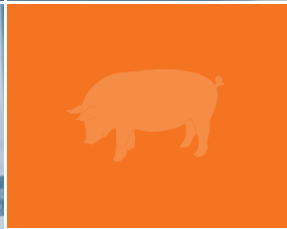




PRIME SAFE



LICENSEE CHARTER



PRIME**SAFE**

## About the Licensee Charter

The PrimeSafe **Licensee Charter** aims to provide clarity about the expectations that all Licensees and industry stakeholders can hold when dealing with PrimeSafe.

It outlines the way that we deal with our licensees, and the way that licensees may deal with PrimeSafe in order to gain the information that is required to meet licence requirements.

The charter also focuses on outlining the way that licensees can gain the best value out of third party audits, that are an integral part of the PrimeSafe food safety regulatory management system.

In putting together this Charter, PrimeSafe has surveyed all licensees on their understanding of the system, their expectations of the system, and their expectations of both PrimeSafe and the third party auditing process.

The development of this Charter incorporates the feedback from that survey.

We are committed to making sure that the expectations outlined within this Charter are met at all times. Feedback can be provided by:

Telephone: (03) 9685 7333

Facsimile: (03) 9696 5284

Email: [enquiries@primesafe.vic.gov.au](mailto:enquiries@primesafe.vic.gov.au)

## About Primesafe

**PrimeSafe's** role is to ensure that all businesses involved in the production, processing and sale of meat, poultry and seafood products in Victoria meet legislated requirements for food safety. We work to:

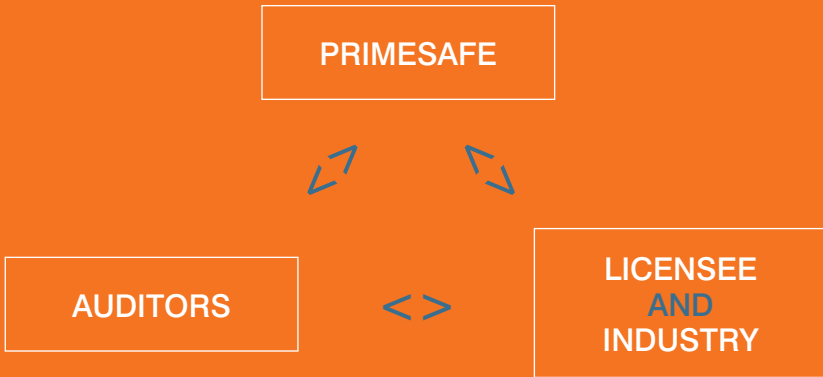
- > protect the rights of all Victorian consumers, who expect that there should be no food safety risk in purchasing any meat, poultry or seafood product that is produced in Victoria
- > provide a regulated, robust food safety system for the benefit of every business that has a commitment to the safe production of meat, poultry and seafood products in Victoria.

We work with the expectation that all businesses involved in the production or sale of meat, poultry and seafood have a genuine commitment to take responsibility for food safety. Our role is to ensure that:

- > only licensed producers and retailers are involved in the industry
- > all licensed producers and retailers operate under one approach to food safety, which is achieved through a mandatory HACCP-based Quality Assurance (QA) program
- > the HACCP-based QA programs facilitate compliance with national Standards applicable to all meat, poultry, seafood and pet meat industries
- > the food safety system does not impede any licensed operator unnecessarily.

## Delivering Safe Food

While PrimeSafe provides the regulatory management framework, all licensees take the ultimate responsibility for the production of safe meat, chicken and seafood products in Victoria. Auditors play a key role in working with licensees to verify that the QA processes that are put in place meet food safety responsibilities and add value to that system.



## Key accountabilities in food safety

**PrimeSafe** is responsible to the Victorian Government and manages food safety under government legislation.

The skills-based Board, appointed by the Minister for Agriculture, is made up of Directors with backgrounds from both within and outside of the seafood, poultry and red meat industry sectors. The Board, which sets the policy for PrimeSafe, provides a balance in knowledge between the critical aspects of regulation of food safety and of the commercial needs of licensed facilities.

PrimeSafe's interactions with licensees are underpinned by:

- > quality assured business processes
- > the recruitment and development of staff to provide expertise in the regulation and administration of food safety
- > ongoing work with industry associations to progress the understanding and successful implementation of food safety programs with licensees.

## Communications and consultation

PrimeSafe provides extensive information about the regulatory management framework and licensing categories through:

- > the PrimeSafe website – [www.primesafe.vic.gov.au](http://www.primesafe.vic.gov.au)
- > Standards published for each industry
- > the PrimeSafe annual report
- > direct mailed information to licensees regarding any changes to Standards.

## Complaints and issues resolution

The management of issues and complaints is handled with objective professionalism in a timely manner.

- > Complaints relating to decisions of PrimeSafe or to the delivery of PrimeSafe services will be addressed by the Chief Executive.
- > Complaints relating to decisions of the Chief Executive will be addressed by the Board of PrimeSafe and should be addressed to the Chairman.

## Complaints may be directed to the responsible person via:

PO Box 2057, South Melbourne, Vic, 3205  
[enquiries@primesafe.vic.gov.au](mailto:enquiries@primesafe.vic.gov.au)  
Telephone (03) 9685 7333  
Facsimile (03) 9696 5284

## **PrimeSafe's responsibilities**

### **Manage the food safety system**

- > license all businesses
- > approve the Quality Assurance Programs of all licensees
- > require each licensee to engage third party auditors who review the documented Food Safety plan
- > set the frequency of audits for licensees, in line with the level of risk inherent in product.

