



Foodborne illness facts: *Campylobacter*

Did you know in 2023 there were over 9,600 confirmed cases of *Campylobacter* infection in Queensland?

It is the most common cause of food poisoning in Australia.

Symptoms include fever, abdominal cramps and severe diarrhoea (sometimes bloody), often resulting in hospitalisation.

Campylobacter infection is contracted through eating **raw** or **undercooked chicken**, or **cross-contamination**.



Keep your customers safe!

- Raw meat and poultry should not be washed – this can contaminate nearby surfaces.
- Cook chicken to an internal temperature of 75°C.
- Wash hands with soap and warm water after handling raw chicken.
- Use separate (e.g. colour-coded) cutting boards for raw chicken, cooked chicken, vegetables, fish.
- Store raw poultry & meats sealed on the bottom shelf of the fridge to prevent dripping onto other food.
- Ensure equipment and surfaces are cleaned and sanitised after each use.

Food licence renewals

It's almost time to renew your food licence, but what does this involve?

In May 2024 you will receive a food licence renewal application via email or mail (whichever preference you have previously selected).

Important note: This year's renewal will feature a category indicating your food business type (more information to be provided soon). This will align with Council's [Fees and Charges](#) for your convenience.

When you receive the renewal form, follow these easy steps to ensure your licence is renewed into the 2024/2025 financial year:

1. **Fill out the form** – Please ensure all details are correct so that Council's Health Services can easily contact you.
2. **Return the form** – It is a requirement of the *Food Act 2006* for a signed renewal application to be lodged with Council prior to your food licence being renewed. Return the form by emailing a completed copy to ceo@bundaberg.qld.gov.au, delivering a copy in person at your nearest Bundaberg Regional Council Customer Service Centre or via post to PO Box 3130 Bundaberg QLD 4670.
3. **Complete payment** – Payment can be completed online through [Council's payment services portal](#), over the phone on 1300 883 699 or in person at one of Council's customer service centres.

Once the above three steps are completed, keep an eye out for your 2024/2025 Food Licence in the mail.

What if I am no longer operating my business?

If you are no longer operating your business, please email Council at ceo@bundaberg.qld.gov.au and outline the following information:

- Your food licence number and/or name of your food business
- A brief description outlining that you are no longer operating
- Advise if the business is no longer operating or if it has been sold and may be operating under new ownership. If still operating, Council's Health Services will ensure the appropriate applications have been completed for the new operators.

Reminder! Food Safety Supervisor certificates

On **8 December 2023**, new Food Safety **Standard 3.2.2A** took effect.

Businesses must now nominate a Food Safety Supervisor (FSS) who:

- Holds a certificate issued within the **last five years** from a Registered Training Organisation.
- Is reasonably available to advise and supervise food handlers.
- Has the authority to manage and give direction on safe food handling.

If your FSS certificate was attained before 2019, a refresher is required.

Email a copy of the new certificate to Council's Environmental Health Services via ceo@bundaberg.qld.gov.au

More information on Food Safety Supervisors is available [here](#).

Non-reticulated water testing

Have you been contacted by Council's Health Services recently regarding a water test?

If your business is not connected to a reticulated water supply (town water), a sample of your water supply is required annually to ensure compliance with the *Australian Drinking Water Guidelines*.

This year, Health Services collected water samples from businesses for a number of reasons including:

- Ensuring **consistency** across the region in terms of water sampling techniques
- Providing education to our licence holders regarding **microbial water safety**
- Assisting our licence holders in **achieving compliance** with all relevant legislation

Did you know?

Historically, drinking water was a leading cause of illness, however, the 20th Century saw a substantial decrease in the number of infectious waterborne disease outbreaks thanks to advancements in disinfection methods. This is a key reason non-reticulated water supplies such as tanks require disinfection and filtration. (*Australian Drinking Water Guidelines*).

We are pleased to report that the outcomes were very positive and results showed that approximately **93%** of food businesses connected to non-reticulated water were compliant with the *Australian Drinking Water Guidelines*.

The other 7% are taking quick action to achieve full compliance. During our last inspection program in 2021, 21% didn't comply, so our water testing program is seeing much improved results.

Thank you to all businesses involved for your efforts to ensure your water is safe for the community.

Are you opted in to Council's Think Food Safe program?

Think Food Safe is Bundaberg Regional Council's food safety rating program. It encourages food businesses to maintain good food hygiene practices and maintain food safety records.

The program was adopted in 2021 and authorised officers have since been using the program during routine food safety inspections.

What are the benefits for your business?

- Annual licence fee discounts of up to 30% for eligible businesses
- Higher performing businesses receive less frequent inspections
- Think Food Safe sticker provided to your business to display to public
- Consumers can make an informed choice about where to eat when they can tell that a premises **Thinks Food Safe**

Are you keeping the required records?

- Temperature monitoring (fridges, cold rooms, hot boxes, freezers)
- Incoming goods (temperature and condition)
- Cleaning program and schedule
- Thermometer calibration
- Other records as relevant to your business

✓ **75% of food businesses in the region have opted in to Think Food Safe**

✓ **64% of eligible businesses can display the logo**

If you are not sure if you have opted into the program, please phone Council's Environmental Health Services on 1300 883 699.

Program participants are eligible to receive a free temperature log book to assist with record keeping processes.

If you need a new temperature monitoring book contact Council or [click here](#). Find out more [here](#).

**Think
FOOD
Safe.** 

Flies are still the buzz around town!

It is hot and humid so those pesky flies are more active. Flies can spread disease, contaminate food and reproduce quickly.

Food businesses must take all practicable measures to prevent pests entering the premises. The main goal is to protect food from contamination.



What practicable measures may include:

- Install insect control 'zappers' (ensure these are 1.5m from food preparation or storage areas, exposed food or clean equipment)
- Protect your food from flies by covering it when exposed
- Install self-closing arm on screen doors to ensure it closes
- Keep flies away from garbage in outdoor storage areas by using bins/ containers with tight fitting lids

