

NSW FOOD AUTHORITY – VISION, KEY RESULT AREAS, OUTCOMES

VISION SAFER FOOD, CLEARER CHOICES			
KEY RESULT AREAS	Safe food produced and sold in NSW ↑ ↑	Well-informed industry and consumers ↑ ↑	Excellence in client service and delivery ↑ ↑
OUTCOMES	<ol style="list-style-type: none"> 1. Reduction in foodborne illness in NSW 2. Incidents and emergencies relating to food are effectively managed 3. Compliance of NSW food industry with food regulations is maximised 4. Regulatory burden on the food industry is appropriate to the risk 	<ol style="list-style-type: none"> 1. The food industry has access to appropriate, effective information on food safety, labelling and standards 2. Consumers have information on food safety and are able to make informed choices about the food they eat 	<ol style="list-style-type: none"> 1. Safe, skilled and accountable people working safely 2. Our services meet client and community needs and communities participate in decision-making 3. Community confidence in our services is increased

Key Result Area 1: Safe food produced and sold in NSW		
Aligned to NSW 2021 goals, T&I Strategic Directions, DPI Corporate Plan (see Page 5)	Outcomes (What specifically do we want to achieve?)	Strategies (What will we do to achieve these outcomes?)
NSW 2021: Goal 11, Goal 31 T & I: 2.4 (c) DPI: 3.1.1, 3.1.5	1. Reduction in foodborne illness in NSW	1. Identify and investigate contributors to foodborne illness 2. Implement risk management programs for targeted industry sectors 3. Collaborate with other agencies, jurisdictions and international food agencies, industry partners and other stakeholders to implement sector-wide programs and contribute to the development of policies and standards 4. Communicate information about what can be done to reduce foodborne illness
NSW 2021: Goal 11, Goal 28 T & I: 2.4 (b) DPI: 3.3.2	2. Incidents and emergencies relating to food are effectively managed	1. Maintain prevention and emergency plans based on effective risk management 2. Investigate foodborne illness outbreaks and instigate, coordinate and communicate food recalls 3. Assist industry and consumers to implement effective disaster management response
NSW 2021: Goal 11, Goal 31 T & I: 2.4 (c) DPI: 3.1.2, 3.1.3	3. Compliance of NSW food industry with food regulations is maximised	1. Conduct appropriate surveillance and compliance activities in the primary production, processing and manufacturing sectors, and communicate results where appropriate 2. Undertake surveillance of the food retail sector by supporting, monitoring and communicating local government compliance with Food Regulation Partnership programs 3. Utilise alternative, innovative compliance solutions to improve compliance 4. Utilise evaluation, inspection and audit information to benchmark industry performance
NSW 2021: Goal 4 T&I: 2.1 DPI: 1.2.1	4. Regulatory burden on the food industry is appropriate to risk	1. Align NSW Food Authority regulatory framework with best practice regulatory principles 2. Utilise risk based approaches with a focus on minimal and effective regulatory intervention 3. Apply regulatory systems and standards consistently in line with key Government and FoFR sector wide policies 4. Contribute to national policy development projects on issues other than acute food safety

Key Result Area 2: Well-informed industry and consumers		
Aligned to NSW 2021 goals, T&I Strategic Directions, DPI Corporate Plan (see Page 5)	Outcomes (What specifically do we want to achieve?)	Strategies (What will we do to achieve these outcomes?)
NSW 2021: Goal 11, Goal 31 T & I: 2.4 (c) DPI: 3.1	1. The food industry has access to appropriate, effective information on food safety, labelling and standards	1. Monitor and evaluate the effectiveness of industry communication 2. Provide clear and effective information about compliance requirements 3. Monitor and evaluate outcomes of programs, eg food safety supervisor program
NSW 2021: Goal 11, Goal 31 T & I: 2.4 (c) DPI: 3.1	2. Consumers have information on food safety and are able to make informed choices about the food they eat	1. Proactively identify priority issues and key audiences for consumer food choice and food safety 2. Implement, evaluate and refine consumer and stakeholder communication programs for identified issues and audiences 3. Collaborate with partners and stakeholders to maximise effective communication reach 4. Ensure all communications are accessible to the target audience and use appropriate channels 5. Continually review the appropriateness of food labelling information and monitor and enforce industry compliance with labelling requirements