### **Ensure the integrity of the industry in which our licensees work**

- > make decisions on the types of corrective actions that a licensee needs to put in place where a non-conformance is identified
- > adjust the frequency of audits to ensure that any non-conformances are addressed, or in recognition of the performance of individual businesses that have credible internal systems and a proven history of food safety
- > undertake inspections of processing and retail facilities, as well as seafood wild catch vessels
- > where required, cancel or suspend the licence, or prosecute any business or individual in the industry that operates without a licence.

### **Collaborate**

- > provide all licensees with adequate notice of any change to Standards and to the introduction of new Standards by mail and through a defined adjustment period
- > provide you with accurate information about who you can contact if you have concerns about any part of the process or require additional information
- > engage with industry associations to capture industry-based training, communication and education opportunities.



## You can expect that we will

### Be consistent

- > we provide information about the food safety regulatory system and your licence arrangements
- > we provide facts rather than opinion, and clarity on the Standards and the legislation that underpin licence conditions.

### Treat you with respect

- > at all times we will be approachable, polite and courteous
- > we listen to your concerns and explain the reason for our decisions
- > we maintain confidentiality in all of our dealings with any information that comes to us from licensees and third party auditors
- > we recognise your responsibility and expertise in running your business and that our responsibility can only assist you with enquires about the legislation and Standards with which you must comply.

### Help you to meet your commitments

- > we respond to telephone calls, mail, and emails from you in a timely manner
- > we tell you where you can source information to meet your commitments, including copies of Standards, the types of licences that apply to your business, and people within your industry that may be able to help you further
- > we provide schedules for third party audit programs so that audits are organised within the timeframe required for your licence
- > we hold regular meetings with third party auditors, and we are available to answer questions from auditors at all times
- > we provide initial notice of licence renewals, with a reminder when renewals are due.

## **You work with us by**

### **Understanding your responsibilities**

- > we ask you to read the information that we send you and to contact us if you need clarification
- > we ask you to understand that as a licensed operator you are required to know how to apply the QA system in your business, and to seek training or advice from organisations that are able to assist you personally within your business.

### **Understanding our role**

- > we cannot make judgements that compromise our responsibility to treat all licensees with consistency
- > we can only tell you the requirements of your licence, not the best way to implement those requirements in your unique business environment.

### **Treating us with respect**

- > be approachable, courteous and polite to PrimeSafe staff
- > provide us with as much information as you can to help us to understand your situation so that we can assist with your enquiry.

## About third party audits

Third party audits are intended to provide ongoing value to all PrimeSafe licensees. They are designed to provide independent oversight on how every licensed business can meet the commitment of its licence. In doing so, they highlight best practice food safety processes and provide practical information about how these processes can be integrated into a commercial business.

The audit process is carried out by JAS-ANZ Accredited Certification Bodies. All auditors are engaged directly by licensees and are paid by licensees.

The role of the auditor is to review the documented procedures within each licensee's approved Quality Assurance program. This allows all licensees to demonstrate that they have the internal processes in place to identify and address any risks to food safety at all times.

**You have the right to choose which JAS-ANZ accredited auditing firm will carry out audits within your business. You also have the right to expect third party auditors will help you to understand and meet your licence commitments, and provide verbal advice on how to address corrective actions on request.**

## Auditors' Responsibilities

Auditors have the contractual responsibility to carry out a professional service for PrimeSafe and a commercial service for licensees. They will:

- > carry out timely audits in line with schedules provided by PrimeSafe
- > inform you of their intention to conduct an audit and arrange for the licence operator to be in attendance
- > follow processes to ensure that they are consistent in the way that every licensee is audited
- > ensure that licensees understand audit reports and know of any non-conformance issues
- > where possible, provide verbal advice on how any corrective action can be addressed
- > objectively report any non-conformance issues to PrimeSafe.



**You can expect that auditors will**

**Be consistent**

- > maintain a strong knowledge of the regulatory management system and keep up to date with any changes to Standards and regulations
- > employ qualified staff, manage performance, and ensure the accuracy and quality of audits across all PrimeSafe licensees
- > audit all businesses with the same level of professionalism and objectivity.

**Treat you with respect**

- > at all times be approachable, courteous and polite to you and your staff and willing to answer your questions
- > recognise that the relationship they have with you aims to assist you to verify that you have the correct food safety processes in place to meet your licence obligations
- > communicate with you in a way that meets your own need to understand how the auditing process operates and why certain documentation about your food safety plan is required
- > explain why the auditing process focuses on various aspects of your food safety plan
- > provide an audit report and explain what happens with that report
- > handle any complaints about their service in a professional, objective and customer focused manner.

**Collaborate**

- > provide you with accurate information about who you can contact if you have concerns about any part of the process, or require additional information.

**You work with auditors by**

- > being approachable, courteous and polite to auditing personnel, and willing to ask questions if there is something that you do not understand
- > understanding that auditors must undertake audits according to the schedule required by your licence conditions
- > ensuring that you have all the documentation of your food safety plan ready for the audit
- > ensuring that you are able to spend time with the auditor, even when your operation is busy, and notifying auditors of any timing issue that may make this difficult
- > treating the audit as an opportunity to learn more about how you can continually improve your food safety program.



## LICENCE TO OPERATE

LICENSÉE:

Paul G

NOM DE L'ÉTABLISSEMENT:

PG & LA

EMPLACEMENT:

19 Main  
WINCHESTER

NOM DE L'OPÉRATEUR:

Paul M

- This licence is issued for the performance of the work commencing on page 2 of this licence.



**PRIME**SAFE

150 Albert Road,  
South Melbourne  
PO Box 2057  
South Melbourne Vic 3205  
**[www.primesafe.vic.gov.au](http://www.primesafe.vic.gov.au)**

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