



A Guide to 2016 FIVE STAR FOOD PREMISES



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Food Hygiene Assessment System

Whitehorse City Council introduced the 5 Star Food Hygiene Assessment (FHA) system in 1996 as its principal means for evaluating hygiene standards of food premises such as aged and child care facilities, hospitals, restaurants, cafés, takeaway food shops, bakeries, delis and hotels.

The aim of the FHA system is to improve the safety of food being manufactured, handled, stored and sold in the municipality.

The 5 star rating system is designed to measure businesses' food safety performance and compliance with legislative requirements. Council also uses it to manage non-compliance and to establish a schedule for follow-up inspections and enforcement action.

The FHA system is based on risk and assesses the level of compliance with the Food Safety Standards, the *Food Act 1984* and individual businesses Food Safety Program.

This guide provides you with information about Council's Food Hygiene Assessment system and lists food businesses that have achieved a 5 star rating within the City of Whitehorse during 2016.

The ratings contained in this guide relate to the Food Hygiene Assessments conducted during 2016.

eHealth Portal

Council's online portal allows the public to go online to view the star ratings for all businesses assessed, from one to five stars. Businesses that do not consent to disclose their rating will be given a "no consent" category. To access the portal, visit ehealth.whitehorse.vic.gov.au.



The screenshot shows the 'Welcome to EHealth Portal' header and a table titled 'Businesses Portal - Food Business Register and Performance Report Listing'. The table lists various businesses with their names, addresses, and star ratings (represented by yellow stars). The ratings range from 1 star to 5 stars. Some businesses have a 'No Consent' rating.

Business Name	Address	Star Rating
ABC Restaurant	123 Main St, Whitehorse VIC 3122	5 Stars
DEF Cafe	456 High St, Whitehorse VIC 3122	4 Stars
GHI Bakery	789 Market St, Whitehorse VIC 3122	5 Stars
JKL Deli	101 Shop St, Whitehorse VIC 3122	3 Stars
MNO Hotel	202 Hotel St, Whitehorse VIC 3122	5 Stars
PQR Child Care	303 Child St, Whitehorse VIC 3122	5 Stars
STU Hospital	404 Hospital St, Whitehorse VIC 3122	5 Stars
VWX Aged Care	505 Aged Care St, Whitehorse VIC 3122	5 Stars
YZA No Consent	606 No Consent St, Whitehorse VIC 3122	No Consent

About the Assessment System Score

Council's Environmental Health Officers assess businesses against national food safety standards and best practice criteria.

Each item assessed is weighted according to risk and is converted to a percentage score that correlates to a star rating as shown below.

Star rating	Assessment Score
★★★★★ Excellent <i>(incorporating best practice)</i>	91-100%
★★★★ Excellent	
★★★ Satisfactory	81-90%
★★ Unsatisfactory	71-80%
★ Poor	70% and below

Businesses are issued with a certificate to display their star rating. This provides consumers with a measure of how the business performed on the day of the assessment relating to the following:

- Standard of cleaning and sanitising
- Structural condition and maintenance
- Safe food processing
- Food storage conditions and temperature control
- Food handling practices and personal hygiene
- Implementation of food safety program
- Record keeping.

A 4 star and 5 star rating demonstrates a high standard of compliance with legislative requirements. A 5 star rating also demonstrates best practice that is above and beyond legislative requirements.

The grading achieved in the assessment is valid until the next assessment in 12 months, unless there is a change in ownership of the premises.

The scheme encourages best practice through rewarding and recognising businesses that achieve excellence in food safety.