**Key Result Area 3:
Excellence in client service and delivery**

Aligned to NSW 2021 goals, T&I Strategic Directions, DPI Corporate Plan (see Page 5)	Outcomes (<i>What specifically do we want to achieve?</i>)	Strategies (<i>What will we do to achieve these outcomes?</i>)
<p>NSW 2021: Goal 30 T & I: 3.1 DPI: 4.1</p>	<p>1. Skilled, engaged and accountable staff working safely</p>	<p>1. Attract, develop and retain skills within the Authority to drive excellence 2. Implement the Trade and Investment Staff Safety and Wellbeing Strategy applying best practice health and safety standards and processes 3. Develop and implement programs and tools to facilitate effective internal engagement and collaboration 4. Develop opportunities to recognise excellence in the workplace</p>
<p>NSW 2021: Goal 30 T & I: 3.2, 3.3 DPI: 4.2, 4.3</p>	<p>2. Our services meet client and community needs and communities participate in decision-making</p>	<p>1. Enhance community involvement in decision-making using tailored approaches and community involvement mechanisms for relevant project proposals and regulatory reforms 2. Identify and implement collaborative models of service delivery that meet client and community needs 3. Use technology to deliver services more efficiently and effectively 4. Establish systems to benchmark and measure feedback to understand client and community needs and improve our services</p>
<p>NSW 2021: Goal 30 T & I: 3.4 DPI: 4.4</p>	<p>3. Community confidence in our services is increased</p>	<p>1. Develop and implement appropriate corporate governance frameworks and foster a strong culture of governance supported by appropriate systems and processes 2. Develop and apply a culture of open government and proactive sharing of the Authority's information using technology to provide easy, effective and timely access</p>

References

[NSW 2021: a plan to make NSW number one](#)

Goal 4	Increase the competitiveness of doing business in NSW
Goal 11	Keep people healthy and out of hospital
Goal 28	Ensure NSW is ready to deal with major emergencies and natural disasters
Goal 30	Restore trust in State and Local Government as a service provider
Goal 31	Improve government transparency by increasing access to government information

NSW Trade & Investment [Strategic Plan 2012-2015](#)

2.1	Regulatory burden on businesses is reduced
2.4 (b)	Safe, healthy and biosecure industries – <i>Maintain preparedness for and manage energy, mining, food, biosecurity, bush fires, fish kills, water, telecommunications and natural disaster incidents and emergencies</i>
2.4 (c)	Safe, healthy and biosecure industries – <i>Regulate and monitor food safety and labelling so that consumers can make informed choices</i>
3.1	A skilled, engaged and cohesive workforce operating in a safe workplace
3.2	Our services meet client and customer expectations
3.3	Enhanced opportunities for the community to participate in decision making
3.4	Community confidence in our services is increased

NSW Department of Primary Industries [Corporate Plan 2012-2015](#)

1.2.1	Regulatory burden on industries is reduced – <i>Streamline or modify legislation and regulation to minimise regulatory costs for industries</i>
3.1	Food in NSW is safe and is appropriately labelled so that consumers can make informed choices
3.1.1	Food in NSW is safe and is appropriately labelled so that consumers can make informed choices – <i>Identify and investigate contributors to foodborne illness and implement controls for managing pathogens</i>
3.1.2	Food in NSW is safe and is appropriately labelled so that consumers can make informed choices – <i>Maintain surveillance and compliance activities in the production, processing and manufacturing sectors</i>
3.1.3	Food in NSW is safe and is appropriately labelled so that consumers can make informed choices – <i>Maintain surveillance of the food retail sector through monitoring local government compliance with Food Regulation Partnership programs</i>
3.1.5	Food in NSW is safe and is appropriately labelled so that consumers can make informed choices – <i>Work with NSW Health to identify and develop collaborative public health programs</i>
3.3.2	Incidents and emergencies are effectively planned for and managed – <i>Assist communities and primary industries to develop prevention and emergency plans based on effective risk management</i>
4.1	Skilled, engaged and accountable people working safely
4.2	Our services meet client and community needs
4.3	Enhanced opportunities for communities to participate in decision making
4.4	Community confidence in our services is increased