



The value we provide

- Maintain, improve and protect public health in the community, through education and inspection services.

What we do

- Reduce the incidence of infectious disease by monitoring standards for 1230 registered food premises.
- Support the production of safe and secure food for consumption from restaurants, cafes and all registered food premises.
- Monitor health standards of accommodation properties, registered tattooists and beauty parlours.
- Provide an immunisation program for infants, children and adults.
- Investigate public health nuisance complaints.
- Monitor the use and sale of tobacco.

Why we do it

- To support a healthy and safe community, where the incidence of infectious disease is minimised.
- To fulfil mandatory duties described in the Victorian Food Act 1984, the Public Health and Wellbeing Act 2008 and the Tobacco Act 1987.

Activities that support this service

- Health services
- Immunisation program and infectious waste

Our service at a glance

Service statistics	2018/19	2019/20
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Health services

• Prescribed accommodation inspections conducted	149	109
• Hairdresser, tattooist and beauty parlour inspections conducted	95	173
• Syringes collected and discarded through syringe disposal containers and the Community Clean-up program	19,122	22,434
• Public health nuisances reviewed	245	262

Food safety

• Inspections of registered premises	2,801	2,584
• Food premises complaints	205	251
• Food samples analysed	238	230

Service risk profile

Low/Medium

Strategic risks

Residual risk rating

- None specific to this service

Policies documents that support this service

None specific to this service

How much it costs to provide the service

		Budget 2020/21	
Operating costs	\$000	How the service is funded	\$000
Employee costs	1,543	Rates	744
Contracts	66	Parking revenue	252
Materials and other expenses	274	Reserves	(32)
Operating projects	0	Fees and charges (incl. statutory)	829
Total operating expenses	1,883	Grants	90
Capital projects	0	Other income	0
Total expenses	1,883	Total funding	1,883

(expenses include management overhead allocation, exclude depreciation and project expenditure)

FTE=13.0

Revenue from parking fees and fines is allocated on a proportionate basis across all service categories.

\$0.49 is spent on this service out of every \$100 of rates we receive

49% of costs are funded from fees and charges, grants or other income

Further revenue and expense information on the service

Activity	Expenses \$000	Revenue \$000
Health services	1,222	840
Immunisation program and infectious waste	294	78
Management expenses	367	0
Total	1,883	919

Expenses exclude depreciation. Management expenses consist of apportioned costs for the Executive Leadership Team (CEO and general managers) and all department managers.

Major contracts (annualised expense) \$000

- None

Major property leases (\$000) Market rental estimate Rent per year (\$ excl GST)

- None

Major financial contributions \$000

- None 0

Major assets

Council assets (June 2020) Value \$000

- Immunisation centres (6) Not separately valued

Our Council Plan 2017-27 priorities

In progress

- Continue to maintain a high standard of amenity, ensure compliance with public health and safety through service improvements and mobile technology.

Our projects (* means 100% and ** means partial grant and contribution funding)

Capital projects \$000	2020/21	2021/22	2022/23
None			
Total capital projects (excluding Fleet Renewal allocation)	0	0	0
Operating projects \$000	2020/21	2021/22	2022/23
None			
Total operating projects	0	0	0

How we are performing
Recent highlights

- The number of days between receipt and first response action for all food complaints is well within range with cases responded to on the day or next day after receipt.
- All food premises registered under the Food Act 1984 (Vic) with Council have had an assessment as required.
- Council has achieved a 100 per cent follow-up inspection rate of all major or critical non-compliances identified within registered food premises throughout the reporting period.

Recent challenges

- The COVID-19 pandemic called for us to be agile and flexible and to support the community where most needed. During the pandemic, Council adapted to innovate new ways of keeping safe and connected while maintaining our high standard of service delivery. In response to the COVID-19 pandemic:
 - immunisation sessions and flu vaccination clinics adapted to accommodate physical distancing requirements.
- The cost per registered premises has increased slightly from the same period last year due to a reduction in the number of temporary/event food premises registered with Council as a consequence of the COVID-19 pandemic.

Measure	2017/18 result	2018/19 result	2019/20 result	2020/21 target	Metro councils 2019/20
All critical and major noncompliance notifications about food premises followed up on the due date	100%	100%	100%	>95%	99%
Days between receipt and first response actions for all food complaints	1.6	1.7	1.7	<2	1.8
Percentage of required food safety assessments undertaken	100%	100%	100%	100%	98%
Cost of food safety service	\$551	\$591	\$638	<\$680	\$546