Businesses that achieve a 5 star grading are acknowledged for their achievement through this publication and other promotional activities. These businesses also become eligible to receive the annual Food Premises of the Year Award under the following categories:

- **Class 1**
(e.g. aged care, childcare, hospitals etc)
- **Class 2**
(e.g. restaurant, café, takeaway, delicatessen, bakery, supermarket)
- **Community groups**
(e.g. school canteens)

Premises of the Year

The following food businesses are awarded the Food Premises of the Year for 2016:

Class 1

Beacon Street Children's Centre
463 Burwood Highway,
Vermont South

Class 2

Ganesh Indian Restaurant
76 South Parade, Blackburn

Community Groups

Mont Albert Primary School
21-23 Inglisby Road, Mont Albert

Certificates of Commendation

The following food businesses achieved a 5 star rating with a maximum assessment result of 100% and are awarded a Certificate of Commendation

- **Beacon Street Children's Centre Kindergarten**
- **Baking Mummies**
- **The Ginger Mill**
- **Kingswood College Tuckshop**
- **Delishness**
- **Meals On Wheels Silver Grove**
- **Cake Love by Sarah Helena**
- **Low Carb Gourmet Pty Ltd**
- **Blackburn Children's Services Centre**
- **Mountainview Cottage**
- **Emmaus College**
- **Salsa Bella**
- **Vinh Hao**
- **Sissy's Bix**
- **Mitcham Private Hospital**
- **Salvation Army Staff Canteen**
- **Kerries Creations**
- **Little Raskals Kindergarten & Childcare Centre**
- **Box Hill High School**
- **Mary's Little Lambs Early Learning Centre**
- **Degani**
- **Poppysmack Pty Ltd**
- **Central Box Hill Children's Services Centre**
- **Middle Ground Cafe**
- **Blackburn High School Canteen**
- **Darvid's Pizzeria**
- **Covenant House**
- **Highwood Court Aged Care**
- **Wattle Park Children's Services Centre**
- **Ferguson Plarre Burwood**
- **Cameron Close Retirement Village**
- **Wesley Neurological Support Services**
- **Bakers Delight Brentford Square**
- **Whitehorse Primary School**
- **East Burwood Safeway**
- **Box Hill Hospital Kiosk**
- **Box Hill Early Learning Child Care Centre & Kinder**
- **Our Kids Child Care Centre**

Accommodation Getaway

The Tudor	1101-1107 Whitehorse Road,	Box Hill
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Aged Care Facilities

Covenant House	181 Canterbury Road	Blackburn
Regis Blackburn	40 Central Road	Blackburn
Regis Inala	220 Middleborough Road	Blackburn South
Kangerong Centre	79 Thames Street	Box Hill
Uniting Agewell Box Hill	75 Thames Street	Box Hill
Mecwacare Atchison Centre	110 Albion Road	Box Hill
Elgar Home	610 Elgar Road	Box Hill North
Cameron Close Retirement Village	155-221 Warrigal Road	Burwood
Burwood Lodge	336 Blackburn Road	Burwood East
Peter James Centre	321-345 Burwood Highway	Forest Hill
Strathdon Community	9-25 Jolimont Road	Forest Hill
Mecwacare Simon Price Centre	13-25 Strabane Avenue	Mont Albert North
Strabane Gardens Support Care	1-3 Strabane Avenue	Mont Albert North
AdventCare Whitehorse	163-165 Central Road	Nunawading
Mountainview Cottage	25 Mountainview Road	Nunawading
Forest Hill Retirement Village	264-272 Springvale Road	Nunawading
Blue Cross Broughtonlea	9-17 Broughton Road	Surrey Hills
Vermont Aged Care	770 Canterbury Road	Vermont
Blue Cross Community Service Group Pty Ltd	39 Livingstone Road	Vermont South
Victoria Grange Aged Care	502-514 Burwood Highway	Vermont South

Bakery and Cake Shops

Bonbons Bakery	Box Hill Central, Shop 71/1 Main Street	Box Hill
Bonbons Bakery	Burwood One, Shop G 25-26/172-210 Burwood Highway	Burwood East
Bakers Delight Brentford Square	Brentford Square, 8 Brentford Square	Forest Hill
Breadlicious Forest Hill	Forest Hill Chase Shopping Centre, 173/270 Canterbury Road	Forest Hill

