safety inspection results. The [Name and shame | NSW Food Authority](#) publicly lists food businesses that have breached food safety laws and received penalty notices or convictions.

***Foster of street vendors***

18. Does the institution/agency provide training for MSMEs and street food businesses?

☐ Yes

☐ No

See below

19. Does the Institution/Agency provide training related to food safety to MSME and street food entrepreneurs?

☐ Yes

☐ No

No, not directly but we can set a requirement food handlers must be trained. FSANZ does not provide training, however recent changes to the Chapter 3 Standards mean food service, caterer and related retail businesses in Australia need to meet new food handler training requirements from December 2023.

Standard 3.2.2.A – 10 requires that each food handler who handles unpackaged, potentially hazardous food that is ready to eat, has, before engaging in that activity: a) completed a food safety training course; or b) adequate skills and knowledge in food safety and hygiene to do that activity correctly and keep food safe. The business must also have a certified food safety supervisor to supervise these food handlers (see our separate InfoBite). These requirements are in place because unpackaged potentially hazardous foods are open to contamination by harmful microorganisms or other hazards immediately before the food is served and eaten, so need careful handling.

Here are examples from NSW and QLD in relation to enforcing the standard.

[Standard 3.2.2A Food Safety Management Tools | NSW Food Authority](#) [Standard 3.2.2A Food Safety Management Tools | NSW Food Authority](#)

[Standard 3.2.2A Food Safety Management Tools | Health and wellbeing | Queensland Government](#)

20. Has the Institution/Agency ever received consumer complaints regarding street food vendors?

☐ Yes

☐ No

State and territory and local government oversight street vendors and complaints would be directed to them.

21. What consumer complaints that are usually reported?

☐ Permit

☐ Cleanliness

☐ Food safety

☐ Other, please specify .....

Food safety, cleanliness, how food is handled or stored (eg not under temperature



control or out in the open exposed to contamination)

22. Does the institution/agency have a program related to improving food safety in your work area that you can share?

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Yes

☐

No

If yes, please list .....

FSANZ is responsible for maintaining and developing the Australia and New Zealand Food Standards Code. Significant work has been undertaken and is publicly available relevant to food businesses. See [Food safety for food businesses | Food Standards Australia New Zealand](#)

Our book [Safe Food Australia](#) contains comprehensive guidance for regulators and businesses on Standards 3.1.1, 3.2.2, 3.2.2A and 3.2.3.

--- Thank You ---