The NSW Food Authority is a through chain food safety agency who works to ensure food produced, manufactured and sold in NSW is monitored and safe at each step it goes through – from paddock to plate.

Responsible to the Minister for Primary Industries, the NSW Food Authority administers and implements national and state food legislation, including the Australia New Zealand Food Standards Code (the Code) and the Food Act 2003 (NSW), as well as a range of food safety schemes in the NSW Food Regulation 2015, which regulate key high risk industry sectors.

The NSW Food Authority licenses around 15,000 businesses in these sectors which include businesses in the meat, eggs, dairy, plant products, seafood, shellfish and the food service to vulnerable persons sector. It also works across other food industry sectors that do not need to be licensed by the Food Authority but still need to meet the requirements of the Code. These sectors include retail, manufacturers and wholesalers as well as importers and exporters.

For the food industry and the community, our activities can aid in driving the reputational benefits characterised by safe, high quality food such as domestic and export market growth, fewer food incidents and increased consumer confidence in food safety and purchasing choices.

Our team of scientists, food safety officers and regulatory experts lead the way in food safety practices and standards for NSW.

We provide certainty in the safety and integrity of the food supply chain in NSW by regulating and measuring food safety across the food industry, managing food related incidents and implementing safe food handling advice in collaboration with industry stakeholders.

We contribute to the wellbeing of NSW residents by partnering with industry to keep food safe from the time it leaves the farm to the moment it reaches the plate.

Our ongoing process of measuring and promoting food safety to the food industry and the provision of educational resources for consumers, empowers them to make more informed and educated food choices. This, in turn, improves the quality and safety of food, enhancing the confidence and wellbeing of the NSW community.
MONITOR AND EVALUATE

At every stage along the journey from paddock to plate, we monitor, evaluate and educate our industry partners as well as our consumers, to meet our ultimate objective – to provide certainty and confidence that food is safe in NSW.

PRIMARY PRODUCTION

We develop, evaluate and implement food safety schemes for higher risk businesses such as meat, eggs, dairy, plant products, seafood and shellfish. We issue all businesses within these sectors with a licence to operate and conduct regular audits of their facilities to make sure they meet the requirements of the relevant Food Safety Scheme.

PROCESSING MANUFACTURE

We partner with our high risk industry sectors, including the food service to vulnerable persons sector, to undertake research, assist with trade level product recalls and proactively consult with them on a variety of issues in order to maintain a consistent approach to food safety.

STORAGE AND DISTRIBUTION

We license and inspect all premises and vehicles that store or transport higher risk foods. We also monitor food temperatures and undertake sampling and analyses activities to make sure all food meet the requirements in the relevant Food Safety Scheme.

RETAIL

We partner with local councils across NSW to inspect retail food businesses to check that good food safety practices are in place. We monitor labelling, provide guidance and offer training and education programs to people working within the retail sector. We also work with them to manage consumer product recalls.

CONSUMPTION

We promote good food safety practices to consumers, offer guidance on interpreting labels and receive and act on complaints and reports of food poisoning, poor labelling and compromised hygiene. We also develop initiatives such as Scores on Doors enabling consumers to make informed choices about where to eat or shop for food.

IMPORT/EXPORT

We work with the Commonwealth Department of Agriculture who administer the Imported Food Inspection Scheme which sees all imported food inspected and controlled. They also provide export controls and assistance regarding the export of goods from Australia.

CONSULTATION

We value the strong relationships we have with all of our industry partners across the food chain. Through regular consultation with industry sectors, we are able to maintain a consistent approach to food safety and plan effectively for the future.

EDUCATION

We have developed a number of resources providing targeted information to both consumers as well as industry sectors, such as scientific surveys and analyses, safe food handling practices and label interpretation.

The information we provide is guided by science-based risk assessment techniques, consumer and industry feedback, face-to-face consultation, inspections and audits, as well as surveys and trends in foodborne illness.