Cafes and Restaurants		
Blackburn Hotel	111-125 Whitehorse Road	Blackburn
Bonjour De France	126 South Parade	Blackburn
Ganesh Indian Restaurant	76 South Parade	Blackburn
Max & Leo's Foodstore Cafe	5 Salisbury Avenue	Blackburn
Sonley Stonegrill and Bar	Shop 1-2/20 Blackburn Road	Blackburn
Middle Ground Cafe	3-5 Springfield Road	Blackburn North
Dumpling Kitchen	144A Canterbury Road	Blackburn South
Phayathai Thai Restaurant	6/96 Canterbury Road	Blackburn South
Gloria Jean's Coffees	FC 59/Whitehorse Central, 17-21 Market Street	Box Hill
Ajisen Ramen Box Hill	13 Market Street	Box Hill
Cafe Salvo	17-23 Nelson Road	Box Hill
Hong Kong Best Food	Shop 35 Carrington Road	Box Hill
Indochine Restaurant	51-53 Carrington Road	Box Hill
Tan Tan Restaurant	7-9 Carrington Road	Box Hill
Penang Inn	1031A Whitehorse Road	Box Hill
Vegie Hut Restaurant	984 Whitehorse Road	Box Hill
Middleborough Latte Cafe	539 Middleborough Road	Box Hill North
Hardware Cafe	259 Middleborough Road	Box Hill South
Peta's Cafe	164 Elgar Road	Box Hill South
Easy East	26 Burwood Highway	Burwood
Mr Sun's Kitchen	73 Station Street	Burwood
Sketches Cafe Bar	273 Burwood Highway	Burwood
Sofia Restaurant	295-301 Burwood Highway	Burwood East
Gelata Vita Cafe	Forest Hill Chase Shopping Centre, 126/270 Canterbury Road	Forest Hill
Gloria Jean's Coffees	Forest Hill Chase Shopping Centre, 123/270 Canterbury Road	Forest Hill
Healthlink Cafe	4 Fraser Place	Forest Hill
J S Lunch Spot	Brentford Square, 18 Brentford Square	Forest Hill
Lollipops Playland Forest Hill	324/270 Canterbury Road	Forest Hill
The Chase Hotel	Forest Hill Chase Shopping Centre, 304/270 Canterbury Road	Forest Hill

The Coffee Club Forest Hill	Forest Hill Chase Shopping Centre, 140/270 Canterbury Road	Forest Hill
Khusboo Indian Restaurant	3/432-438 Mitcham Road	Mitcham
Mason Lane Cafe	2 Hamilton Street	Mont Albert
Churchill Cafe & Larder	13-15 Hamilton Street	Mont Albert
Lucky Yu Chinese Restaurant	138 Springvale Road	Nunawading
The Oaks Cafe	669-673 Canterbury Road	Surrey Hills
Via Matta Ristorante Italiano	602 Canterbury Road	Vermont
Khyberpass Restaurant	3/272-276 Morack Road	Vermont South
Rich Mahal Restaurant	499 Burwood Highway	Vermont South
Sportlink Cafe	2 Hanover Road	Vermont South

Canteens and Kiosks

Blackburn High School Canteen	58-62 Springfield Road	Blackburn
Klg Catering	Old Orchard Primary School, 70-88 Koonung Road	Blackburn North
Whitehorse Primary School	70-86 Junction Road	Blackburn North
Kingswood College Tuckshop	355 Station Street	Box Hill South
Box Hill High School	1180 Whitehorse Road	Box Hill
Alliance Catering Services	19 Ailsa Street	Box Hill South
Roberts McCubbin Primary School	57 Birdwood Street	Box Hill South
Camp Australia - St Scholastica's OSHC	348 Burwood Highway	Burwood
Emmaus College	285 Warrigal Road	Burwood
Presbyterian Ladies College	1/141-155 Burwood Highway	Burwood
Wesley Neurological Support Services	515 Highbury Road	Burwood East
Mullauna Secondary College	290-292 Mitcham Road	Mitcham
Mont Albert Primary School	21-23 Inglisby Road	Mont Albert
Box Hill Senior Secondary College Canteen	19 Dunloe Avenue	Mont Albert North
Koonung Secondary College	615 Elgar Road	Mont Albert North
Vermont Secondary College	27-63 Morack Road	Vermont
Emmaus College	487-503 Springvale Road	Vermont South
Livingstone Primary School	25-29 Livingstone Road	Vermont South

