

STEP 1 - KNOW

This resource is designed to help food businesses shape and improve their food safety culture. It has been developed by Food Standards Australia New Zealand (FSANZ) as a national resource for industry and food regulators.

FSANZ welcomes your feedback on this resource (email us at foodsafetyculture@foodstandards.gov. au).

FOOD SAFETY QUESTIONNAIRE

This short questionnaire will help you do a quick 'health check' of your business's food safety culture. You'll get a picture of how your decision makers and team members rank the business's overall approach to food safety- from the general philosophy in the workplace, to training and monitoring arrangements, to the relationship with food regulators.

The questions have been designed as simple rankings (with space for optional comments) to give you a quick overview of how different groups rank key food safety areas. Each question has a **scale** where you can indicate where your business fits and a section where you can add additional comments.

Date:		
First, are you a manager or	general staff of this business? (please circle)	
LEADERSHIP/VISIO	N	
1. How important do you t etc.)	hink food safety is in the business? (e.g compa	ared to profits, brand recognition,
it's not thought about much	it becomes important when something goes wrong	ensuring food is safe is always a top prioriy
Comments:		
2. Who is responsible for n	naking sure the food is safe?	
the owner	specific people (e.g quality assurance officer, managers and the owner)	everyone at all levels
Comments:		



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3. How committed are ma	nagers (including the owner o	or other senior staff) to fo	ood safety?
not commited, e.g. they don't do or say anything much about food safety	somewhat commite about it sometimes inspections ar	at meetings or	very commited, e.g. they often talk with all staff about it, it's in our procedures, on notice boards, workplace posters, etc
Comments:			
_	nation like in the workplace, es or suggesting improvements?	specially in terms of staff	reporting problems,
Minimal engagement, e.g. generally don't need or get much input from general staff; staff are not encouraged to speak to managers about food safety	Fair but formal, e.g. staff know they can talk with managers during meetings or inspections and audits	Pretty strong and flexible, e.g staff are encouraged to bring up problems or suggestions any time and there are meetings, suggestion boxes, email contacts, surveys, etc. to do this in different ways	Very strong and supportive, e.g. we all communicate openly, often and in both directions (from management and from general team members upwards) — and we do have a range of ways to do this any time
Comments:		,	,



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5. How are food safe	ety problems or complaints addres	ssed?	
Negative response, e.g. nothing is changed or person is blamed	Minimal response, e.g. just fixed enough to pass inspection	strong response, e.g. issues identified, fixed and tested to confirm no upstream or downstream effects	strategic and proactive, e.g. continuously monitoring, thinking ahead and implementing preventative actions before issues arise
Comments:			
STAFF KNOWL	EDGE AND ACTIONS		
6. How much training	ng on food safety is available for st	aff?	
e.g. No food safety trair offered – if I want to le have to do it mysel	earn I and sometimes son	me extra training	e.g. induction training plus regular refresher training, extra courses and on-the-job mentoring
Comments:			
	an awareness of food safety in th d training into practice?	eir daily jobs, every time? ⁻	That is, do they always put
probably not - especially if they're really busy or no-one is watching	I assume they do	their supervisors or peers make sure they do	everyone has food safety as their top priority and does things properly everytime



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Comments:			
DATA COLLECTIO	N & ASSESSMENT		
8. Is food safety informa	tion checked and used to make	improvements?	
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no/not really, e.g. it's filed in case someone asks for it later	yes - sometimes, e.g. food safety supervisors/managers check it, and report if there are any problems	yes - quite a lot, e.g. it's included in regular updates to the boss/board, and in discussions about preventing future problems	yes - all the times, e.g. it's continually collected and assessed to check what's going on, identify food safety risks and make plans for improvements into the future
Comments:			
RELATIONSHIPS \	WITH REGULATORS		
9. What's the business's	relationship with food regulato	ors like?	
minimal, e.g. we only see regulators when there's an audit/inspection; they tell us what they think we have to do	fair, e.g. we make s food safety obligat managers get invol inspections and oth with regula	ions, and our ved in audits/ er discussions	close collaboration, e.g. our managers and other staff are in regular contact with regulators and often discuss food safety matters with them to ask their advice or see what can be improved
Comments:			