Caterers and Food Manufacturers

Miss Peppercorn Gourmet Food & Catering	1/8 Lawrence Street	Blackburn South
12 Ovens	3/12 Ovens Street	Box Hill North
Miss Peppercorn Gourmet Food & Catering	1 Camelia Street	Box Hill
www.thecaterers.com.au	3 Kerr Lane	Box Hill North
Fat & Skinny Fabulous Food	2 Andrew Street	Forest Hill

Child Care Centres

Blackburn Children's Services Centre	15 Central Road	Blackburn
Rugratz Retreat Early Learning Centre	440 Middleborough Road	Blackburn
Goodstart Early Learning Blackburn South	286-288 Middleborough Road	Blackburn South
Central Box Hill Children's Services Centre	517 Station Street	Box Hill
Goodstart Early Learning Box Hill - Whitehorse Road	1056 Whitehorse Road	Box Hill
Sweetland Road Early Learning Centre	24 Sweetland Road	Box Hill
Watts Street Children's Centre	10-12 Watts Stree	Box Hill
Mary's Little Lambs Early Learning Centre	27 Medway Street	Box Hill North
Goodstart Early Learning Box Hill - Canterbury Road	960-974 Canterbury Road	Box Hill South
Deakin & Community Childcare Co-operative Ltd	Deakin University, 213-243 Burwood Highway	Burwood
Presbyterian Ladies College	1/141-155 Burwood Highway	Burwood
Wattle Park Children's Services Centre	25 Livingstone Close	Burwood
Emmikins ELC	694-696 Whitehorse Road	Mitcham
Lucknow Street Children's Services Centre	37 Lucknow Street	Mitcham
Tinkabell Early Learning Centre	290-292 Mitcham Road	Mitcham
Goodstart Early Learning Mont Albert	15 Wellesley Street	Mont Albert
Little Raskals Kindergarten & Childcare Centre	94 Springvale Road	Nunawading
Starfish Early Learning Centre (Nunawading)	24 Mountainview Road	Nunawading

Surrey Hills Baptist Children's Centre	281 Elgar Road	Surrey Hills
Goodstart Early Learning Vermont - Canterbury Road South	522-524 Canterbury Road	Vermont
Red Apple Early Learning Centre	487-489 Canterbury Road	Vermont
Beacon Street Children's Centre	463 Burwood Highway	Vermont South
Beacon Street Children's Centre Kindergarten	465 Burwood Highway	Vermont South
Vermont South Children's Services Centre	35 Livingstone Road	Vermont South
Clubs		
One Community Church	182-186 Surrey Road	Blackburn
Box Hill South Neighbourhood House	47 Kitchener Street	Box Hill South
Crossway Baptist Church	2-18 Vision Drive	Burwood East
Uniting Care East Burwood Centre	220 Burwood Highway	Burwood East
Vermont South Community House Inc	1 Karobran Drive	Vermont South
Coffee and Desert Outlet		
Monsieur Dupont	Brentford Square, 41 Brentford Square	Forest Hill
Delicatessen		
The Melbourne Deli	16/277-289 Middleborough Road	Box Hill South
Delivery Meal Organisation		
Community Chefs	79-81 Carrington Road	Box Hill
Meals On Wheels Silver Grove	22 Silver Grove	Nunawading
Home Based Retailers		
Poppysmack Pty Ltd	31 Salisbury Avenue	Blackburn
Baking Mummas	38 Junction Road	Blackburn North
Kerries Creations	37 Barkly Street	Box Hill
Delishness	20 Somers Street	Burwood
The Ginger Mill	14 Lichfield Grove	Mont Albert North
Salsa Bella	1 Lynette Street	Nunawading

Home Based Retailers *continued*

Cake Love by Sarah Helena	1/6 Park Road	Surrey Hills
Low Carb Gourmet Pty Ltd	3 Rosemont Street	Surrey Hills
Aunty Lila	5/1-3 Boronia Road	Vermont

Hospitals

Bellbird Private Hospital	190-198 Canterbury Road	Blackburn South
Box Hill Hospital	8 Arnold Street	Box Hill
Epworth Eastern	Hospital 1 Arnold Street	Box Hill
Mitcham Private Hospital	25-27 Doncaster East Road	Mitcham

Manufacturers

NY Bagels	18 Terra Cotta Drive	Blackburn
Sissy's Bix	7 Canterbury Road	Blackburn
Vinh Hao	3 Alfred Street	Blackburn
Kwan's Dim Sim	1123A Whitehorse Road	Box Hill
The Pastry Lounge Pty Ltd	3-5/22-24 Redland Drive	Mitcham
The Pastry Lounge Pty Ltd	7/22-24 Redland Drive	Mitcham
Ron & Sue's Malaysian Delights	Vermont South Shopping Centre, Shop 2B/495-511 Burwood Highway	Vermont South

Reception Centres

Elizabethan Lodge	Elizabethan Motor Inn Lodge, 604-610 Middleborough Road	Blackburn North
Mihalis Tavern Box Hill Reception	24 Cambridge Street	Box Hill
Vogue Ballroom Pty Ltd	399 Blackburn Road	Burwood East

Takeaways

Darvid's Pizzeria	74 South Parade	Blackburn
McDonalds Blackburn	127C Canterbury Road	Blackburn
Midori Japanese Take Away	4A Gardenia Street	Blackburn
South Parade Seafood	72 South Parade	Blackburn
Harry's Take Away	104 Middleborough Road	Blackburn South

Claypot King	Shop 59/Box Hill Central, 1 Main Street	Box Hill
McDonalds Box Hill Central	Box Hill Central, McDonalds 1 Main Street	Box Hill
Movenpick Ice-Cream Box Hill	Shop 53/Box Hill Central, 1 Main Street	Box Hill
Oriental Hut	Shop 42/Box Hill Central, 1 Main Street	Box Hill
Subway Box Hill	Shop 41/Box Hill Central, 1 Main Street	Box Hill
Sushi Sushi	Shop M 50/Box Hill Central, 1 Main Street	Box Hill
Box Hill Hospital Kiosk	8 Arnold Street	Box Hill
Hungry Jacks Ltd - Burwood	171 Burwood Highway	Burwood
Ferguson Plarre Burwood	Burwood One, K 4/172-210 Burwood Highway	Burwood East
Brentford Square Charcoal Chicken	Brentford Square, 3 Brentford Square	Forest Hill
Captain's Choice Fish & Chips	Brentford Square, 13 Brentford Square	Forest Hill
Donut King	Forest Hill Chase Shopping Centre, F 15/270 Canterbury Road	Forest Hill
Fancy Fillings	F 15A/270 Canterbury Road	Forest Hill
Hungry Jacks - Forest Hill	252-256 Canterbury Road	Forest Hill
In A Nutshell	Forest Hill Chase Shopping Centre, 107A/270 Canterbury Road	Forest Hill
KFC Forest Hill	Forest Hill Chase Shopping Centre, F 13/270 Canterbury Road	Forest Hill
KFC Vermont	486-500 Canterbury Road	Forest Hill
McDonalds Forest Hill	Forest Hill Chase Shopping Centre, F 12/270 Canterbury Road	Forest Hill
Subway Forest Hill	Shop 2/423 Springvale Road	Forest Hill
Domino's Pizza	531-533 Whitehorse Road	Mitcham
Neighbours Kitchen	525 Whitehorse Road	Mitcham
Pizza Bella	222 Mitcham Road	Mitcham
KFC Nunawading	344-348 Whitehorse Road	Nunawading
McDonalds Nunawading	349 Whitehorse Road	Nunawading
Norcal Cafe	32/41-49 Norcal Road	Nunawading
1061 Pizza	1061 Riversdale Road	Surrey Hills
Domino's	Shop 2A/475 Burwood Highway	Vermont South
La Sera Pizza Pasta and Ribs	Shop 6/477-479 Burwood Highway	Vermont South
McDonalds Vermont South	481-483 Burwood Highway	Vermont South

Food Safety in the Home

Did you know that there are between 2 million and 4.2 million cases of foodborne illnesses in Australia every year? Of these, it is estimated that one in five occurs from incorrect food handling in the home.

What causes foodborne illness?

- Some bacteria and viruses called pathogens can cause foodborne illness
- Food that contains dangerous levels of pathogens may not look, smell or taste any different from food that is safe.
- Bacteria grow in most food, especially when food is stored between 5°C and 60°C. Therefore, we must keep food either very cold (in the refrigerator) or very hot (steaming hot).
- Common types of food where bacteria thrive include chicken, seafood, eggs, red meats, dairy products and even cooked rice. These foods contain lots of proteins and nutrients, and bacteria love these energy foods.

What you can do

When purchasing food ensure you don't buy food that has damaged packaging (e.g. dented or swollen cans, leaking containers, cracked eggs) or food that is past the use-by date.

When storing food ensure you immediately pack chilled and frozen food into the refrigerator or freezer and store raw meat, fish and poultry near the bottom of the fridge so that juices, which may contain pathogens, do not drip onto other food.

When thawing food ensure you thaw frozen foods in the fridge and only in the microwave if using the product immediately thereafter.

When preparing food ensure you use a different chopping board and utensils when preparing ready to eat food like salad, and those that are to be cooked, like meat.

When cooking or reheating food ensure you cook food right through (i.e. above 75°C) – this will kill any bacteria that may have grown on the food.

One last reminder – be extra careful when preparing and cooking food for young children, the pregnant, elderly and sick people. They are particularly susceptible to foodborne illness.

Disclaimer

This is a listing of 5 star rated food premises, and is not Council's endorsement of any local food business over another.

Grading of food premises as 5 stars is based on a food hygiene assessment carried out during inspection on the date indicated on the Food Hygiene Assessment certificate. Points are deducted from the assessment as a result of a critical non-compliance inspection prior or post the FHA and which falls within the same registration period.

Grading, unless reviewed during the year, lasts for one year. Whitehorse City Council gives no warranty as to the condition or hygiene of the premises, hygiene or quality of food or standard of operation at any time other than the date of inspection. The public is urged to use its own judgement in making a consumer choice.

Whitehorse City Council expressly disclaims all and any liability to any person or body for any direct or indirect injury, loss or damage incurred by use of, or reliance on, the information provided.



ACKNOWLEDGEMENT OF COUNTRY

In the spirit of reconciliation, Whitehorse City Council acknowledges the Wurundjeri people as the traditional custodians of the land. We pay our respects to their Elders past and present.

CONTACTING COUNCIL

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Fax:	9262 6490
NRS:	133 677 then quote 9262 6333 (Service for deaf or hearing impaired people)
TIS:	131 450 (Telephone Interpreter Service. Call and ask to be connected to Whitehorse City Council)
Email:	customer.service@whitehorse.vic.gov.au
Website:	www.whitehorse.vic.gov.au
Service Centres:	Whitehorse Civic Centre 379-397 Whitehorse Road, Nunawading 3131 Box Hill Town Hall Service Centre Box Hill Town Hall 1022 Whitehorse Road, Box Hill 3128 Forest Hill Service Centre Shop 275 Forest Hill Chase Shopping Centre Canterbury Road, Forest Hill 3131

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